

## What we do

The HealthBus Trust is here to bring hope, dignity and enable positive change for people experiencing homelessness.

The Trust partners with clinical and non-clinical teams to create a wrap-around service that helps people improve their physical and mental health, free themselves from addiction and move on from homelessness.

The HealthBus service reduces demand on NHS secondary care and other service providers.

The Trust contributes to national research into homelessness and associated issues so that we can develop more effective ways of serving our patients and their community.

The Trust shares its learning to support others who are working to reduce health inequalities in their own areas.

**This strategic plan maps the aims and values of the Trust, how it meets the expectations of our community and the elements which support and enable its achievements.**



**HEALTHBUS**

## STRATEGIC PLAN 2022-2027

The HealthBus Trust is a charity that provides accessible and appropriate healthcare to people experiencing homelessness in Bournemouth and the surrounding areas. The Trust operates a mobile, GP-led service in close relationship with a multidisciplinary team and other providers of homeless services.

**VISION:** To reduce health inequalities and develop world class expertise in homeless health through multidisciplinary partnership working.

**MISSION:** We provide accessible, high quality, patient-centred healthcare for people experiencing homelessness.

**VALUES:** Every person has an equal right to effective and evidence-based healthcare. We deliver this in a safe and non-judgemental environment.

## AIMS & OBJECTIVES

### To reduce health inequalities and remove barriers to healthcare by:

- Providing accessible and appropriate specialist GP-led healthcare for people experiencing homelessness.
- Delivering mobile care at the point of need to people sleeping rough and in emergency accommodation.
- Working closely with multidisciplinary community and hospital teams and non-statutory organisations.

### To support individuals in their recovery away from homelessness to purposeful healthy living by:

- Promoting and enabling residential accommodation for all.
- Connecting individuals with services that provide for their wider needs.
- Supporting individuals until use of mainstream services is possible.

### To understand and raise awareness of homeless issues and promote best practice in the field by:

- Leading by example with non-judgemental and patient-centred care.
- Advocating for people experiencing homelessness at a local and national level.
- Delivering research projects and public lectures and writing educational publications.
- Offering student placements for medical, nursing and social care students.
- Challenging societal and healthcare attitudes.
- Sharing best practice and developing a transferable blueprint for care.

## OUR COMMUNITY

### HealthBus patients can expect:

- To be respected, valued and welcomed by staff.
- Specialist assessment and treatment.
- Referrals for support from allied services such as housing, dentistry, addiction and mental health.
- Access to non-statutory organisations offering activity-based programmes supporting recovery and discovery of purpose and meaning.

### HealthBus partners can expect:

- A patient-centred approach to care.
- A pioneering, flexible and responsive service striving for excellence.
- A service which encourages robust partnerships and collaborative working across all sectors to alleviate suffering and end homelessness.
- A proactive approach to identifying needs.
- Evidence-based healthcare led by experts in the homeless field.
- Regular networking locally, nationally and internationally to share best practice with other providers of homeless care.

### HealthBus staff/volunteers can expect:

- A clear understanding of their role and how it supports the strategy and success of the Trust.
- A supportive, collaborative and open culture that encourages teamwork and contribution of all individuals in achieving the aims of the Trust.
- To be kept informed about matters of importance to their role and the Trust.

## ENABLERS

### Valuing and developing our staff/volunteers by:

- Effective performance management with support and supervision to achieve key personalised objectives and personal development in the specialist homeless field.
- Providing an appropriate infrastructure with all clinical, administrative and support roles in place.
- Attracting like-minded specialist staff with the skills, capacity and attitudes to enhance our team and service delivery.

### Financial sustainability by:

- Attracting sufficient funding to deliver on current and evolving objectives.
- Aligning investment with strategic priorities alongside charitable status and legal compliance.
- Ensuring value for money, proactive procurement processes and appropriate alignment with key partners.

### Improving our understanding of homelessness and effective service delivery by:

- Continuing our collaborative multidisciplinary working which reduces demand on NHS secondary care, community and criminal justice services.
- Developing and modernising our processes and performance in line with national and local homeless priorities.
- Using integrated health and social care systems to facilitate data collection and communication between teams.
- Regularly assessing the needs of the homeless population whilst measuring outcomes and auditing the HealthBus service.
- Research in the homeless field.

### Collaboration with external partners:

- Commissioning services from external organisations with compatible values who offer value for money.