



Open Door

OpenDoor

more than just health

impact report

April 2012 - March 2013

introduction

OpenDoor provides health and social care services, and offers information and advice to people living in East Marsh, Grimsby. It ensures that people who have complex needs get the opportunity to improve their health and wellbeing.

OpenDoor provides a nurse-led GP service for people who might not ordinarily access primary care services or have been barred from other practices; a service for people with Autistic Spectrum Conditions; a floating support service for people with drug and alcohol addictions; and the centre provides counselling; self-help groups; volunteering opportunities; and support around training, employment and social development.



Rob Baty from OpenDoor with Austin Mitchell MP
on site of the new building



In 2012, work started on the new OpenDoor building which will bring together all the OpenDoor services under one roof.



the surgery

Between April 2012 and March 2013, there were **1001** people registered with The Surgery.

62% of patients were male **38%** were female

35% of patients were homeless. **2** of our patients were recorded as 'dangerous patients', meaning other mainstream healthcare providers would not work with them. **35** patients had a history of violence. The tuberculosis service screened **87** people from 'high risk' countries, out of these **13** were referred on to a respiratory consultant for further investigation and **3** people went on to have treatment for latent TB. The Childhood immunisation programme gave **7** children crucial vaccines that they otherwise wouldn't have had.

OpenDoor has worked with patients who were frequently presenting at the local A&E unit. This, combined with an increase in GP appointments, led to a **22%** drop in A&E attendance by **OpenDoor** clients in the last year.



“I have just come out of hospital. This is a great surgery. My previous practice wouldn’t have seen me this quickly. They understand that I need support after the bad time that I’ve just had.” Surgery Client

“An elderly patient came to the surgery with a very chaotic medication regime. She had 14 different prescriptions but she seemed to be only taking some of the medication some of the time. She had no idea what she should and shouldn’t be taking and when to take them. One of our nurses went to do a home visit and found boxes and boxes of half opened medication all over the place. The nurse cleared away all the old medication and set up new prescription templates with a local pharmacy. They agreed to deliver the medication to the lady, check to see if she had any of the same medication left and then take that duplicate medication away. Doing so meant that we could always keep an eye on what she was and wasn’t taking. By working with different agencies, including the chemists and district nurses, we were able to get medication under control. She has now moved onto a regular GP service outside of OpenDoor.”

Vicki Bowen - Medical Service Manager



ASC Tuesday Group members

autistic spectrum condition (ASC) service

37 people accessed the Autistic Spectrum Condition service.

66% were male, **34%** were female.

26% of clients were helped to move into work or education.

75% were able to reduce their feelings of social isolation.

90% improved their confidence.

75% improved their mental health.

*“I have Asperger’s Syndrome and I’ve been coming to **OpenDoor** for several months. I wanted a more active social life, which included having friends. I have been going to college but the ‘friends’ I have there are more associates and often I feel like I don’t fit in. My college friends spend their weekends on nights out drinking, which isn’t my idea of fun. I spent my nights indoors with mum, and although I enjoyed this, I knew I wanted a more exciting social life. Sometimes I felt extremely lonely, not being able to associate and relate to girls my own age. The worker at **OpenDoor** arranged a day out with another girl who she felt had a very similar personality to me and who shared my interests. We had a brilliant day out together and exchanged phone numbers at the end of the day. We are now best friends and we see each other on a regular basis, we go shopping and for meals out together. We’re also discussing the possibility of leaving home and sharing a flat together in the future.”* ASC member

“What I’ve gained from the group is confidence, the ability to trust new people, social skills, not being so shy.

I now believe that I am a unique and a great person and that I won’t always be judged by people.”



drug and alcohol service

The drug and alcohol service supports and enables people to address addiction issues, and to improve their quality of life. Staff and volunteers work with individuals, encouraging and supporting them to access a range of services.

43 people accessed the **Drug and Alcohol Service** service.

57% were male, **43%** were female.

75% have reduced their drug and/or alcohol use since engaging with the service.

80% of people with a history of offending stated that they have reduced offending behaviour since using **OpenDoor**.



“Before OpenDoor, I thought my life was over and that there was no way out and to give up. All the staff at OpenDoor have been amazing and my case worker is a role model for me. She helps me with everything and is so supportive and with her help I’ve been off drugs for 8 weeks. Now I am looking at employment and have rebuilt my relationship with my mum, which I never thought I would. I owe OpenDoor so much! I want to recommend all the staff and I think highly of them all.”

OpenDoor client



advice and signposting

460 cases were referred or signposted from **OpenDoor** to other local support agencies (other health services, Job Centre, social services, CAB, etc).

An average of **526** people a month visited **OpenDoor** for a social drop-in.

150 people received support from our benefits advice drop-in.

261 people received support from our housing drop-in.

An average of **24** food parcels a month were given out by **OpenDoor**.



Sophie, VEET

The VEET (Volunteering, Education, Employment and Training) scheme offered 4 weeks of unpaid training and 16 weeks of paid work placements to female offenders.

“I had been a full time mother for several years, and had started to look at returning to work when my son started school. Despite having a good standard of education and a good work history, I found it difficult to find work. I kept applying for jobs and not getting any response, because, I think, I had been in trouble with the police and had a criminal record.

I read about The VEET project in The Grimsby Telegraph and thought it sounded the perfect project to help me. I did a four week volunteer placement and then a paid placement for 16 weeks. I’ve now just been offered a one year fixed term contract as a Support Worker.

*Working at **OpenDoor** is a real eye opener. The support worker role is very rewarding, and it has taught me not to take things for granted. It has also shown me that there are companies out there that don’t judge and discriminate against people with criminal convictions. My confidence has really grown and I now feel like I’m back to my old self. I’ve loved every minute of the placement, everyone has been great and supportive, and I enjoy coming to work. As well as benefiting me, it’s also benefitted my son, as I’m much happier, and I think it’s good for him to see his mum going off to work.”* Sophie - VEET



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www.opendoorgrimby.co.uk

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