

Directory of
Nepali Health
and Wellbeing
Services
provided by
Rushmoor
Healthy Living



September 2015



Directory of Nepali Health and Wellbeing Services

About this booklet

This booklet has been put together both to present the services that we deliver within the Nepali community here in Rushmoor and the surrounding area and also to highlight specific issues within the community and how these have been tackled and addressed through our various projects.

About RHL

Set up in 2002, RHL works across Rushmoor and the surrounding areas delivering health and wellbeing improvement projects. We target disadvantaged areas and groups where health and social inequalities are greatest and deprivation is clearly evident. Our primary objective is to bring about change by providing opportunities and support to disadvantaged residents to enable them to take control of and improve their physical health and mental wellbeing by addressing their needs and overcoming barriers.

Our Mission

To become a local Hub for all Nepali Health and Wellbeing matters. There are many Nepali health services out there but they are fragmented. We want to offer all Nepali Health and Education services under the one RHL roof.

This will make them easier to identify, easier to access and they can be developed into a specialised service model. A "One Stop Shop" for Nepali/BME services that could also be developed and replicated anywhere. We will need funding to achieve this but this funding will not just enable an overarching service but will also prove to be great value for money. By having one organisation co-ordinating and delivering services, Health Professionals can work with us to identify areas of concern and easily set up services to address them. This will take away the administrative burden for health organisations and enable quick responses to address need and develop prevention services for the future.

We provide Nepali services for The NHS, Public Health Hampshire, North East Hampshire and Farnham CCG, Hampshire County Council, Macmillan, Lloyds Bank Foundation, The Army Covenant Fund and many more funders.

Why RHL for Nepali services?

Following a change in the law in 2009 after the successful campaign fronted by Joanna Lumley, retired Gurkhas and their families were

Ramji Tiwari- RHL Nepali Volunteer Coordinator



Ramji has worked for RHL for 7 years. He previously worked as The Chief District Public Health Officer at the Ministry of Health and Population in Nepal (1994 to 2008). The role saw him manage Public Health Programmes, The Health Management Information System, represent The Ministry of Health in multiple districts and visit various countries offering advice and guidance on health-related topics. His work at RHL includes: Nepali Health trainer, Volunteer Co-ordinator, Macmillan Cancer Project Lead, Trained "Desmond" diabetes lay educator and project lead, Preventing Hospital Admissions project lead and Hepatitis project lead.

Memberships:

FRSPH Fellow Member of Royal Society of Public Health
Life Member of Nepal Public Health society

Qualifications:

Masters Degree in Public Health (Umeå University, Sweden)
Bachelors Degree in Medicine (Public Health) (Tribhuvan University of Nepal)
Open University UK: Promoting Public Health; Skills, Perspective and Practice 2014 and Development Context and Practice, 2012
Health Education Wessex (NHS Winchester): Master class in Public health on Health Inequalities, Evidence in Public Health, Influencing Policy and managing Risk, 2015

granted settlement rights in Britain and many now live in Rushmoor and the surrounding area. Local estimates place the number of Nepalese residing in Rushmoor and immediate surrounding areas at over 13,500. While the community is very welcome and brings diversity to the area, the sudden influx has placed a burden on local Health services (increase in population by approx 14%) due to there being a high amount of very elderly with existing health conditions. There are also issues with language, culture and literacy levels. RHL recognised this at an early stage and employed a Nepali Health Champion to directly help the community and also act as a conduit for local Health services to engage with the Nepali Community. Demand for our services has been so high we employed a second Nepali Health Champion. Our Champions are highly educated and experienced in health and engagement matters. Crucially they are not just translators and are both health-trained to a high level. This has enabled them to work with Health Professionals at all levels and enable meaningful health engagements with the Nepali Community. From a simple level helping

Nisha Tiwari Sharma- RHL Cancer Educator



Nisha has more than 20 years experience in Research and Community development in Nepal and three 3 years of international experience in Lao PDR; a practical experience in quantitative and qualitative research, monitoring and evaluation, having worked with: Action/Aid, United Nations Development Programme, United Nations Volunteer Organisation, Asian Development Bank.

Nisha has also worked in the following capacities across the local area; Health Trainer, Smoke cessation advisor, Diabetes UK member, Interpreter, Researcher with Frimley Park Hospital, Solution Educator in archiving the Cultural Heritage of BME communities, and with Hampshire Wellbeing Service. Her current role at RHL is Macmillan Cancer and End of Life Services Educator and Project Leader, and Project Manager for Gurkha 200.

Qualifications:

- Masters Degree in Natural Resource Management and Sustainable Agriculture (Norwegian University of Life Sciences, Norway)
- Master Degree in Social Research Methods- ongoing (Surrey University, UK)
- Masters Degree in Sociology (Tribhuvan University of Nepal)
- Health Trainer Champion – Level 2
- Health Trainer– Level 3, (City and Guilds, Bedford College)
- Medical Interpretation– Level 4, (Southampton University)
- Quit Smoking Advisor

Nepalis to register with GP surgeries, to raising cancer awareness from near zero knowledge and engagement with end of life (EOL) services. From humble beginnings of training 30 fully trained Nepali Cancer Ambassadors to the recent achievement where Nepalis are now accessing cancer and EOL services at the same rate as the rest of the local community (Source: Frimley Park Hospital Nepalese Health and cancer Group).

Lloyds Bank Foundation Volunteer Coordinator

This is a two year post set up to develop and manage Nepali volunteers to work within the local community, a network of 86 volunteers with different skills and interests and with capabilities ranging from English interpretation to diabetes education and cancer awareness to walk leading. Volunteers signpost the community to relevant services that they need to access whether this be: GPs, Police, Councils and CABs. This ensures that the needs of the community are supported. Volunteers receive appropriate training concerning cancer, diabetes, walk leading, fuel poverty and health checks enabling smooth and efficient running of RHL services. The volunteers are a key link between the community and

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RHL by raising awareness of health issues, the knowledge of rights and entitlements and helping with integration. Their language and cultural background allows barriers to be transcended.

3,910 Nepalis have been engaged in the reduction of health inequalities from Aug 14 to Aug 15

Macmillan Project

RHL's cancer educator delivers an educational programme regarding cancer and end of life services to the Nepali community and Health Professionals in Rushmoor, Hart and the Surrey Heath borders. Through networking with different projects, liaising with hospitals, hospices, community organisations and local councils, the project aims to develop and manage a 'buddying' scheme to support Nepalese with cancer by accompanying and supporting them at GP surgeries and hospitals. The project is also producing some short films in Nepali to raise awareness and provide instruction for cancer related issues.



Hepatitis Research Project

This is the first study conducted by Frimley Health NHS Foundation Trust in partnership with RHL looking at the prevalence rate of hepatitis B and C in the local Nepali community. The aim of the study was to reduce health inequalities among the local Nepali community by improving their health and wellbeing through education and life-style management particularly focused on viral hepatitis and liver health.

The study tested hepatitis B and C among 1,000 members of the Nepali community during the two year study and found eight positive cases. With low rates of infection discovered, the project was successful in not only educating about the risk, methods of prevention and best available treatment but has also provided valuable data. RHL coordinated all field programmes as well as the qualitative aspect of the study.

DESMOND project

DESMOND (Diabetes Education and Self Management for Ongoing and Newly Diagnosed) is a method used to educate patients by providing Diabetes Structural Education under the guidance of NICE (National Institute of Care and Excellence). Commissioned by NHS North East Hampshire and Farnham Clinical Commissioning Group, RHL coordinates the DESMOND training primarily to local Nepali residents, due to its strong ties and experience working with the local Nepali community and their various groups. Since the project started in January 2014 we have received 355 referrals from corresponding GP Surgeries via Frimley Health NHS Foundation Trust and have trained 77 diabetic people along with similar numbers of their carers. The two days training has been regularly scheduled every month and is delivered by NHS Dieticians and Diabetes specialist nurses with the help of Nepali speaking lay educators.

NHS Community Health Checks

Commissioned by Hampshire Public Health to deliver health checks to 1,000 Nepali residents of the Rushmoor borough, this project has been really encouraging and a great source of learning.



The health checks were promoted using Gurkha Radio and word of mouth from community members and it was a surprise that attendance was between 150 to 200 people per session, some even turning up 30 minutes before the checks were due to start. With numbers above what was expected this too provided its challenges. Our team of twenty volunteers helped alongside health professionals to make sure all the correct information was collected and individuals were informed and signposted on the basis of their results.

Between May and July 2015, 605 Nepali adults between the ages of 40 and 74 have had health checks carried out by RHL

Challenges that were faced ranged from people not knowing their address, date of birth and GP surgery to language barriers and misunderstanding concerning the forms. To counter these issues our volunteers and staff had to adapt to get the correct information. Questions about alcohol consumption provided confusion as there was a lack of understanding about units so our volunteers would question participants in a more conversational way to glean the whole picture.

The forms used also had to be simplified as it was soon apparent that multiple boxes were being ticked when the forms clearly said 'Only tick one box' so this temptation had to be taken out of the way limiting the confusion and making sure we got accurate information.

GP names also provided a challenge as many referred to Aldershot Centre for Health as being their surgery when in fact it is a building that contains more than one surgery. To counter this we provided a list to our volunteers of all the surgeries in the local area, thus eliminating the problem.

Gurkha 200

The Gurkha 200 project originally started life funded by



the European Social Fund as a NEET project (Not in Education, Employment or Training) called No Barrier to Success which targeted Nepali women in Rushmoor. The project used craft, textile and English lessons as a platform to build the skill-base of participants in order to prepare them for a working environment. English skills proved to be the biggest hurdle for many of the women so the activities were always based around conversational English and themes such as Christmas and Valentine's Day were used to make them more engaging and informative. Participants demonstrated an increase in many soft skills but the project also uncovered there was much scope for the project to continue.

Upon successful completion of the project, RHL received funding from the Army Covenant Fund to continue the group but with the focus shifted to integration and education and the project is now open to both men and women. It's worth noting that even when the project was focused on women, their husbands would often come along to the session as they were keen to learn how to use the computers at the Mayfield Centre and our volunteers would support them.



Age No Barrier

This Big Lottery funded project, helping older adults to stay active and remain independent, ran from February 2013 and was completed on 1st November 2014. Running along similar lines to the 'Duke of Edinburgh's Award Scheme' with gold, silver and bronze tiers, well over 600 older people undertook the project including many Nepalese. Activities ranged from: walking, fitness groups, singing groups, IT skills, excursions, crochet, yoga, English lessons, and a big awards ceremony celebrating people's achievements.

The highlight of the project was a trip to the London Eye where a group of 60 Nepali participants support by English Volunteers travelled by train to London

631 older adults demonstrated increased self-esteem and confidence as a result of Age No Barrier

which for many of them was the first time that they had travelled to London.

Exercise Classes (Zumba Gold, Yoga)

RHL offers yoga classes and a Zumba Gold class specifically for Nepali participants giving them a great health and social benefit. The classes also provide RHL with access to the Nepali community where they can be notified of our services and health issues can be raised and then passed on to the wider community, which is especially useful as word of mouth is so prevalent in the Nepali Community.

Walk and other activities

Through our projects, volunteers have learnt valuable skills that benefit the community beyond the duration of the projects themselves. One example of this is with walk leaders that have been trained up through the Age No Barrier project: they now organise walks themselves and take groups for regular walks across the local area. In one of our yoga classes one participant felt proficient and confident enough to take over the class as the instructor, enabling the activity to be more sustainable and cost effective.





If you would like to discuss commissioning or using our services, or becoming a volunteer with RHL, please get in touch with Jim Ruddy (Chief Executive Officer) at:

RHL
The Meads Business Centre
Kingsmead
Farnborough
Hampshire
GU14 7SR

t: 01252 362660
e: admin@rhl.org.uk
w: www.rhl.org.uk



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