



**inclusion
healthcare**



THE SOCIAL ENTERPRISE MARK
TRADING FOR PEOPLE AND PLANET

'Making a Mark'

Mark Holder Social Impact Declaration

Inclusion Healthcare Social Enterprise CIC

Inclusion Healthcare is an employee led social enterprise, providing healthcare to the homeless and vulnerable in Leicester. We aim to improve the health and wellbeing of the homeless and other marginalised groups of people through the delivery of responsive and high quality healthcare services.

All our initiatives are aimed at improving the lives of the homeless and vulnerable and we reinvest all our efforts and money back into designing services that are the very best for the people that we serve.



The Social Enterprise Mark criteria includes a requirement for all applicants and renewing Mark Holders to provide 'social impact statements', which illustrate how they are striving to meet their social/environmental objectives. Below are examples of how **Inclusion Healthcare** is Making a Mark, striving to create a positive impact on people and planet.

Providing primary care for vulnerable people

We provide healthcare to over 1,000 homeless and vulnerably housed people in Leicester. We deliver a range of primary care services and additional services to our patient group, such as a dedicated alcohol worker, opiate substitution prescribing, physio and alternative therapies, and vaccinations for blood borne viruses, which are common among our patient population.

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Since April 2015, we have also been looking after 1,600 asylum seeker patients through the Assist practice. Other agencies such as the British Red Cross have complimented us on our approach to supporting a very marginalised population. We have ensured that there are suitable clinicians available on a consistent basis, and have improved immunisation rates in this group of patients.

In 2015, we were awarded outstanding in all areas in our [CQC report](#). We are very proud of this achievement - it is testament to the social enterprise model; being able to adapt to meet the needs of the people whom we serve and reinvesting all profits back into patient care.

Providing substance misuse support

We also provide clinical substance misuse support services for patients who may not be registered with us, for example, those in custody at HMP Leicester. We were shortlisted for a HSJ Award for the continuity of care between HMP Leicester, the probation service and here at our surgery. Patients are able to see the same clinical team wherever they may be on their recovery journey. This service is achieving a 99% success rate.

We also run the Anchor Centre, a wet day centre for entrenched street drinkers. We have received funding to renovate the building and produce a 'recovery hub' for treatment resistant drinkers in Leicester, in collaboration with Leicester City Council.

Programmes to support vulnerable patients

We have implemented a successful overdose prevention programme following a double overdose at the local hostel, which identifies our most chaotic drug users and gives them a Naloxone kit. This has been proven to save several lives.

We have also implemented a thorough BBV screening service in our substance misuse pathway, and Pabrinex injections for our vulnerable street drinkers who do not eat, and therefore are at risk of severe neurological damage.

