



## **West End Impact**

### **Parish Nursing Service Charter**

#### **Who are we**

West End Impact is a registered charity managed by Christians from Morecambe Community Church & other local Churches, helping people in need, giving advice and guidance and support through our various projects and services. We exist to help people, bring hope and change lives. We assist people in 'reacting to crisis' and 'rebuilding lives.' Crisis is often the first point of contact. It usually starts with us providing a free meal or food parcel (from our small food bank) and then, as we get into conversation, we assess the needs and see where we can assist. This could be Advice & Guidance on Benefits, Housing, Budgeting and Well-being, laptop use, free Wi-Fi and use of the telephone. 'Re-Building Lives' includes various projects to help just that. Our Well-Being Wednesday with 'Living Life to the Full' a CBT group for people suffering from depression, stress, anxiety and low-mood, mental health cafe, therapeutic drumming and art group and one-to-one person-centred counselling. Our two shops provide volunteer and training opportunities. And the kettle is usually on....

#### **Rationale for Parish Nursing**

We employ Parish Nurses specifically for the homeless and at risk of homeless community.

#### **Our vision**

WEI has the vision to help people, bring hope & change lives. Our vision for the Parish Nurse project is to assist people to react to their crisis and rebuild their lives.

#### **Our mission**

Our Parish Nurse project will provide an inclusive, holistic nursing service to the homeless, those at risk of homelessness and rough sleepers.

#### **Delivery Method**

Under the guidance of God our parish nursing service will do this by offering:

- Build effective therapeutic relationships with clients through deep listening and demonstrating a non-judgemental 'no-fix' approach.
- Undertake skilled, holistic, individualised, person centred, health and risk assessments, respecting lived experience and using a multi-agency approach.
- Help navigate seemingly complex systems and advocate for clients where this might be required.
- Ensure the highest standards of person-centred care underpins all activity and interventions.
- Work with and as part of an effective multi-agency approach to include, but not exclusively (primary care, secondary care, tertiary care, local government, faith and 3rd sector) building strong, supportive professional relationships and maintaining and developing new pathways.
- Facilitate social and spiritual connectivity.
- Provide faith-based support if and when appropriate and consented to.