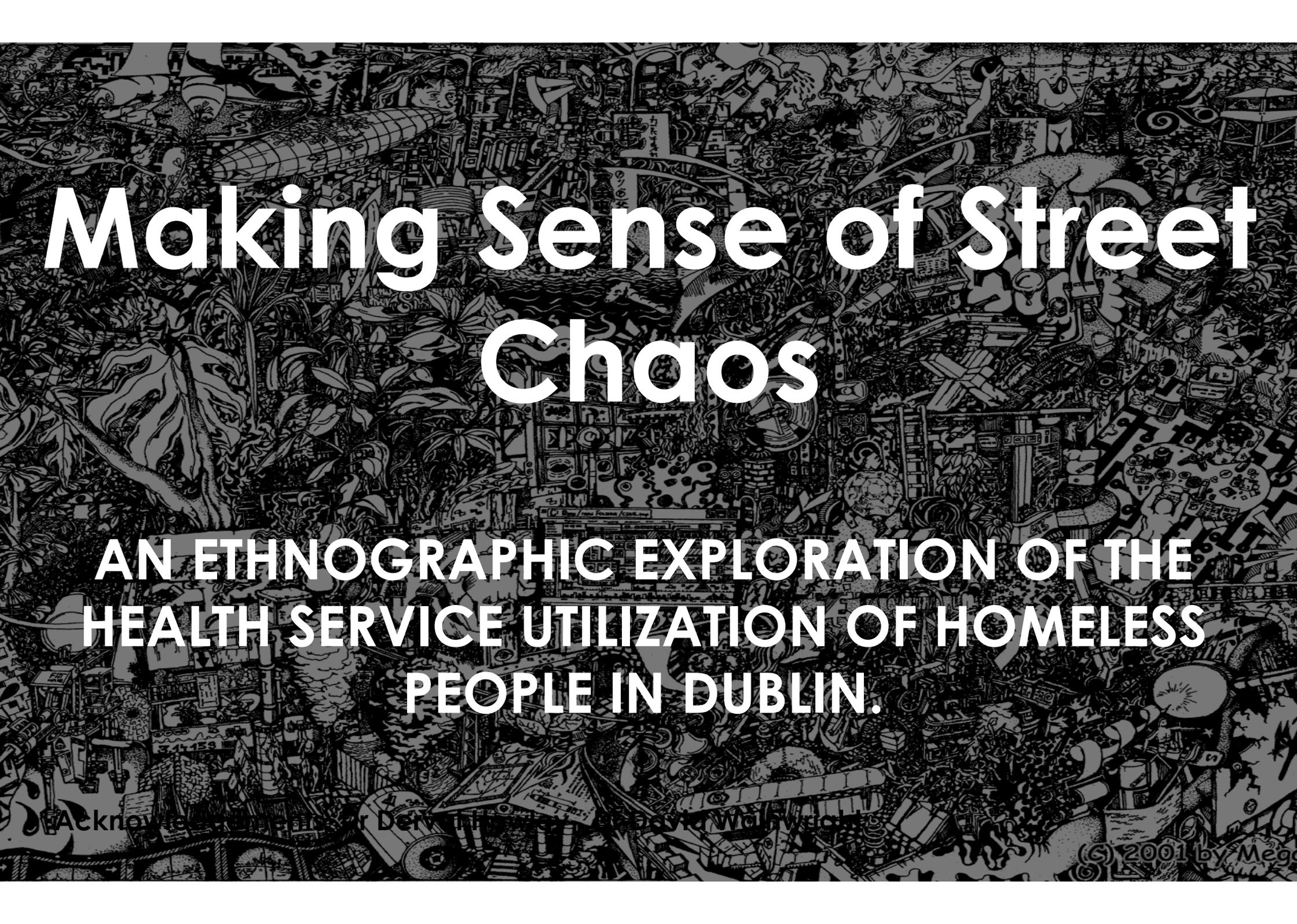


I N S P I R E





Making Sense of Street Chaos

AN ETHNOGRAPHIC EXPLORATION OF THE
HEALTH SERVICE UTILIZATION OF HOMELESS
PEOPLE IN DUBLIN.

Acknowledgements: Thanks to Dr. Dermot O'Connell, Dr. Wally White,

© 2001 by Meg...

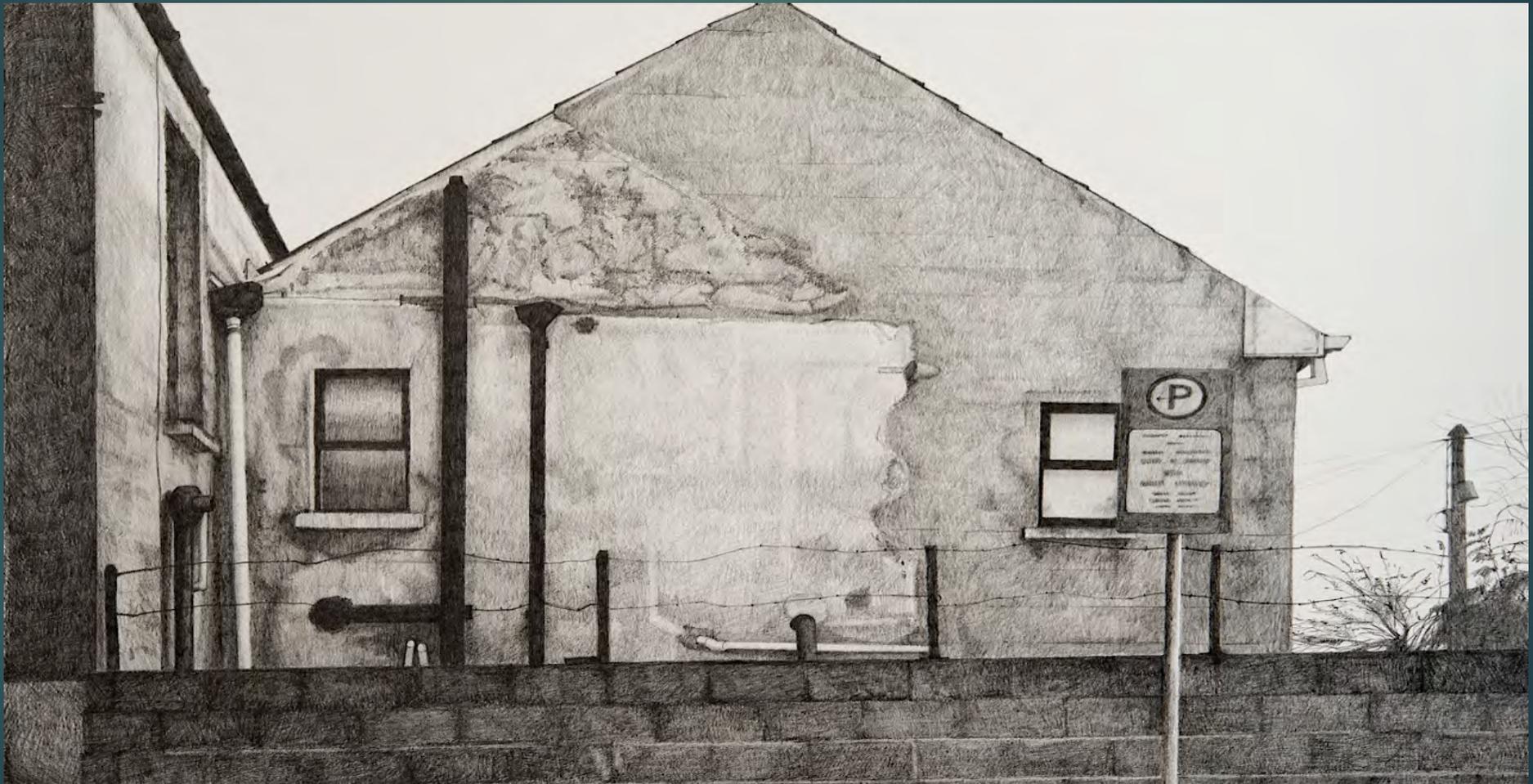
Ethnographic Research



- ▶ Over 160 hours of field work.
- ▶ 4 different sites.
- ▶ 47 Semi Structured Interviews
- ▶ 2 Focus Groups with Hospital doctors and homeless people



CRITICAL REALISM



Artist: Dorothy Smith

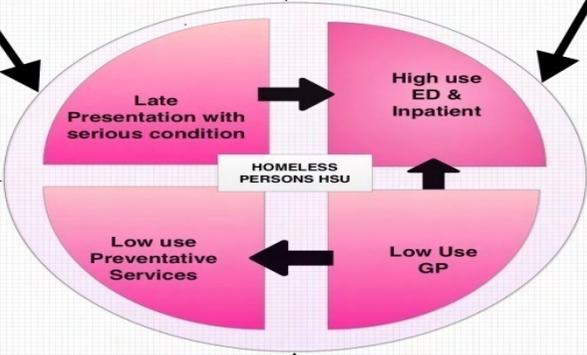
HOMELESSNESS

CONSTRUCTED DIVISION BETWEEN POVERTY & HOMELESSNESS

POVERTY

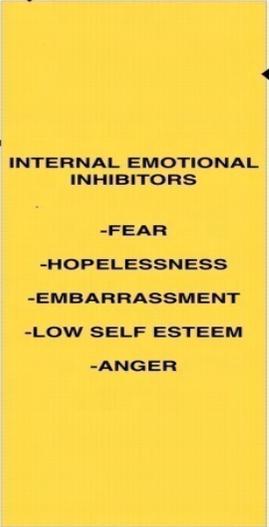
- STIGMA & DISCRIMINATION
- CHAOTIC NATURE OF BEING HOMELESS
- UBIQUITY OF VIOLENCE IN HOMELESS WORLD
- IMMEDIATE SURVIVAL PRIORITISED OVER HEALTH
- UBIQUITY OF PREMATURE DEATH
- SUBSTANCE MISUSE
- NEGATIVE EXPERIENCES SOCIAL AUTHORITY
- ILLITERACY
- DYSFUNCTIONAL FAMILIAL BACKGROUND
- LOW EXPECTATIONS

HEALTH SERVICES DESIGNED FOR HSU OF HOUSED (MIDDLE CLASS) POPULATION



MENTAL ILL HEALTH

Previous negative experience barrier becomes internalised inhibitor



Proximal Factors affecting HSU

- ▶ **External Barriers**
- ▶ **External Deterrents**
- ▶ **External Promoters**

- ▶ **Internalised Inhibitors**
- ▶ **Internalised Promoters**

External Promoters

Keyworkers

Specialised Services.

Corrine and John



Catriona and Anne



Angie (and Jess) and James



How do Key workers help?

- ▶ Navigate the Complexity of the Health System.
- ▶ Address Socio-economic Needs
- ▶ Help overcome internalised inhibitors



Navigate Complexity of Health System.

- ▶ Make Medical Card Applications.
- ▶ Accompany to GP.
- ▶ Accompany to Methadone Services.
- ▶ Accompany to Psychiatric Services.
- ▶ Accompany to Emergency Department.
- ▶ Accompany to Hospital Appointments.
- ▶ Accompany when in hospital.
- ▶ Manage medication
- ▶ **ADVOCATE AND ADDRESS DISCRIMINATION.**



- ▶ *“It’s like somebody...to kind of go to the hospital with you for your appointments and talk to you, and support you.”*
- ▶ *“At the start I thought it was (laughs). Catherina’s great, she’d drive you up there if she had to. yeah I’ll go tomorrow with Catherina”.*



Address Socio-economic Needs

- ▶ Navigate the Housing System.
- ▶ Navigate the Social Welfare System.
- ▶ Obtain Placement in day time programmes/CE Schemes.



- ▶ *“And my key worker at the time...by the way...he had to highlight that to higher people in the building...”*
- ▶ *“Yeah, a Key Worker got it for us... a CE Scheme.”*



Help Overcome the Internalised Inhibitors.

- ▶ Overcome Fatalistic Cognitions
- ▶ Overcome Denial / Deferral to the future Cognitions
- ▶ Overcome Presumption of poor treatment / discrimination Cognitions
- ▶ Address Self-Blame Cognitions
- ▶ Support those with Survival Needs.
- ▶ Support those with Low Self Esteem
- ▶ Overcome Fear
- ▶ Overcome Hopelessness
- ▶ Support those who are Embarrassed





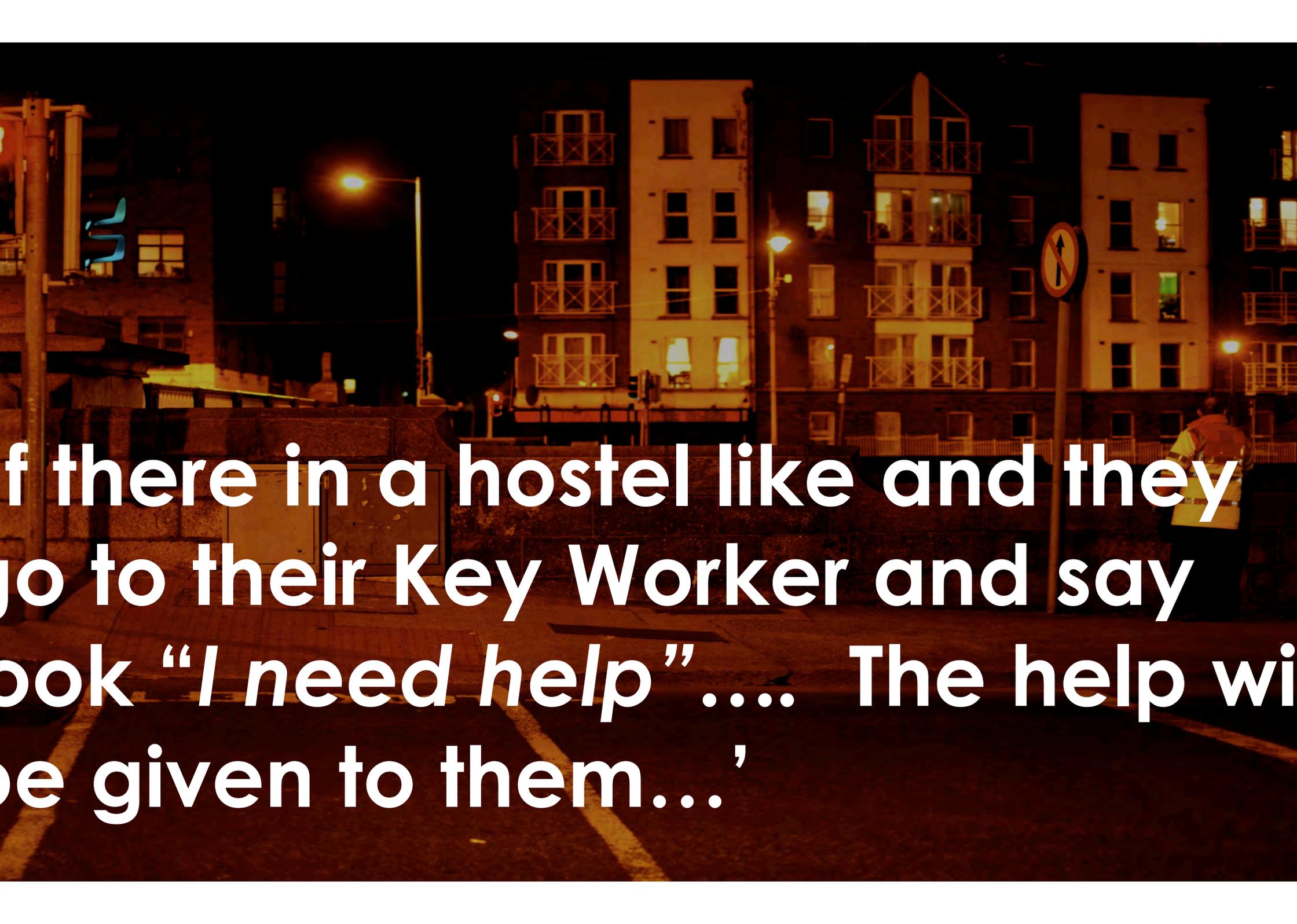
***“Yeah, she worked with me since I’m 18 I think like ...Cos....she got me in touch with the doctor, without her, I probably wouldn’t have been able to do that cos, as I was saying before, I know really how to get in touch with doctors or what way to go about it so....she made that big stepping stone like possible for me...so like I was ...anytime I’m talking to her I still thank her like you know cos I wouldn’t have probably been able to do it without... like obviously myself like having the strength to do it like...But they gave me the tools like so....Ah, she was always there....like she was always there but she kind of let me like, she’d advise me on things ...*”**



▶ *“I don’t know if...like it’s the job or like ...she’s not allowed say to me like...ah I think you should go and go and get treatment, I think you should do this...if I say oh I think I’m going to be able to do it myself she’d...like she’ll support that decision or if I say I think I need a new treatment...just like whatever way I’m thinking like you know what I mean...but she’ll give me a bit of guidance as well like...she’s always been there, like any time I’ve been in hospital or anything...cos I’ve been in hospital a couple of times for my head, she’s always coming up to see me and brought up smokes and all like. She...like she’s worked with my ma like for years as well so she’s more of like...I know she’s a worker but she’s been there like with my family, so she’s like....kind of like a family like member...like you know the one you can rely on...like..I know it sounds mad like but....”*



“Oh very, very important, like....ah yeah definitelyI'd be lost without her really yeah...definitely like. Even just...not even just with the stuff like...the likes of ...just someone to talk to ...to...that knows where you're coming from and just to meet for coffee to see how you are, just the little things like that like, that normal people do every day and take for granted, that we don't really have that like what our family like so...it doesn't work like that, like they're always fighting and all like and ...so just to have that like someone on the outside, that knows the situation, that can support you as little as they can or as much as it is or just coming up to see you if you're in hospital and bringing up a couple of smokes is...like it means the world sometimes like you know...for me anyways like. So like...so...if she hears this....”



f there in a hostel like and they
go to their Key Worker and say
ook “*I need help*” The help wi
be given to them...’

Engagement Skills

- ▶ Coffee/Tea/Smokes/Food?
- ▶ Managing Distance/Closeness
- ▶ Gentle Persistence.
- ▶ Grabbing opportunities.
- ▶ Knowing WHERE to find them
- ▶ Knowing WHEN to find them
- ▶ Knowing When to /When not to Handover.
- ▶ Language



Strength of Relationship.

‘Being There’ - Consistency

‘Being There’ - Duration

Stepping Stone - Carrying them across
the divide



Recommendations

- ▶ Give specific role to keyworkers to improve access to health:
 - Accompany to appointments
 - Accompany to Emergency Department
 - Visit in Hospital
 - Manage Medication
- ▶ Agencies give keyworkers flexibility to develop and maintain relationships.
- ▶ Clients should be allowed maintain relationships with keyworkers even when changing services.
- ▶ Policy Changes must ensure longstanding keyworking relationships are protected.

All the other keyworkers....

Alsing

Peter

omas

Judy

ssica



Donna

Nicki

Tina

Martina

Dawn

Alison

Rachel Sarah

COMPASSION

Jennifer

Stewart

Amy

Eric

Paul

Tom

Eleanor

avid

Alison

Sarah

Raquel

Laura

Niamh

Nicole

Grainne

Melanie





#bringbackbleedinghearts



The Literature

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