

PARTICIPANT CASE STUDY

Hampshire & Isle of Wight Healthcare NHS Foundation Trust

Catherine Boardman - Nurse & Health Visitor;
Clinical Team Coordinator, Central Locality, Homeless Healthcare

WHAT WAS THE IMPACT?

The training was an opportunity to learn, reflect and improve practice working with children, young people and families who are seeking asylum or with refugee status in the South East.

For Catherine the training enabled:

- Reflection on understanding how different behaviours may present across people with different cultural backgrounds.
- Understanding that, as practitioners, it is important to ensure personal well-being when working with people who have experienced trauma.
- Confidence to carry out new working practices, and emphasised person-centred approaches to care.
- New and improved relationships through highlighting the importance of inter-agency working, e.g. participating in Anti-Poverty Network Meetings and running drop-in sessions for women, children and families.
- Reinforcement of the team's commitment to providing high quality and continuity of care for asylum seekers and migrant families.

WHAT HAPPENED AFTER THE TRAINING?

As a result of the training, regular reflective and therapeutic support sessions have been introduced for the Homeless Healthcare Team.

What

It offers therapeutic space to acknowledge difficult cases, share resources, supporting staff wellbeing by providing therapeutic tools and spaces to manage difficult emotions productively rather than internalising them.

Why

To help staff process the emotional impact of working with people who have experienced trauma to prevent vicarious trauma.

How

Monthly (and ad hoc) sessions are led by a Clinical Lead.

“ The training was moving and thought-provoking. My role involves working with asylum seekers and migrants, the training reinforced my awareness of how difficult it is to navigate the healthcare system and access support when you have no understanding of the processes. - Catherine ”

ENABLERS OF CHANGE

Leadership

Senior leadership encourages creative approaches and ensures protected time is available for learning opportunities.

Culture of learning & collaboration

Having a culture of giving feedback and learning in the team allows collaboration to develop new ways of working

BARRIERS TO CHANGE

Time

Ensuring there is time set aside for attending network meetings and reflective sessions can be challenging; ensuring this is prioritised requires support at all levels.

Resources

Allocation of adequate resources for hosting reflective sessions, network meetings and drop-in sessions can be challenging.

RECOMMENDATIONS

For Practitioners:

- Take a person-centred approach to working with migrants by being open and adaptable and led by what matters to them.
- Work in partnership with families to develop culturally sensitive care plans.

For organisations:

- Embed regular, structured opportunities for reflective practice to discuss challenging cases, recognise the emotional impact of vicarious trauma, and foster staff wellbeing.
- Strengthen trauma-informed and culturally sensitive practice by providing ongoing opportunities for learning.
- Enhance inter-agency collaboration and accessibility by partnership working between local services.