



RBH Outcome Report

Alana House and Royal Berkshire Hospital Domestic Abuse Pilot

Launched in 2010 Alana House is PACT's flagship community project that uses a holistic approach to support and empower women. We offer a confidential, women-only, non-judgmental space and welcome all self-identifying women who feel they need help and support.

Our website has more information on our wider service, supporting women pan Berkshire - www.alanahouse.org

Our pilot project with the Royal Berkshire Hospital commenced in April 2023 and has enabled a simplified referral process for hospital staff where domestic abuse is suspected or disclosed. Our team of experienced support workers can offer in-person support, working one-to-one and through groups, addressing various challenges such as unsafe housing, mental health, family issues, addictions, and debt. In addition to this, service users can access additional support through our counselling service. Throughout the pilot, our team has collaborated with key agencies, providing holistic and appropriate support to victims of domestic abuse based on thorough assessments.

Objectives:

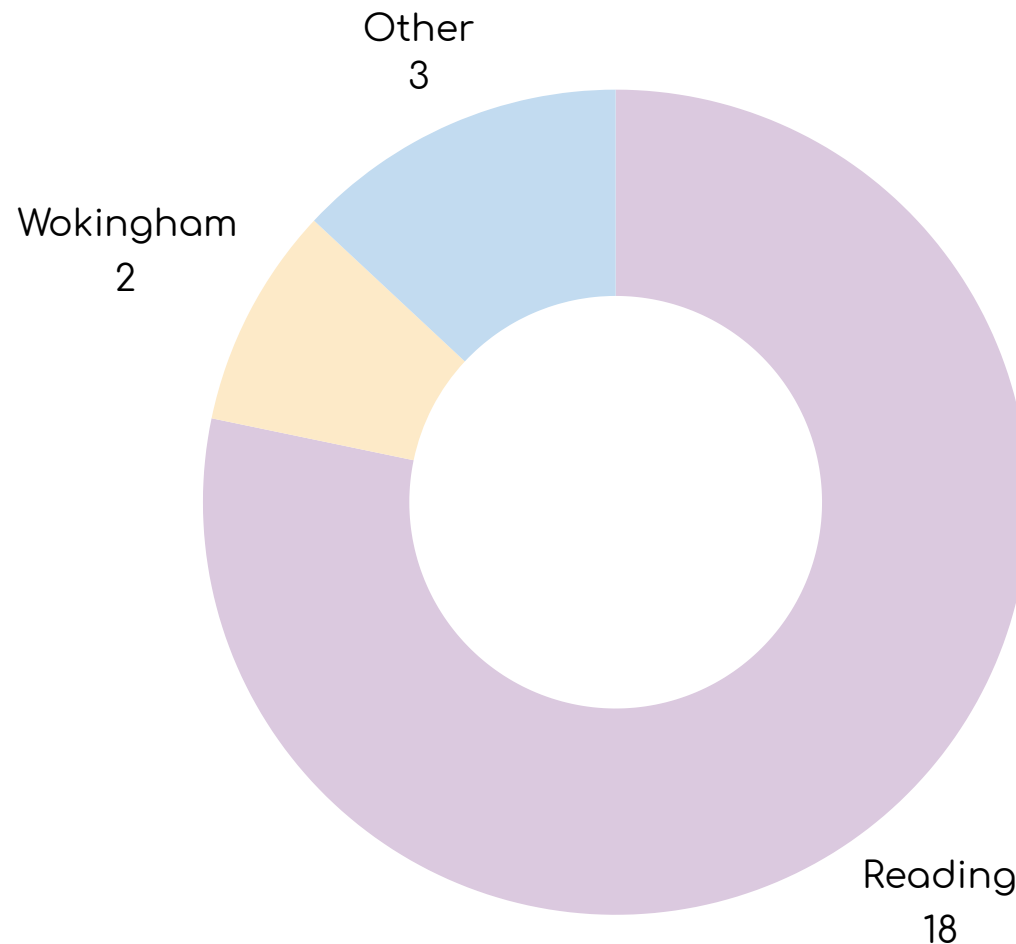
- **Capacity Enhancement** – Responding to the overwhelming demand by expanding capacity to support more victims.
- **Continued Holistic Support** – Ensuring ongoing support for referred patients, including addressing specific needs such as unsafe housing and offering tailored one-to-one support to overcome trauma and break the cycle of domestic abuse.
- **Reduction in Hospital Attendances** – Building on early evidence, the project aims to decrease hospital attendances for supported service users, contributing to improved well-being and reduced reliance on healthcare services.

At the end of March 2024, we have received a total of **46 referrals** for a total of **42 unique service users**.
At the end of the year, out of 42 service users, **33 service users accessed the service** and received support.



RBH Outcome Report

Referrals with unsafe accommodation as a need by locality

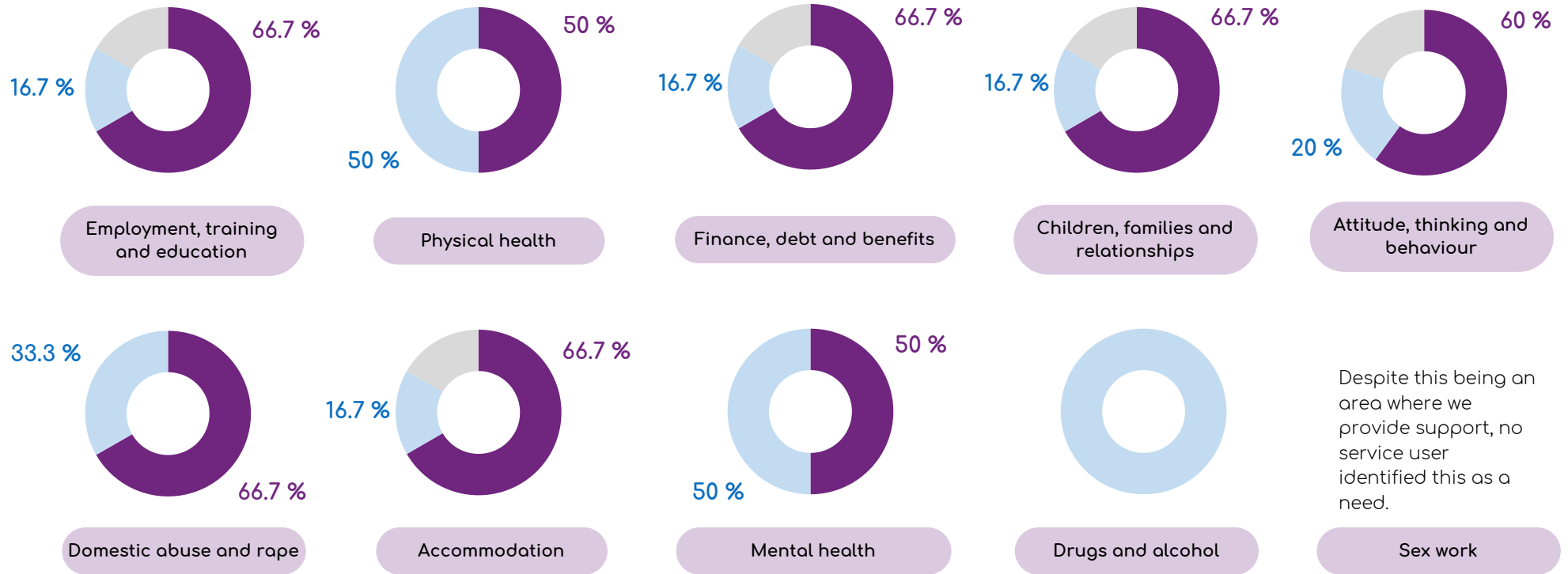




RBH Outcome Report

Outcomes*

Percentage of service users that recorded a positive or sustained improvement in each outcome area



Despite this being an area where we provide support, no service user identified this as a need.

● Positive improvement ● Sustained improvement

*Professional scored outcomes for 6 service users



RBH Outcome Report

Soft outcomes



Accommodation

- 5 Moved to settled accommodation
- 11 Moved from unsafe to safe accommodation
- 3 Sustained existing accommodation
- 4 Homeless to accommodated



Health and wellbeing

- 2 Registered with a GP
- 1 Registered with a dentist
- 2 Attendance at a sexual health clinic



Drugs and alcohol

- 3 Abstinence
- 2 Reduced frequency
- 2 Reduced seriousness (drugs)
- 3 Managed use of alcohol/drugs



Children, families & relationships

- 2 Improved parenting skills



Finance

- 5 Increased income
- 5 Engaged in other specialist advice
- 4 Improved budgeting/personal finance skills



Attitudes, thinking & behaviour

- 4 Improvement of wellbeing (attended therapies)
- 5 Increased self-esteem/confidence
- 2 Maintained non-offending status
- 2 Improved self-regulation of emotions/behaviour
- 1 Decrease in number of incidents involving challenging behaviour



Domestic abuse, violence and rape

- 2 Support worker attendance at MARAC
- 7 Creation of safety plan
- 3 Accessed/engaging with legal support
- 5 Referred to specialist agencies
- 5 Engaged with specialist agencies
- 5 Decreased isolation / increased support network



RBH Outcome Report

Signposting

Organisation referred/signposted to	Number of service users referred out/signposted
Berkshire West Breathing Space	1
Brighter Futures for Children	1
Berkshire Women's Aid	4
Citizens Advice Bureau Reading	1
Change Grow Live (CGL)	1
Churches in Reading Drop In Centres (CIRDIC)	1
Communicare	1
Cowshed	1
Cranston Domestic Abuse	1
Cranston Drug Services	1
Swindon Domestic Abuse support services	1
Free Legal Advice Group for Domestic Violence (FLAG DV)	1
Health Services (NHS)	4
Home Office	2
Housing Association	1

Organisation referred/signposted to	Number of service users referred out/signposted
HomeStart	1
Housing Options West Berkshire	1
Launchpad	3
Liverpool Safeguarding Team	1
Project Salama	1
Perinatal Mental Health Team	2
Police	3
Private rented tenancy sustainment team	1
Royal Berkshire Hospital	3
Reading Borough Council	13
South Oxfordshire Council	2
St Mungo's	1
Talking Therapies	1
Turpin and Miller housing	1
Transform Housing	1
Victims First	1
West Berkshire Council	2
Wokingham Borough Council	1



RBH Outcome Report

Case study Zahra*

Zahra had met her current fiancé here whilst studying and had fallen unexpectedly pregnant. As a result of the pregnancy and due to her Muslim religion and Moroccan culture back home it was agreed with her partner to be wed.

He was released on bail with conditions to have no contact with her. However, by this stage Zahra was living full-time with him and had given up her former tenancy rendering her homeless.

At the Register Office her fiancé was drunk and physically assaulted her alongside significant emotional abuse. The police were called.

Alana house received the referral as a crisis referral from the Hospital midwife. Within 48hrs of receiving it, Zahra had been met at the trauma-informed centre, a food parcel arranged and emergency accommodation secured via referral into and extensive negotiations with children's social services to house under duty for unborn baby. Alana House was also able to negotiate a weekly allowance from children's social services

Zahra's student visa was 3 weeks away from expiry, with no rights to an extension this meant that Zahra would have to return home as she would be unable to work in this country or claim benefits as she had no recourse to public funds.

Alana House supported Zahra to access legal advice for her immigration status and apply to the Home Office for asylum. Alana House also assisted her to travel to London via paid for train tickets.

Children's social services completed Claire's Law with Thames Valley Police and in doing so Zahra agreed that returning to the relationship/ pursuing the relationship was not safe or something she wanted to consider.

To date, Zahra has had no further contact with her ex-fiancé, has remained financially stable and safely accommodated and has an active asylum claim in with the Home Office.

She has also attended all her maternity and health care appointments.

“I want to thank you for all your help, I don't know what I would have done without your help and support. Thank you for giving me and my baby hope.”



RBH Outcome Report

Case study

Emma*

Within four hours of receiving the referral, Alana House Support Worker had met with Emma in person on the ward.

A DASH form was completed alongside an urgent referral into childrens social services due to concerns for the welfare of Emma's son who remained in full time care of her husband and the child's father.

Emergency accommodation was arranged by Alana House and the homeless prevention team in advance of Emma's hospital discharge.

Due to Alana House team's extensive knowledge of parenting and family work they were able to assist the children's social worker and Emma to secure two year funding for her son, and gain a fully funded place at an Ofsted registered nursery with an immediate start

Emma now has safe and secure accommodation, is accessing legal aid advice for her previous joint tenancy with the husband, and has had a full housing duty accepted by the local authority to house her and her son together once she is well enough to care for him full time.

Emma is also having support to claim Personal Independence Payment as it will be quite some time before she can return to work again

Upon coming into the Royal Berkshire Hospital (RBH) a safeguarding disclosure had been made that Emma had been the victim of domestic abuse from her husband and was continuing to be financially-abused and coercively controlled by him.

Emma was referred into Alana House via Castle Ward at the Royal Berkshire Hospital.

As a result, an urgent multi-disciplinary meeting was held.

In light of the information shared by Emma with Alana House & wider professionals at the meeting, the son was removed from the care of his biological father to Emma's brother because of further risk of neglect as Emma was still too unwell to care for him alone at that time.

Emma was then supported by Alana House to make a new single person Universal Credit claim, get a formal backdated sick note certification so she may claim Statutory Sick Pay from her employer.

"I can't thank you enough for the help you have given me and my family. I'm so relieved to know my son is being looked after by my brother.

Knowing he is safe means I can spend my energy focused on getting better, not worrying about him all the time."



RBH Outcome Report

Feedback from Royal Berkshire Hospital

“The collaboration between the Royal Berkshire Hospital and Alana House is working well with both patient and staff finding it a supportive experience. The simplified referral process, whereby we can ring Alana House and a Support Worker will attend the hospital, saves staff time and reduces the frequency a domestic abuse victim needs to re-tell their story which prevents re-traumatisation.

Both Trust staff and those victims of DA who Alana House have worked with report feeling positive about the service. Trust staff recognise the support that the Alana House service provides to our patients has gone over and above what our team could have offered in terms of what they could have done and the time spent with victims.

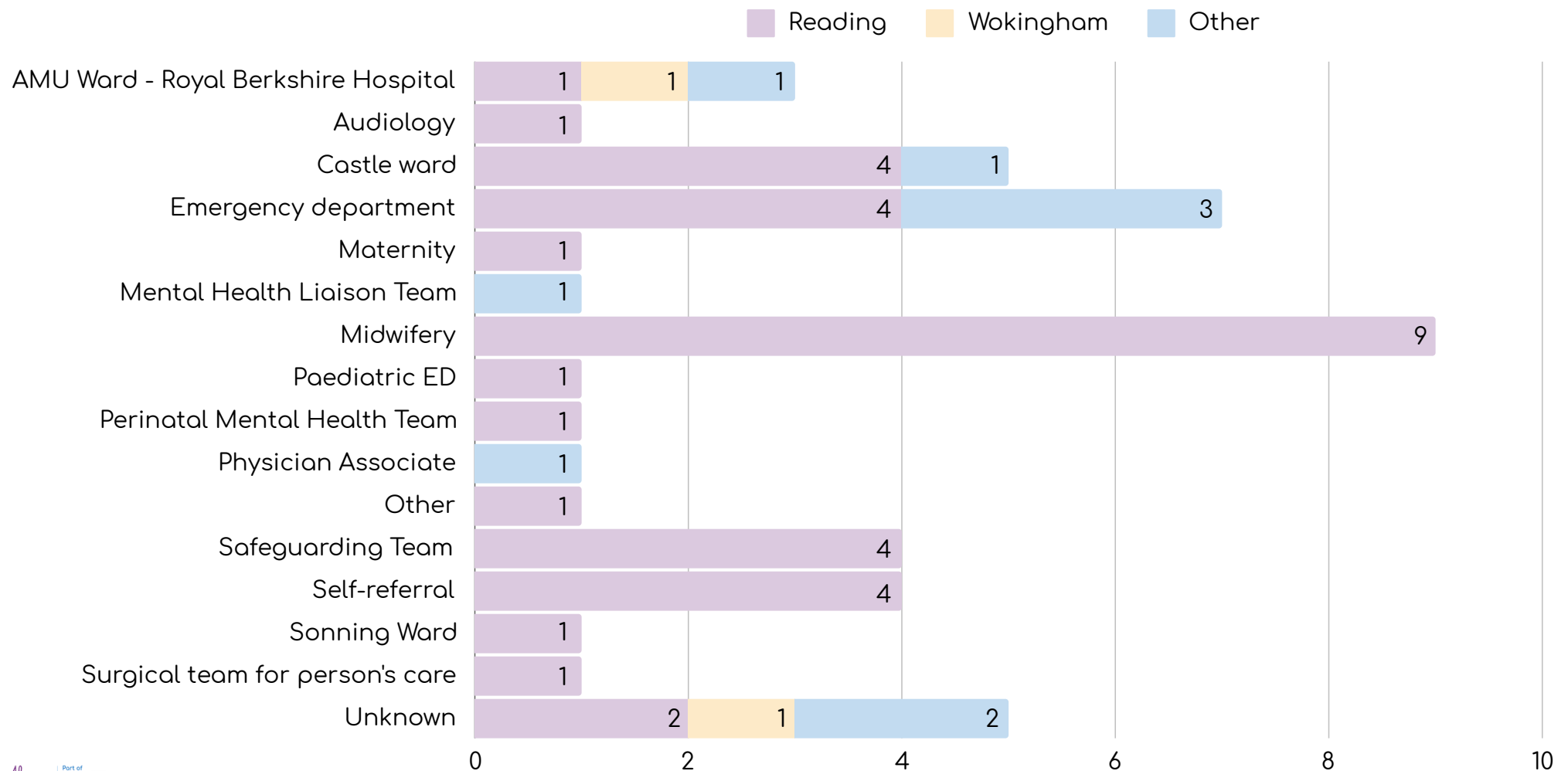
The project started as the Trust was unable to recruit an individual to undertake the role, staff who applied had no experience of working with victims of DA and so would have required training, whereas the staff from Alana House have the flexibility, experience and expertise that our staff don't necessarily have to support and follow up with individuals.”

Elizabeth Porter, Lead Adult Safeguarding Nurse



Appendix: Demographics

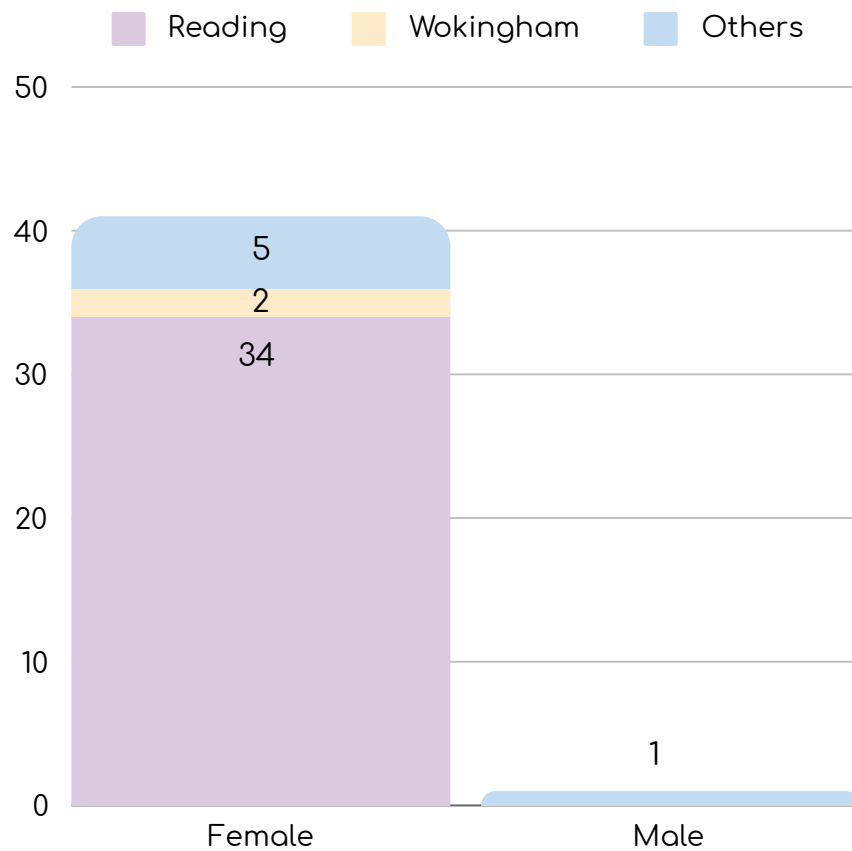
Referrals by department



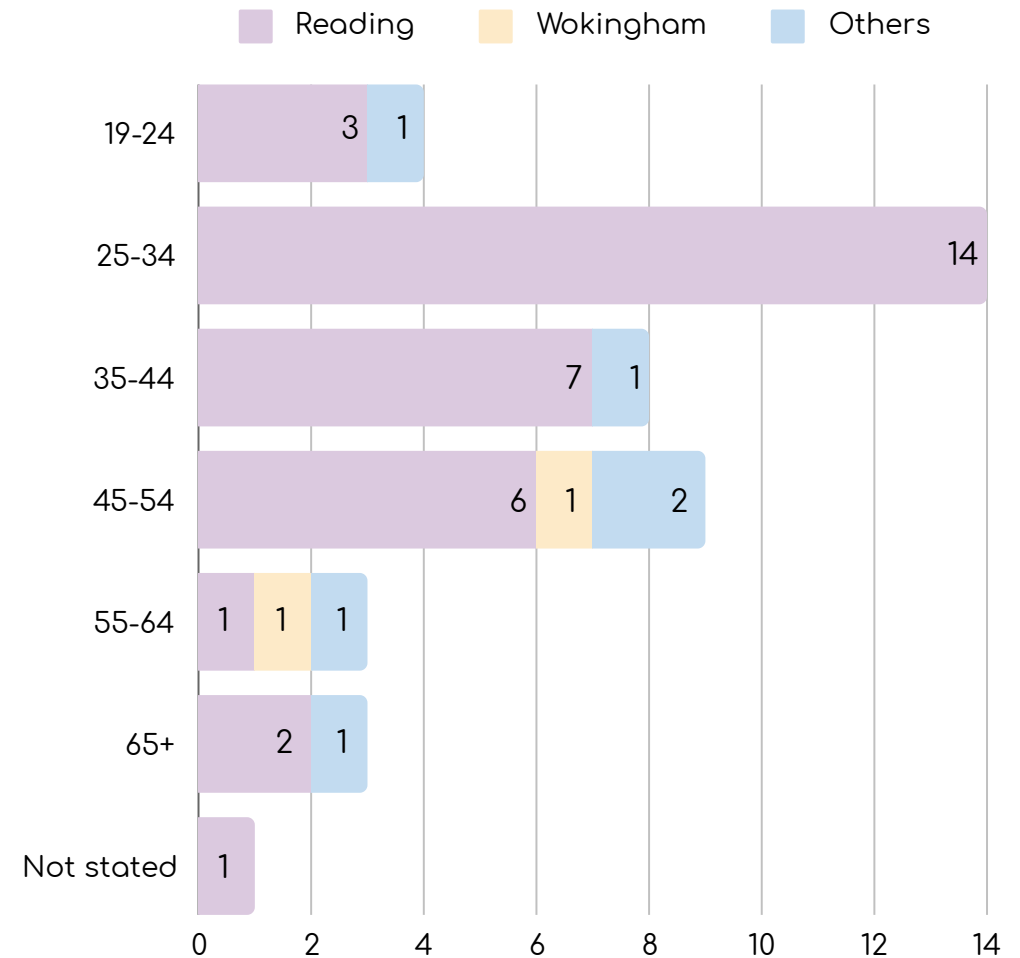


Appendix: Demographics

Gender



Age





Appendix: Demographics

Ethnicity

