

## New Health Champions in St Mungo's Hostels

Welcome to the second in our series of fact sheets about how St Mungo's offers successful solutions to people with complex health needs.

### Health facts about St Mungo's residents

- Over 60% have drug and/or alcohol problems
- 60% suffer from mental health problems
- 45% have physical health problems

Our clients have complex and overlapping health needs often excluding them from mainstream services. In fact, only one in three homeless people who need treatment, actually receives it.

Healthcare for vulnerable and homeless men and women is high up on St Mungo's agenda. Our Health Strategy is designed to ensure that clients have access to thorough, holistic, appropriate and effective treatments. We strive hard to effectively reduce health inequalities amongst homeless people by working in partnership with PCT's to bring surgeries into our hostels and to register clients with GP's.



*Complex needs? Successful solutions from St Mungo's*

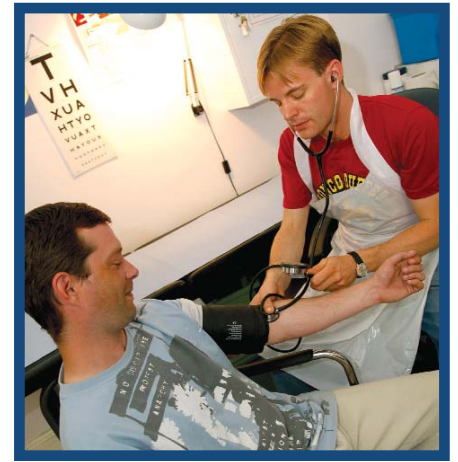
### New Health Solutions from St Mungo's

To further improve the well being of our clients, last year St Mungo's started introducing Health Champions into our hostels. These are members of staff who take on extra responsibility for health issues within our hostels. Every St Mungo's hostel and each group of our semi-independent houses now have a Health Champion, making 35 in total.

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They perform tasks such as:

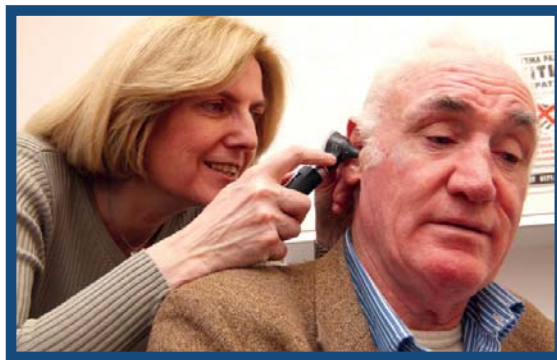
- Incorporating health and well being needs into the plans of their accommodation project
- Supporting keyworkers in making sure that new residents become registered with a GP, receive health checks and follow-up care if required
- Ensuring that residents have sufficient knowledge about health services available within and outside of the hostel
- Monitoring services and looking out for ways to improve them
- Supporting St Mungo's with developing its research on health
- Providing a primary point of contact for external healthcare providers in order to improve information sharing and channels of communication. They achieve this by building and maintaining good relationships with health services such as hospitals, primary care providers and GP's.



Health Champions receive intensive and ongoing training. They are also in place to provide peer support and build skills and knowledge. Their aim is to teach the rest of the hostel staff to provide primary healthcare to residents and to raise awareness of health issues in all areas of our work.

***“St Mungo's Health Champions help clients overcome barriers to accessing healthcare services and complete treatment pathways.”***

Kate Whalley, Group Manager for Health



***Complex needs? Successful solutions from St Mungo's***

However, we know that there is still more to do and we are keen to work with other healthcare providers so we can continue improving healthcare services for homeless people. If you want to help us reach our goal in reducing healthcare inequalities for homeless people, please contact Kate Whalley, St Mungo's Group Manager for Health on 0208 762 5688 or email [Katew@mungos.org](mailto:Katew@mungos.org).

St Mungo's, Griffin House,  
161 Hammersmith Road, London W6 8BS

Tel: 020 8762 5500

Fax: 020 8762 5501

[www.mungos.org](http://www.mungos.org)

Charity exempt from registration  
I&P Society No. 20598R Housing Association No. LH0279

St Mungo's 

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