

Welcome to the 2nd edition of **ALL ABOARD**



HealthBus is Awarded CQC Registration!

The Care Quality Commission (CQC) regulates all health and social care services in England. The commission ensures the quality and safety of care in hospitals, GP surgeries, dentists, ambulances, care homes and the care given in people's own homes.

On Friday 9th December, the HealthBus was inspected for registration by the CQC. It was a big day for the whole team. The inspection took place on the Mobile Clinic on the coldest day of the year, it was -5! Former Trustee, Ed Briggs, allowed the team to drive the Mobile Clinic inside the building of Citygate Church. This meant we were able to stay warm as the interview was 3 hours long! We were delighted to receive news on the 21st December that we passed and are now CQC approved. This was the best early Christmas present for the charity!



Chairman's Remarks

"We are delighted to be successful in achieving our CQC registration, it is with huge thanks and appreciation to our team, especially Kate for their effort in this. The HealthBus team and the work they do continues to go above and beyond the call of duty and we are so grateful for their passionate efforts to deliver care to some of the most vulnerable people in our community. Thank you team!"

Gareth Sherwood
HealthBus Trust, Chairman of Trustees



Christmas Hamper Appeal 2022

Delighted that the HealthBus Trust was able to partner with local organisations and businesses to support the **'Christmas Hamper Appeal'** 2022! With the help of the community the Trust raised £400.00 towards supporting 20 vulnerable families!

On 23 December 2022, Bournemouth Foodbank and Citygate Church successfully delivered 200 hampers to local families experiencing crisis. 721 people benefited thanks to the tireless work of well over 100 volunteers; the support of 85 partner organisations and the generosity of 63 sponsors.



Bags of Hope 2022

For Christmas 2022, those who are experiencing homelessness in the Bournemouth area received bags of treats and necessities. These **'Bags of Hope'** were handed out to those attending HealthBus drop-in sessions.

With help from the community and local businesses we made 150 **'Bags of Hope'** to offer out to those who are experiencing homelessness in our town!

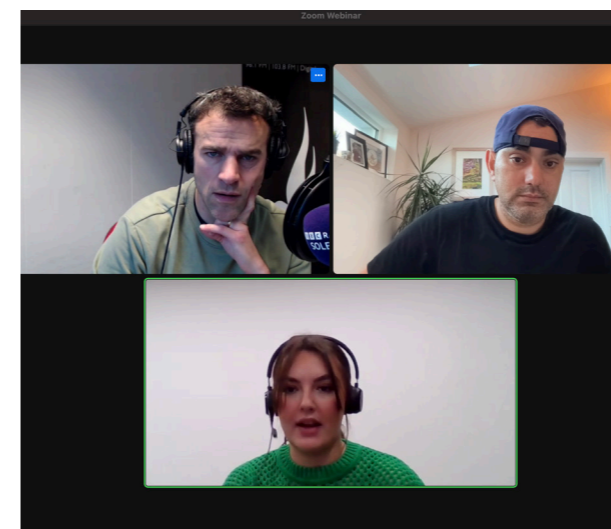
Huge thanks to the Marsham Court Hotel, Hordle Primary School, Arrowedge Pharmacy and members of the public who donated so many essential items!



Community Appeal (6 weeks of giving)

We are thrilled to have linked with local businesses Zest and Picnic Park Deli as they launched the **Community Appeal** in Bournemouth town over the festive season alongside the Christmas Tree Winter-land Trail 2022! From November 2022-January 2023 there were a range of fundraising events, live music and quizzes to fundraise for HealthBus Trust, Bournemouth Foodbank, St Mungo's and Faithworks.

"We are delighted to be working alongside local businesses as we collaborate together to support those that are vulnerable over this season. The Zest team have been so supportive and enthusiastic in wanting to support Bournemouth-based charities. Charlotte and Nick from Zest are committed to making the biggest impact possible for those charities which are helping the neediest in our community." -Deano Pickering, HealthBus Head of Fundraising and Marketing.



BBC Radio Interview

Partnering with Zest and Picnic Park Deli the HealthBus was invited to speak on BBC Radio Solent and BBC Radio Solent Dorset about the **Community Appeal** and **'6 weeks of giving'** to support the HealthBus, Foodbank, St Mungo's and Faithworks.

On 20 December 2022, Deano was invited to speak on the breakfast show about the unmet needs across Bournemouth and the surrounding areas and the vital collaboration between agencies and homeless charities.

OMRON



Donation from Omron

After attending the Best Practice Show in Birmingham in October 2022, Kate and Deano had the privilege of speaking with Janet, one of the representatives from Omron Healthcare. After sharing about the Trust, what we do, why and the challenges we face; she kindly offered to take our details to see if she could offer any support. We are so incredibly thankful to Omron Healthcare who have donated two blood pressure monitors to the HealthBus Trust in early December 2022.

"We are delighted to support the HealthBus Trust. We know you will be able to help many patients. Happy to have been able to support you".
-Janet Meijer, Omron Training & Events Specialist EMEA



Good Design Works support HealthBus

Huge thanks to the Good Design Works team (Geoff, Lucy and Laurence) who are supporting the HealthBus Trust as business sponsors. For every project that the team completes 1% of each invoice is donated to the Trust. The Good Design Works is a Wimborne-based studio that makes web, print and marketing work for local businesses.

"As a business we want to help the most vulnerable in our communities. Many of us are so privileged to have homes, food and jobs. Seeing what the HealthBus team does and bringing care to those who are experiencing homelessness is remarkable. We are delighted to support in a small way ... in the current climate a little compassion goes a long way." - Laurence Harris, Good Design Works Director.



Aviva Safe Living Pilot: Exceeds Funding Goal

THANK YOU, EVERYONE!! We have reached our Aviva Community Fund and Crowdfunding target with your HELP! You have helped us raise over £6200.00, this is amazing and will allow us to support patients further in their recovery! This pilot seeks to educate people to be more financially independent and invite them into a community activity that encourages social integration.

Donation from Venta Services

Huge thanks to David Simpson, Director Venta Services who has kindly donated 3000 vapes to the HealthBus Trust (on 25 October 2022) to help patients take essential steps towards better and improved healthcare. Those experiencing homelessness are x3 more likely to die from chronic respiratory disease primarily caused by smoking and 80% are at an increased risk of lung cancer. The HealthBus is running spontaneous smoking cessation support groups and offering smoking cessation advice to those on the streets.





Social Exclusion in the UK
The lived experience
Edited by Mel Hughes

This book places the expertise of people with lived experiences front and centre of the narrative on social exclusion, marginalisation and social stigma in the UK.

Publishing 19th October 2022
Pre-order now at www.criticalpublishing.com
Get 20% off using the code SW2022



Book royalties donated to HealthBus Trust

Published in October 2022, *Social Exclusion in the UK* presents a range of lived experiences alongside a critical commentary on the impact of social stigma, exclusion and marginalisation on people's lives. This book's chapters are co-authored by people with lived experience alongside academics from Bournemouth University which are all underpinned by the Transformative Learning Theory developed by scholar Mezirow.

With huge thanks to editor Mel Hughes and all the members of the Bournemouth University (BU) PIER Partnership and to the BU Social work team for their lifelong commitment to lived experience expertise. All royalties are being donated to the HealthBus Trust.

Order a copy from CriticalPublishing at get 20% off with the discount code SW2022



Spotlight on Policies & Procedures

Over the past few months we have introduced a few new policies such as *Clear Desk* and *ECG Policy & Procedure*, alongside essential training.

Please ensure you take time to familiarise yourself with the new policies and updated processes on SharePoint. We always welcome feedback from staff, Trustees and volunteers. If you feel there is a specific policy or procedure that needs reviewing, please email Kate on kate@healthbus.co.uk and we will endeavour to review it.

Best Practice Show NEC Birmingham 2022

On 12 October 2022, Dr Maggie Kirk was invited to speak at the Best Practice Show about health inequalities and how the HealthBus is addressing this particular need. Alongside other key medical professionals, who are handling the acute needs of those who are vulnerable in our communities, the HealthBus is one of 40 research projects linked with the Complete Care Community Programme (CCC). Led by Prof. James Kingsland OBE the CCC is an innovative national programme designed to support health systems utilise Primary Care Networks in tackling health inequalities.

The Best Practice Show is the UK's number-one event for the primary care and general practice community, established over a decade ago, and held annually at Birmingham's NEC in October. Providing powerful CPD-certified content, free of charge, to 4,000 senior decision-makers from primary care.

For more information please visit <https://healthbus.co.uk/bps2022/>



Dr Maggie Kirk and Prof. James Kingsland OBE, Oct 2022.



HealthBus Office & Bus prepares for CQC Inspection

Since August 2022 the HealthBus team have been preparing for a Care Quality Commission inspection. The Care Quality Commission (CQC) regulates all health and social care services in England. The commission ensures the quality and safety of care in hospitals, dentists, ambulances, care homes and mobile health services. The Trust has also created 208 policies alongside supporting governing documents, clinical posters and safety procedures to demonstrate compliance.

"Becoming a CQC approved organisation will bring further recognition, flexibility and assurance to the Trust, as we continue to deliver essential care for those experiencing homelessness. This is an vital milestone in strengthening our service." - Kate Hibbitt, HealthBus Operations Director.



Garden Cafe Opens

In early November 2022, Bournemouth Foodbank and Grounded Community opened the Garden Cafe and to celebrate, hosted a week of fantastic experiences and catering. So good to eat and socialise in the new cafe space at St George's Church, in Boscombe.

"We are so privileged to have this new space open to the staff team and the public. The team have done a remarkable job in transforming the space into a modern, open-plan cafe. Not only can we use the space for staff meetings, but invite patients to come and have a coffee and chat in a wonderful environment." - Chrissie Croucher, HealthBus Engagement & Enhancement Outreach Nurse.



First Aid Training for staff & volunteers

The Trust has partnered with Sarah Pestridge & New Forest First Aid Training for compliant and essential First Aid training courses for all staff and volunteers who support our work. As well as holding First Aid Instructor qualifications, Sarah Pestridge is an experienced Adult and Paediatric Nurse with passion and energy for providing a high quality and cost effective learning experience. Sarah became a freelance instructor in 2015 and offers a range of medical courses including Mental Health First Aid.

"Huge thanks to Sarah for a fantastic and engaging First Aid Course for our specialist team!" - Dr Maggie Kirk, HealthBus Medical Director.



Free hairdressing for patients

Thanks to *Heart of Hair* hairdressing, who volunteers for the HealthBus offering free haircuts to patients! Caring for people in this way has a positive and significant impact on people's well-being.

"I know the HealthBus team and all the volunteers really care. After my hair cut I feel so much better about myself" - HealthBus patient.



Business Networking

On behalf of the Trust, Deano has been connecting with business networks like Dorset Chamber and B2B Growth Hub to promote the charity. Since September 2022, he has invited 16 business contacts to the Garden Cafe to discuss ways that businesses can support local charities. Building key relationships with the business community has already proven essential as many have contributed to supporting the Trust with its Christmas Appeal 2022.

"The work that the HealthBus team does is remarkable and needs to be promoted more across our networks!" - Alice Smee, Horburne Network Coordinator.



Patient Feedback

"I was on the streets for about 4 years and was drinking more, I'd been attacked several times and so was scared. Then I discovered the HealthBus team ... I was able to see a doctor about my liver and chronic obstructive pulmonary disease." - Ben, 2022

"I ended up rough sleeping for 10 months living in a tent. I was using heroin and was at rock bottom. The HealthBus Team have provided me with ongoing advice and support. I am now living in emergency accommodation and am starting to rebuild my life." - Lee, November 2022

Please contact Kate Hibbitt via kate@healthbus.co.uk if you have any suggestions, feedback or items you would like featured in the next bulletin.