

Annual Report

2008/09

What is Open Door?

Open Door is a health and social care social enterprise based in Grimsby (North-East Lincolnshire). Under one management structure, Open Door delivers a GP contract (like other doctor's surgeries), provides a nurse led service and operates a social care support team.

Open Door has a staff team of 13, supported by a number of visiting counsellors, advisers (including Citizens Advice) and therapists (for complementary therapies such as Reiki).

Open Door was a start-up organisation in 2007 and is an affiliate of the Big Life group with a Board of non-executive Directors drawn from Care Trust Plus (North-East Lincolnshire) and The Big Life group.

What are the aims of Open Door?

Open Door serves individuals who are disconnected (or at risk of disconnection) from health and social care services by reason of exclusion or because the individual has not found services elsewhere to be acceptable or empathetic to them. An example is individuals who have been labelled as aggressive or violent and have been declined service elsewhere.

Open Door welcomes individuals who are vulnerable and who have multiple and complex health and social care needs or who are disadvantaged in any way. Social care needs include homelessness, debt, relationship issues and unemployment.

Our clients include: Homeless, Substance misusers, Ex-offenders, Probationers, those labelled as violent / aggressive, Sex workers, Temporary visitors, Migrants / transients, Asylum seekers, Ex-service men and women, Young people, Individuals from Black and Minority Ethnic communities, Lesbian, gay, bisexual, transsexual (LGBT) individuals and individuals facing Mental health issues, Learning difficulties, HIV, Self-harming, Autistic Spectrum Disorder and Hearing impairment.

Open Door... a Big Life affiliate

Open Door (Health) Company
Registration No: 6092012

Open Door (Care) Company
Registration No: 6158642

Registered Office: Kath Locke
Centre, 123 Moss Lane East,
Manchester, M15 5DD

Board members:

Fay Selvan (Chair)
Sue Stubbs (Finance Director)
Lance Gardner MBE

Staff Members:

Rob Baty (Social Care
Manager)
Maxine Green (Medical
Services Manager)
BillyJo Elsom (General Nurse)
Patrick Roberts (Admin
Assistant)
Vicki Over (Support Worker)
Natalie Lusty (Support Worker)
Paul Barton (Support Worker)
June Spencer (Therapist)
Susan Ayre (Receptionist)
Irene Braithwaite (Cleaner)

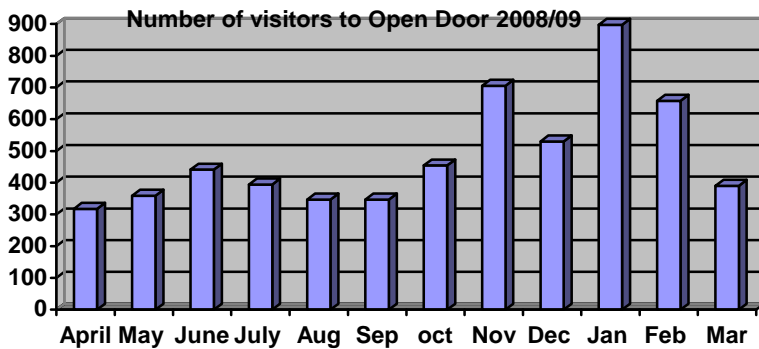
Volunteers:

Mandy James
Lisa Sandford
Lisa Stripling
Mark Dodd

With thanks to our main funders:

Care Trust Plus (North-East
Lincolnshire)
Department of Health

Who Uses Our Services?



Visiting Numbers to Open Door 2008

Open Door registered 578 patients of which 384 are male and 194 female, of which:

- 69 are self harmers
- 82 of them have attempted or contemplated taking their own lives.
- 53 of the 82 have attended A&E/Crisis team;
- 19 are reliant on others for their care
- 24 have difficulties in carrying out daily tasks;
- 13 have or are having homeless issues.
- 193 were registered substance misusers.

Of the 578 patients registered, individual risk assessments were carried out of a sample of 200 assessments

- 43 have a criminal record for a trigger offence (shop lifting, burglary, violence etc). 33 had been violent towards others and 21 had used a weapon for the offence;

Our patient group includes individuals from Romania, Poland, Afghanistan, Iraq, Arabic, Latvian, south African, Chinese, Spanish and Indian.

CASE STUDY John, aged 52,

John has been with Open Door 18 months, he came to us after leaving prison. John has most of his adult life in prison for various offences, mainly violence. He was homeless when he came to us and had a variety of health problems including cardiac problems that were not being managed, he was also a chronic alcoholic. He has now got his own flat and is maintaining his tenancy. He has been free of alcohol for 7 months and his health problems are stabilised and managed. John said the staff are friendly and helpful, especially Vicki, Billy & Maxine. He feels that Open Door help people find the right road and has made a positive difference to his life. Finally, whilst John was in prison his young son was adopted by another family, we have worked with social services to help him establish contact with his son in the form of letters and photographs. He feels this has helped him out of his depression and to stay strong enough to reject alcohol.

Extracts from GPAQ patient survey:

Satisfaction with receptionists:
Very good 45%
Excellent 55%

CASE STUDY

Kim, aged 43,
Kim came to us when she was homeless and she suffered with depression and anxiety and was generally lonely. She has now overcome her feelings of anxiety and depression with the help of the counsellors and general support staff. We have worked with other agencies to help her with her housing and she now has a home and is maintaining her tenancy. She enjoys coming to Open Door for general day to day support and uses us as a meeting place. She said she has made friends with other patients and feels her future is looking a lot brighter. Kim feels that there isn't any where else in the area for meet her friends in a relaxed supportive environment.

Service Usage Figures (April 08-Feb 09)

Numbers of individuals accessing specialised services:

43 intensive case management
191 anger management and counselling Referrals
133 ESOL/ Basic skills
45 Citizens benefits Advice
40 Acupuncture (new service)
161 Reiki and other alternative therapies
121 Health trainer
80 mens' health advice sessions

What We've Done This Year

Open Door – Recent Achievements

- Improvement in PMS contract performance from around 54% to nearly 80% in 10 months (maximum achievable is around 85% given list characteristics)
- Best performing practice in North-East Lincolnshire for Chlamydia screening of young people
- Project management of full refurbishment, fitting out and opening of our new Freeman St surgery
- Maintaining policy of no bans on any service users, no matter how distressed / angry
- Working with a film crew to prepare a high quality film of Open Door as part of the national roll-out of the “Right to Request” strategy
- Expanded choice of activities and support available to service users through introducing acupuncture, football, box-fit, Mens group, women’s group and behaviour Group.
- Securing nearly £80,000 additional funding to pay for improved patient facilities, a full evaluation of Open Door and promotion of the successful Big Life / Open Door model round the country.

Issues and challenges

There is more to do to improve support to individuals who:

- face bans from all other health establishments
- need encouragement to pick up purposeful activities after years of substance misuse and / or long prison sentences
- experience regular crises in their mental health
- feel rejected and let down by all other services
- have fallen out of systems (eg., educational)
- fall between traditional service lines, including those with Autistic Spectrum Disorders
- have undiagnosed difficulties (not previously picked up)
- have learning difficulties and need extra support to take up medical appointments.

Volunteering opportunities

We offer volunteering opportunities as support workers and one individual was successful in securing a full-time position with Open Door through open competition.

Plans for 09/10

These include:

- Be able to fully demonstrate Social Return on Investment to funders and stakeholders
- “Finish the model” by embedding community ownership. Whilst it is not clear what form this will take, we need to fully involve service users in discussion and decisions on the service and activities we offer (“co-production” of services) and develop a form of governance that shares the formal ownership of the organisation more broadly
- Develop a higher campaigning profile on behalf of some of our service users who are not receiving the service they deserve from mainstream services
- Fully evaluate our services and model of working
- Work with other areas of the country to help them establish services similar to those provided by Open Door
- Diversify our income including LAA partners such as Police and Probation “sponsoring” our intensive support to certain individuals such as prolific offenders.

CASE STUDY

David , aged 38

David has been battling his substance misuse issues for 17 years. He said that he has used all of the other services in Grimsby and Open Door has helped in the most, he described Open Door as 'a cut above the rest'. He feels that his feeling of stability has increased 10 fold and he now has a new lease of life. He said what particularly boosts him is our praise and encourage and statements like 'You're doing really well' and 'You're looking very well' help his esteem. David feels that if it wasn't for our involvement then he would be in prison. David said that even in difficult times we make life easier for him. He feels that we are more like friends to him than workers. David added that he hoped Open Door could get money and more people like the staff to expand as he feels it would make a big difference to Grimsby.

The Social Enterprise Coalition commissioned photographer Charlie Pinder took portraits of people served by Open Door. Charlie gave clients a chance to show the community the face behind the issues facing Open Door Clients. The photographs are published today to mark Social Enterprise Day.

The Surgery

The health service at Open Door moved out of its original premises which it shared with social care in January 2009. 'The Surgery' is based just a short distance from the social care premises which enables us to continue to produce a highly effective joint health and social care service. Since January 2009 we have an almost 50% increase in registered patient numbers, which is due to reasons such as increased foot fall at the new location, service design more akin to medical services and the convenient location for East Marsh residents. The patient cohort has also spread which has enabled to tackle a wider range of health inequalities. We have also celebrated the success of our Quality Outcome Framework (QoF) achievement this year which has increased from 54% in the year 07/08 to 90.44% in the 08/09 year. This achievement is down to the hard work and commitment of a dedicated team across health and social care. We look forward to continuing to build on our successes and to continue to provide an excellent service to our patients and partner agencies.

