

Inclusion Health Resource Pack



Background

Inclusion Health groups include:

- Identified as homeless
- People staying temporarily with friends and relatives who do not have a permanent address/ sofa surfer's
- Rough / street sleepers
- Hostel or night shelter residents
- Asylum Seekers, refugees and forced migrants (excluding those specifically covered by other national schemes)
- Sex workers
- Gypsies, Travelers and Roma's, excluding settled communities
- Liveaboard- those living aboard boats.
- Those involved in the criminal justice system

Inclusion health is a term used to describe people who are socially excluded, typically experience multiple overlapping risk factors for poor health (such as poverty, violence, and complex trauma), experience stigma and discrimination, and are not consistently accounted for in electronic records (such as healthcare databases). These experiences frequently lead to barriers in access to healthcare and extremely poor health outcomes.

People belonging to inclusion health groups frequently suffer from multiple health issues, which can include mental and physical ill health and substance dependence issues. This leads to extremely poor health outcomes, often much worse than the general population, higher mortality rates, and it contributes considerably to increasing health inequalities.

Resources available to support clinicians to support Inclusion Health Groups

Those Experiencing Homeless

[E-learning session for homelessness](#) - bite-sized session to give health and care professionals an overview of homelessness - including key evidence, data, and signposts to trusted resources to help prevent illness, protect health, and promote wellbeing.

[Faculty for Homeless and Inclusion Health training](#) – training for professionals with an interest in the health needs of people who are homeless, people who sell sex, Gypsies and Travellers, and vulnerable migrants.

[Fairhealth](#) - a charity offering free courses, elearning, blogs, a podcast and much more. All designed to enable healthcare professionals to develop the knowledge,

skills, and confidence to work in areas of deprivation, with marginalised patients, and to reduce inequalities.

[Health Education England training resources](#) – training resources which include health literacy, to support NHS workforce in preventing ill health and reducing health inequalities.

[Articulate Inclusion Health e-learning](#) - provides a brief introduction to inclusion health groups i.e., those that are often excluded from mainstream health and care services. It will outline important terminology, describe common health and healthcare needs these groups can experience and suggests some practical actions to address barriers and improve health outcomes.

[Inequalities E-learning](#) - introduce you to the concept of health inequalities and health inequity. It will consider the causes of unequal health outcomes between individuals and groups and will go on to think about why these matters - to patients, to communities, and to the health system as a whole.

[Pathways - Standards for Commissioners and Service providers](#) - This is the third edition of the Standards for Commissioners and Service Providers. It has been written by a collaboration of professionals from a variety of disciplines in consultation with people with a personal experience of health inequalities.

Contacts

Pathways – Contact the team at Pathways on T: 01603 984694 or E: pathways@stmartinshousing.org.uk (Norwich)

St. Martins – Contact the team at St. Martins on T: 01603 666563 or E: enquiries@stmartinshousing.org.uk (Norwich)

Purfleet Trust – Contact Purfleet Trust for general enquiries on T: 01553 767829 (main office) or E: enquiries@purfleettrust.org.uk (West Norfolk)

YMCA Norfolk - For support from YMCA for accommodation - T: 01603 621263 or E: info@ymcanorfolk.org (Norfolk wide)

Shelter – Contact shelter for further support on T: 0344 515 1860 (Norfolk wide)

Salvation Army - For patients to receive support from the Salvation Army contact T: 01603 663496 (Norwich) or 01279 219811 (Norfolk and Waveney wide)

Herring House Trust – for housing support 01493 331524 (Waveney)

Gypsy Roma Traveler Community

[Pavee Point - Traveller and Roma Centre](#) - a series of Traveller factsheets for anyone working within these communities, such as Traveller accommodation, Traveller health and Traveller employment.

[Gypsy, Roma and Traveller OHID resource](#) - a resource which aims to raise awareness about Gypsy, Roma and Traveller community histories and culture, the health disparities that these groups currently face, and underlying contributing factors.

[Traveller Movement - Information and resource](#) - variety of helpful guides and useful information for professionals and traveller communities.

Contacts

Norfolk and Suffolk Gypsy, Roma, and Traveller service contact
GRTSAdmin@norfolk.gov.uk (Norfolk and Waveney wide)

Traveller Movement contact - E: info@travellermovement.org.uk or T: 020 7607 2002 (Norfolk and Waveney wide)

Asylum Seekers and Refugees

[Guidance to support HC2 applications for asylum seekers](#) - This guidance is aimed at professionals supporting asylum seekers around access to healthcare and prescriptions.

[Doctors of the World](#) – a range of training available for Inclusion Health Groups

[All Our Health - elearning for healthcare \(e-lfh.org.uk\)](#) - learning sessions have been developed to provide a bite-sized introduction to the wide range of topics covered within the All Our Health framework. Within these sessions, you'll find signposting to trusted sources of helpful evidence, guidance, and support. You can dip in and out of the content as and when you need it.

[Registration card for patients](#) - cards for any patients who need to register that are having issues doing so.

[Checklist for refugee and unaccompanied asylum seeker children](#) - a care plan and checklist for supporting refugee and unaccompanied asylum seeker children from the Royal College of Paediatrics and Child Health.

[Safe Surgeries](#) – signing up to be a safe surgery which means GP practice which commits to taking steps to tackle the barriers faced by many migrants in accessing healthcare.

Contacts

People From Abroad Team – General enquiries and referrals contact nrpf@norfolk.gov.uk (Norfolk wide)

Red Cross – Contact 0808 196 3651 (Norfolk and Waveney wide)

Suffolk Refugee Support – contact 01473 400785 (Waveney)

Information in respect of safeguarding those at risk of exploitation

[E-learning session for Modern slavery](#) - provides an overview of the issue of modern slavery. It is designed to help all healthcare staff recognise the signs that someone has been trafficked, and to take appropriate action with confidence.

[Trauma Risk Management \(TRiM\) course](#) - a peer-delivered risk assessment and ongoing support system designed to help in the management of traumatic events.

[One Small Thing](#) - provides trauma-informed programmes, including staff training.

[FGM guidance](#) - multi-agency guidelines on FGM for those with statutory duties to safeguard children and vulnerable adults.

[Modern Slavery Helpline](#) - framework for identifying victims of human trafficking and ensuring they receive appropriate protection and Government-funded support.

[FGM multi agency statutory guidance](#) – This guidance has 3 key functions: to provide information on FGM, to provide strategic guidance on FGM and to provide advice and support to front-line professionals.

Contacts

Bridges Plus – Contact T: 01603 617 076 or E: office@bridgeplus.org.uk (Norwich)

Norfolk CADS support for FGM - 0344 800 8020 (Norfolk wide)

Norfolk Anti-Slavery Network - 08000 121 700 (Norfolk wide)

MASH Suffolk for FGM - 0345 606 1499 or Customer First for those at risk of FGM - 0808 800 4005 (Waveney)

Those with substance misuse and those involved in the criminal justice system

[RGCP Guidance in Primary Care working with those using Crack and Cocaine](#) - Guidance to support Primary Care Practitioners to work with service users that use Crack and Cocaine.

[Change Grow Live - Information for professionals](#) - advice on how to spot the signs of drug taking and misuse, and what you can do to help.

[Inclusion Health: applying All Our Health](#) - This guide is part of 'All Our Health', a resource that helps health and care professionals prevent ill health and promote wellbeing as part of their everyday practice. The information below will help front-line health and care staff use their trusted relationships with individuals, families, and communities.

[Just one Norfolk - Parental drug and alcohol misuse](#) – providing information to professionals about links to parental drug and alcohol misuse.

Contacts

Mancroft Advice Project – Contact MAP for general enquiries on E: info@map.uk.net or T: 0800 0744454 (Norfolk wide)

Men's Advice Line- For support to patients contact T: 0808 801 0327 or E: info@mensadviceline.org.uk (Norfolk wide)

The Matthew Project – For support to patients contact the Matthew Project on T: 01603 626 123 or E: enquiries@matthewproject.org (Norfolk wide)

Samaritans – For patient support from the Samaritans contact T: 01603 611311 or National Freephone number: 116 123 (Norfolk and Waveney wide)

NSFT general enquiries – Telephone: 01603 421212 or Medicines Information e-mail address: medinfo@nsft.nhs.uk (Norfolk and Waveney wide)

CGL – Referrals in Norfolk can also be made by email to: norfolk.info@cgl.org.uk

The main number for all of Norfolk is 01603 514096 and we have an out of hours service available by the same number. (Norfolk wide)

Just One Norfolk – Healthy Child Programme with links to substance misuse 0300 300 0123 (Norfolk wide)

Wonder+ - For support from Wonder+ contact T: 01603 327881 or E: wonderplus@sgt.cjsm.net (Norwich)

Turning Point- For alcohol and drug misuse support contact 0300 123 0872
(Waveney)

Sex Workers

[Pathway- Meta Analysis of homeless, sex workers and others](#) - This open access research, published in The Lancet, with researchers including a Pathway fellow and a Pathway Trustee, aimed to review morbidity and mortality data on four overlapping populations who experience considerable social exclusion: homeless populations, individuals with substance use disorders, sex workers, and imprisoned individuals.

[National Ugly Mugs](#) - UK-wide charity working with sex workers to do research, design and deliver safety tools and to provide support services to people in adult industries.

Contacts

Doorway Women's Services/ Magdalene Group – Contact Doorways on T: 0808 800 1030

Contact the Magdalene group on T: 01603 610256 or E:
support@magdalenegroup.org (Norwich)

Leeway – Contact Leeway for referrals and general enquiries on E:
referrals@leewaynwa.org.uk or T: 0300 561 0077 (Norfolk wide)

Sue Lambert Trust -For advice and support contact Sue Lambert Trust on T: 01603 622406 or E: info@suelamberttrust.org (Norfolk wide)

Spurgeon's – Norwich Connect - Contact Spurgeon's on T: 01603 628122 or E:
norwichconnect@spurgeons.org (Norwich).