



Supporting and working with community groups and clubs to promote a deeper understanding of local health and care needs and experiences

Spotlight on Turning Tides

HOPE Inn Drop In and Breakfast Club Horsham

Turning Tides has recently rebranded from Worthing Churches Homeless Projects. Turning Tides mission is to end local homelessness.



Turning Tides offers many services in Worthing but these also stretch out to include Horsham, Littlehampton and Mid Sussex. They focus on helping anybody who is homeless, sleeping rough or insecurely housed, so these people can be fully independent. To do this they have a sophisticated pathway through their services supporting people usually from an initial engagement in their hubs, into specialist supported housing and to moving on.

During the Summer 2018 our Healthwatch Engagement Worker captured the health and social care experiences and views from those who attend the HOPE Drop In and Monday Breakfast Club at the Salvation Army, Booth Way, Horsham (including staff and volunteers).

The stories and views that were shared with Healthwatch West Sussex covered a range of topics and included:

- Accessing Mental Health services
- Attending GP and hospital appointments
- Communication with health care professionals
- Financial issues
- Local transport issues

The insight from each person was collated and anonymised and forms part of the insight and evidence that Healthwatch gather to identify common themes around what works and doesn't work for local people. **This insight is used to influence services development and feeds into:**

- West Sussex Health and Wellbeing Board
- HASC - Health and Adult Social Care Select Committee
- WSCC Joint Strategic Needs Assessment
- Safeguarding Adult Board
- NHS Sustainability Transformation Partnership workstreams (Sussex & East Surrey).

In this way, the experiences and voices from Turning Tides help to influence the ongoing development of Health and Social Care in our County.

Healthwatch West Sussex also share reports with the Care Quality Commission (who are responsible for the registration and inspection of services which deliver regulated activities) and to Healthwatch England to form part of the national picture used to influence national developments, such as the NHS70 10 year forward plan.



Not only do we collect the experiences of local people, but we can also provide free information and guidance just call: **0300 012 0122**.

Email helpdesk@healthwatchwestsussex.co.uk,

Website www.healthwatchwestsussex.co.uk.

healthwatch
West Sussex

You can also follow our social media channels:

Facebook [@healthwatchwestsussex](https://www.facebook.com/healthwatchwestsussex)

Twitter [@healthwatchws](https://twitter.com/healthwatchws)

If you would like to learn more about the Turning Tides: www.turning-tides.org.uk

HOPE INN Drop In: Thursdays 6-7.30 pm Salvation Army, Booth Way, Horsham

Monday Breakfast Club: 9-12 am, Salvation Army, Booth Way, Horsham

If you are setting up or would like to share news of a similar project we would be interested to hear from you. Please contact Cheryl Berry, Partnership Co-ordinator, email: cheryl.berry@healthwatchwestsussex.co.uk