



## SIS Annual Report Information 2021-22

### Outputs

61 cases for 45 individuals

Average case length of 5 hours

ISSUE	
access to physical health	26%
vaccess to mental health	15%
raising a complaint	7%
Social Care need	26%
Carer need	26%

REFERRAL	
SIS staff / linguist	23%
NHS	7%
Local Authority	18%
CVS	30%
self-referral	23%

LANGUAGES	
Arabic	42%
Farsi	20%
Spanish	8%
Portuguese	6%
Polish	5%
Other (7 languages)	19%

### Themes, Trends and Observations

#### **Information Access**

Migrants tend to have a poor understanding of public services, in particularly social care; what is available, how to access it and what their rights are to help and support. The lack of self-referrals for ASC (compared to those for NHS) further confirms this lack of understanding. There is no current translated information about ASC services in B&H which denies people an opportunity to find information for themselves and self advocate. SIS's request for permission to use SAP funds to

produce appropriate materials was rejected by commissioners.

*“I was pleased to hear that I can be supported with applying for the Adult Social Care needs assessment. I had separated from my wife who used to look after me and also organised everything in our lives. I didn’t know where to get help so this was very important for me. Now I know how to access a care support again.”*

**Arabic Speaking Service User case BA111**

### **Referral Source**

The majority of referrals (61%) continue to come internally from SIS staff and linguists who are well placed to know and understand the needs of their service users. Referrals from ASC has increased slightly from 13% in 2020-21 to 17% in 2021-22. We had hoped to see a bigger increase as a result of our systematic promotion. There continues to be a lack of understanding and/or engagement by professionals in BHCC.

### **Collaboration**

SIS has worked very successfully with the Carer’s Hub to increase access to support for carer’s from ethnically diverse backgrounds. This trend is repeated across other parts Sussex with additional resources being used to support ethnically diverse carers at both Carer’s Support West Sussex and Care for Carers East Sussex.

*“Now that I can get support as the carer of my mother, I feel that this could help me in my daily life and the struggle to look after my mother and three children. The help from the Carer’s Hub is really welcome and helps me to remain positive and smiling.”*

**Arabic Speaking Service User case BA135**

### **Mental Health Support**

We have seen several instances where there has been a gap in Mental Health support particularly if Service Users are being referred from one service into another with people being discharged from an existing service e.g. see case study SIS80 below.

### **Access to Health**

SIS advocates have been successful in supporting service users to access both primary and secondary health care. Common issues are an inability to understand correspondence (which is all in English), an inability to secure their right to an interpreter at appointments, poor digital literacy to use on-line booking systems and video conferencing facilities. SIS advocates have helped service users to gain confidence and use alternative communication strategies

*I found the support incredibly useful. There have been so many forms to fill in, I was very lost with all the appointments and calls. The advice has always been spot on. I feel not only supported but looked after by everyone at SIS.”*

**Spanish Speaking Service User case BA124**

### **Remit**

The limits on the remit (social care and health issues only) negatively affects the overall wellbeing of SIS service users, impacting on their mental health and ability to cope with their situation. The complexity of their cases makes separating out social care and health from other issues quite challenging. There are significant additional issues with housing, welfare benefits, financial difficulties, immigration, employment and education which are bound up with their health and social care needs.

### **Outcomes and Impact**

Sussex Advocacy Partnership uses NDTi outcomes measures to gauge the impact of service delivery. NDTi has 21 outcome measures that could be relevant to the Service User. The top outcomes reported by Service User in this period;

- 80% achieved the outcome they were seeking
- 75% felt listened to by professionals
- 71% had improved health or treatment
- 61% had improved quality of life
- 49% accessed information to support decision making
- 49% had increased personal dignity and respect
- 45% had influenced the decision making processes
- 41% had their rights protected

### **Service User Feedback**

*It was amazing to have help from the advocacy service to apply for an assessment with the CarersHub. If the advocate hadn't been able to help it would have been very difficult to find time to make the application because I am caring for my family and working too.*

#### **Arabic Speaking SU case 114**

*"[At my latest appointment] it was clear my concern was already on the NHS system and the consultant discussed it with me. I was treated very well which was a big change from the previous appointment"*

#### **Portuguese Speaking Service User case BA106**

*"I thank you greatly for the support you have given us and all that you have done"*

#### **Portuguese Speaking Service Users case BA102**

*"The advocate's help meant I could fully explain how looking after my sister and her children has affected my health physically and mentally such as I am now suffering from back and shoulders pain. I was also able to join a zoom meeting for the first time"*

#### **Arabic Speaking Service User case BA105**

*"On behalf of my sister, I am happy to confirm that we are satisfied with the service, we were able to get free care for her which we didn't have before."*

#### **Farsi speaking family member case BA157**



*Thank you for supporting me to connect with the Kurdish speaking community in Brighton and Hove. This has made me feel less isolated and I can keep busy which keeps my mind occupied and I don't feel as depressed. I won't need to go to the other services you suggested at the moment."*

***Sorani speaking Service User BA143***

*"I was finding caring for my husband very difficult. I am new in the country and I didn't know I could get help with this. The advocate helped me find expert help at The Carer's Centre. They understood the problems I was having and have suggested lots of things to help me."*

***Arabic speaking Service User BA160***

*I am very grateful for all the help, I have not been here in the UK for long and I am finding it difficult to navigate the system and understand my rights to help and support. There is the additional problem of the language barrier. The advocate has helped me understand how things work and get the help I need.*

***Italian Speaking Service User case 117***

## Case Study

### **Case 80 Spanish Speaker G**

#### **Challenge a discharge decision from B&H Wellbeing Service**

G had had weekly then fortnightly appointments with B&H Wellbeing Service for 6 months, he received an unexpected letter discharging him. G didn't think he had agreed to this or agree with the suggestions made in the letter. G's mental health had deteriorated since the discharge and he had had suicidal thoughts

#### **Goal**

Challenge the decision of B&H Wellbeing Service and secure on-going mental health support.

#### **Action**

Contacted B&H Wellbeing Service to discuss the discharge and G's needs, researched alternative MH provision and supported G to gain access to new services

#### **Outcome**

Helped G to understand the reasons for his discharge (priorities, capacity, appropriacy) and to understand what type of MH support would be most appropriate. Secured a link worker to support G find appropriate MH services and referred G to SIS Befriending Service to help reduce isolation and loneliness.