

# Community support for improving health inequalities in Black, Asian and minority ethnic groups

## Service Specifications

### **The strategic aims are to:**

- Address inadequate information on healthy living among migrant groups in Harrow;
- Improve accessibility of public health services and health information in order to reduce unnecessary suffering and premature deaths;
- Improve the healthy living conditions of BME groups through activities that will increase their access and use of services and information;
- Reduce the future number of hospital admissions coming through TB, substance misuse and diabetes;
- Promote the reduction in health inequalities;

### **The objectives of the service are to:**

- Ensure that Somalis can access appropriate mainstream services and understand the barriers for them in accessing the services;
- Establish a working network with key Primary Care, Secondary Care hospital agencies and Community agencies to facilitate early discharge and post hospital support for the members of the community;
- Work closely with medical professionals to provide early identification and screening of health problems;
- Provide outreach services and support for those members in the community who are either disabled, chronically sick, old and have serious linguistic barriers;
- Organise confidence building workshops for members to participate in public health programs i.e. on nutrition, exercise and home safety issues in conjunction with the professional organizations to bridge the gap in skills and knowledge between the Somali refugee family and the average British house hold members;
- Ensure that Somali groups can access appropriate treatment services and make a change in their social situations;
- Conduct workshops for Somali mothers to raise their awareness of adolescent changes, drug use and the acquisition of other parenting skills;

### **Service description/care pathway:**

The project involves provision of outreach services; drop-in sessions; group education; sign posting and awareness-raising against risk behaviours. The project will link up with

the mainstream service providers and will organize cultural training sessions for frontline Primary Care and Secondary Care staff; The project will employ a project coordinator who will organise workshops, satellite clinics, and educational programmes and will liaise with the hospital, primary care and local services for community care. Engagement programmes will be developed with specific sections of the population of Harrow

**Population covered:**

All Harrow residents with a focus on BME (black minority ethnic group) communities.

**Indicative Activity:**

Aim	Activity	Target
Increase access of information, drug compliance, facilitate convalescence, improve case management through early sign-posting and outreach work amongst BME	<ul style="list-style-type: none"> <li>Number of new people accessing service</li> <li>Run awareness days such IAPT, Mental Health, Learning Disabilities, Autism, Stroke, Cancer and Diabetes helping the local community (Cares and Users) to best seek treatment, for the management signs and symptoms</li> <li>Establish a health forum group for service users and beneficiaries with monthly meetings held</li> </ul>	700 6 12
Prevent illnesses and premature deaths amongst BME groups in Harrow through drug/alcohol awareness,	<ul style="list-style-type: none"> <li>Prevent illnesses and premature deaths amongst BME groups in Harrow through drug/alcohol awareness and teaching coping mechanisms,</li> <li>No of health information materials and Harrow Health Guidance in local language</li> </ul>	250 100 copies
Working with people within the BME community to access primary health care rather than reaching crisis and hitting A&E	<ul style="list-style-type: none"> <li>No of workshops organised to build confidence to participate in smoke cessations, weight loss, walking and nutrition groups</li> <li>No of sessions on adolescence changes and substance misuse / alcohol misuse</li> <li>Working to help KAT users to modify their behaviours with changes in legislation</li> <li>Promote the use of walk in clinics. Target local GPs on awareness of the cultures e.g. vitamin D / diabetes/ depressions</li> </ul>	2 groups 3 sessions / 10 participants

Feedback from service users and beneficiaries to inform effectiveness and future service provision	<ul style="list-style-type: none"> <li>• Feedback from service users and beneficiaries to inform effectiveness and future service provision</li> <li>• Completed exit questionnaire from those moving on from the service and completed questionnaire from current service users</li> <li>• Number of clients supported on housing and shelter</li> <li>• Number of clients receiving support through outreach and follow-up</li> <li>• Number of chronic patients receiving support on discharge</li> <li>• Train frontline staff and other voluntary sector organisation to understand historic and cultural health issues for early detection and management</li> </ul>	150 75%
<b>Reduction of isolation and improving social network</b>	<ul style="list-style-type: none"> <li>• Number of people enabled to access social network and to avoid loneliness and isolation at home. Also improve understanding and use of WhatsApp Group</li> </ul>	
<b>Disseminate NHS Information</b>	<ul style="list-style-type: none"> <li>• Forward and sign-post members information from NHS England/Improvement</li> </ul>	
<b>Translation</b>	<ul style="list-style-type: none"> <li>• Assist the non-English speaking public in Harrow through interpretation</li> </ul>	