



Plymouth Alliance for Complex Needs

Best for people using services

March 2021

Useful Contact Details:

PCC Retained Client Function Alliance Advice Line 01752 304401 (Mon-Th 9-5pm, Fri 9 – 4:30)

Out of Hours 01752 668000 Community Connections 01752 398500

Please give a warm welcome to the Outreach Health care team.

This team are aligned to the Complex needs team in Harbour and are funded as part of the Next Steps Accommodation programme (NSAP) “We have various backgrounds which will be of a great benefit within new role, and to the clients in temporary accommodation, vulnerable accommodation, rough sleeping and homeless and using the winter provision”. This is a new service so we will be coming around to see everyone over the next month to introduce ourselves and see what the priority need is. We have already been invited to be at the Pavilion’s on Thursday 04/03/2021 where the first vaccines for people who are most vulnerable in the complex lives system can receive their COVID vaccinations. We have lots of ideas of how we can make a difference including, BBV, sexual health, general health checks, venepuncture, wound care and a range of other health interventions. We are also very keen to be involved in the system to support the City’s Hep C eradication endeavour. There is a lot as a team we can offer for physical interventions. We will have a central phone number for people to make contact with us and ask for support and indeed a generic email too, but this is our first week and we are finding our feet. We will be non-uniformed predominantly but will have uniform for specific interventions or where relationship building may benefit from it. We will have a central phone number for people to make contact with us and ask for support and indeed a generic email too, but this is our first week and we are finding our feet. We will be non-uniformed predominantly but will have uniform for specific interventions or where relationship building may benefit from it.



Kate’s background is primary care nursing. I have worked previously as a District Nurse and more recently as a practice nurse. I also have the benefit of being a non-medical prescriber.

kate.howard2@nhs.net



Kirsten Golden has been a Health Care Assistant (HCA) within the NHS for 19 years. The most part of her career has been spent within the ophthalmology department but the last year has been spent working within Derriford Emergency Department.

k.golden@nhs.net



Kerry Carter has been a HCA within the district nursing service and more recently she has spent 3 years working within the prison service in Channing’s wood, Exeter and Dartmoor.

kerry.carter15@nhs.net

Alliance training

Prenoxad Training

There are still spaces available for staff to access prenoxad training with Fiona Konteh, Addiction Healthcare Development Manager at Ethypharm. Sessions will be offered on the following dates:

Friday 19th March	2.00 Teams	Friday 26th March	2.00 Teams
Friday 16th April	2.00 Teams	Friday 23rd April	2.00 Teams

If you have staff who would like to join the training please send their email address, job role and preferred date to sharontucker1@nhs.net. Please confirm they are willing for their details to be sent to Fiona, as she will send them a covering email which includes the link to the SMMGP training module.

The Tenancy Training programme has been developed and is facilitated by Path.

Tenancy Training is suitable for staff, volunteers and people who work in housing or related services. The training aims to help staff support their clients in understanding and accessing private rented tenancies. Looking at rights, responsibilities and affording and securing a tenancy. Training is delivered by at least one Path Renting Support Service worker. Training will currently be delivered via video call (Zoom).

Please contact Dave Ringwood by e-mail David.Ringwood@pathdevon.org to book a place.

There are spaces left on 9th April (1.30-3.10pm) 5th May (10.30-12.10) and 7th May (1.30-3.10)

Local Authority Safeguarding training

Dates will be added soon for April and you can book your place via Eventbrite using this link <https://www.eventbrite.co.uk/o/adult-safeguarding-31971650835>

Grief, Bereavement & Suicide Training

This training is being offered by Pete's Dragons who are the commissioned suicide bereavement support provider for all of Devon (including Plymouth) please click link below to book your place: <https://www.eventbrite.co.uk/e/grief-bereavement-suicide-prevention-training-tickets-137394120513>

The password for the sessions is: Dragons

The sessions are currently scheduled for Tuesdays and Thursdays, from 26th January until 25th March inclusive. The Zoom link and pre-reading material will be distributed prior to the course commencement.



A day in the life of the Alliance Housing Advice service worker, March 2021

I am Katy Cave working for PATH and providing the Hiss advice service. The service has developed from our face to face Hiss Drop in which was open to all twice a week. Pre-Covid the most we would see in a week was 10-15 people. In comparison I often take 30+ calls in a week; these are all recorded on a spreadsheet. Providing a frontline service such as this can mean I am often the first person the clients have spoken to about their difficult and distressing situations. An example of my day to day work includes:

- Deposit Guarantee referrals: Collating information to the deposit guarantee team. In reality, a lot supporting documents need to be included with a referral; this has taken weeks in some cases.
- A2A: Completing A2As with clients over the phone. This can be tricky as often the clients are not in the best place (physically) to be able to answer the sensitive questions asked of them, but we do our best to work around it. I also receive a lot of calls from clients and professionals about where people are on the waiting list, which I pass onto the A2A hub.
- Devon Home Choice: Support ranges from assisting people to re-set their passwords, registering or updating DHC. Working with the Community Mental Health Team to support a vulnerable patient with a hope to prevent a hospital admission by accessing more appropriate accommodation. Band B awarded. Assistance given to bid and accept offers of accommodation, which leads to...
- Making applications to the Discretionary Housing Payment for rent in advance for social housing. Applying to DHP for rent arrears and (eg) a shortfall award for a person who needs to downsize.
- Benevolent and charity applications: Applying for other funding including Vicars Relief for rent in advance for those who do not qualify for DHP. Eg A young lady who has 2 weeks until her due date, she is having twins and has no other way to be accommodated before the birth of her babies.
- Universal Credit: Assisting clients to update their journals with rent details. Requesting and completing mandatory reconsiderations for the limited capability for work assessments, no result as of yet...
- Environmental Health: Advocacy on behalf of a professional and their client and family regarding dangerous private rented, liaising with Environmental Health to 'encourage' the completion and safety of works. We will be applying to DHP to clear the arrears to improve their move on chances.
- Rough Sleeper Team: Calls from people reporting to be rough sleeping or finding a rough sleeper. Detailed location and information sent to the team for them to check the following morning. Explanation of how the Outreach service works and what they can offer.
- Advice to professionals: Various Alliance services and other agencies contact the Advice line and it feels good to share our knowledge about what we can achieve for our vulnerable people. All work completed at home, tech can be an issue, but it's working well overall !

Job Opportunities



Ref: 2024

Substance Misuse Specialist x 2

Both roles full-time - 37 hours per week

(Monday-Friday inclusive, may involve some evening and weekend work)

Starting Salary £23,025

(Salary Band 3a £23,025 - £25,305)

The role of a Substance Misuse Specialist is to help reduce the harm caused by substance misuse to users themselves, affected others and to the wider community. This is achieved by providing services to the clients that are tailored to suit their assessed needs: these should be provided in line with drug misuse and dependence guidelines.

These posts will involve working at multiple Plymouth Alliance locations and travelling around the city as required.

For further information and an application pack please visit the Job vacancies page of our website at <https://harbour.org.uk/about-us/jobs-at-harbour/>

Closing Date for receipt of applications:

Thursday 18th March 2021 at Midday

Interview Date: during week commencing Monday 22nd March 2021

(via Zoom)

Harbour is an equal opportunity employer and invites applications from all sectors of the community. All offers of employment will be subject to an enhanced DBS check, Occupational health clearance and satisfactory references.

Alliance collaborative work in action

Mass vaccination at Plymouth Pavilions



plymouthsouprun
@plymouthsouprun

Such a privilege to have helped at the very successful Covid vaccination clinic today for people who are homeless and vulnerable.

200 + people were vaccinated with a range of other health services also available.

Great team work. @ThePlymouthAll1 @livewellsw @SMMGP @PathDevon



7:14 PM · Mar 4, 2021 · Twitter for iPad

13 Retweets 4 Quote Tweets 31 Likes

Over 260 of the most vulnerable, homeless and complex people were seen over the afternoon in conjunction with dental, medical, Hepatology, sexual health and health check staff.

Clients received vouchers and free food and hot drinks in the union street café where also there was clothing etc. It was all free to those who could use it.

22 did not have a GP (or not a GP in the city) so great to have more registered locally and accessing care. 67 DBSTs were performed by the BBV teams. Everyone took up the offer of a health check and at least 2 who had high blood pressure will now get offered support from their surgery to address this. There were no issues on the day and lots of cheerful people, really good, positive engagement. Feedback anecdotally as we chatted to people was great. This has also attracted lot of interest from other organisations who want to learn from it. It was such a productive afternoon and clients responded so well to the opportunity to be seen by multiple health visitors in the same building. It was a great atmosphere and so well organised. Staff from across the Alliance were in attendance to keep things in order and staff from many services were in attendance to support some of our most vulnerable clients. It was a huge success.

Second vaccine bookings

Staff who had their first Pfizer vaccine in January should now be receiving letters with a second date.

PCC have advised that if staff do not receive a letter by the ninth week after their first vaccine this may need to be chased.

If you have not heard by this point please email sharontucker1@nhs.net so that this can be followed up.

Email etiquette

With lots of staff working remotely during lockdown, and the amount of email traffic increasing, it can be frustrating to receive lots of unnecessary emails. Often staff are included for information only so this is a polite request for staff to remember that where possible to avoid using "Reply All" to their messages and instead reply directly to the sender. "Reply all" might only be necessary if the emailed group needs to see your response about your availability or your input on a topic. Many thanks.



Funding news

Protect Plus

Plymouth City Council and the Plymouth Alliance have been successfully awarded £112,780 from MHCLG for Protect Plus funding. This funding will be used for the following:

- Enhancing our winter provision by providing an additional 2 emergency PODS and shower units
- Enhanced landlord packages to steer new rough sleepers into accommodation early with outreach support
- Bespoke packages of therapeutic support for some of our most complex rough sleepers
- Additional concierge capacity for accommodation based services
- I.T. to support the implementation of the Young person's accommodation HUB
- SIM cards to increase client connectivity.

This funded has been allocated between Alliance partners and needs to be spent by the end of March 2021.

Changing Futures bid

Plymouth has been successful in progressing to the next stage of the Changing Futures Programme (potential £1.5 - £4.5 million grant). We are one of 21 shortlisted areas through to the Delivery Plan stage with final bids being submitted the week beginning 26th April.

The Changing Futures Programme will bring together a selection of local areas that are committed to working with government and with each other over an initial three-year period (2021/22 to 2023/24) to improve outcomes for people experiencing multiple disadvantage (adults experiencing three or more of the following five: homelessness, substance misuse, mental health issues, domestic abuse and contact with the criminal justice system).

Together, the programme partners will develop local delivery models, deliver system change and test a new joined-up approach between government and local partners that will shape future government policy.

The full prospectus can be found here:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/943316/Changing Futures Programme - Prospectus for local EOIs.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/943316/Changing_Futures_Programme_-_Prospectus_for_local_EOIs.pdf)