

## **Engagement within asylum seeker accommodation hotels**

### **Cedar Court**

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#### **1. Introduction**

Wakefield District Health and Care Partnership was keen to build on the learning from Covid-19 pandemic, recognising the specific needs of some of our more vulnerable communities. A health inclusion service was commissioned to support socially disadvantaged populations within our district to access and engage with health and care services.

The Partnership has identified that there are ‘socially disadvantaged populations’ within the Wakefield District that specifically experience the poorest health outcomes, with these being:

- Gypsies, Travellers and Roma; and,
- ‘Vulnerable migrants’, defined as those individuals who have been placed, either within Hotel or Dispersed Accommodation, within the Wakefield District.
- Vulnerable Migrants living in the community such as refugees, people with no recourse to public funds.

To shape the service specifically for vulnerable migrants, we wanted to talk to residents within the hotel accommodation and for them to tell us what is important to them.

## **2. Listening to residents**

### **2.1 What did we do**

This piece of engagement took place between May and November 2023 with 30 interviews taking place. 19 were done in May when we visited Cedar Court hotel. In August, we visited Ibis Castleford hotel and six interviews were conducted. In November we held interviews at St Pierre Hotel in Wakefield with five interviews being completed.

Initial meetings were held with the organisation that was coming in to provide the health and wellbeing services within the hotel accommodations. This was to find out what specifically they would like to hear about in order to support what the service should look like. We also included what was important about the service provision to the Partnership.

As part of the process, it was important to us to reflect the wider experiences of those we were trying to reach in the design of the questions to make sure that we held sensitive conversations, in their setting and with support to communicate where this was needed. Full interpreter support was available for the conversations.

Where a conversation led the interviewers to believe that a more immediate support was needed for an individual, the person was supported to access the right services. This included being directed to the health support team who were present during interviews at Cedar Court or contacting NHS111, Public Health team and hotel staff.

### **2.2 How did we do it**

Site Welfare Manager has helped us to access the sites and provided space and an opportunity to hold these conversations. These were done as one to one interviews.

We were keen for the process to be one of gaining insight to help us shape the service but also being useful to residents at the setting, helping people understand how they can best connect to health support when they move around the country.

The first section of the interview focused on how long people had been living at the hotel along with their experience of living there, what was important to them when first coming into

the hotel and the activities they might be involved in. We also considered their current health and wellbeing, getting help if they need it and experiences of services, if they have used any. In the latter section of the conversations, we looked at what they need or want from a health and wellbeing service, how they would like to find out about it and best ways to access it. By using open-ended questions where individuals could share their experience freely, interviewers were able to understand their journeys and their current feelings in respect of health and wellbeing needs.

## **2.3 What did people tell us?**

The initial questions included getting to know the person we were interviewing. This covered the length of stay and where they came from. The length of stay varied from one month to 13 months. Countries of birth are covered in section 2.4.

### **2.3.1 What were the most important things to you when you arrived at the Hotel?**

Residents were asked to tell us about the things that were important to them to get or find out about when they first arrived. The responses received included.

#### **Cedar Court**

- Because I can't work I needed help with clothes and other things that cost money.
- Long time I didn't have clothes - I told [staff] I needed clothes but he said no. Not having clothes is an issue. I have a GP. Have dental issues, lost some teeth so need help [lost 6]. Money is an issue as only get £8 in one week.
- I don't have section 95, ID, HC2 have temporary one until November, don't know why I have a temporary one and my friend has a permanent one. I want college but haven't had it.
- Learning English. Have done one term in the college. Have a problem in my body and my family is under pressure from government and I think about family a lot and feel sad to use [medication]. Fell whilst here and broke bones in my back. I can't move that well or lift weight. No use in my head so I see GP. GP didn't explain what would happen next or what I would need to do next when I go to hospital for my back checking (MRI) so don't know what to expect.

- Studied business and admin at university in Iran. Mobile phone and access to the internet. GP, money, no update from the home office. Diabetes/hypertension.
- Two people noted: All these are important as very different from Iran.
- Safety/college/food. Phone - internet. Called GP but would go to pharmacy. No hospital or visits to A&E. Money going onto my card ok. Migrant help contacted regarding ID card/work permit. Sent link and filled it in but not heard anything. No ongoing health issues.
- Hospital services. Money. [participant received help to get NHS app to get appointments].
- Safety, college, moving on, internet
- Safety, school, necessities, mobile phone, not seen a doctor or visited hospital, no medical problems, play football and support Arsenal. Money and progress on asylum case - unable to get an update on paperwork
- Food. I prefer quiet – don't like the noise as have issues with ears. I don't like loud music.
- Owned mobile shop in Iran. I've had no update from Home Office.
- They showed us to our room. Told us about meal times. We were given numbers for any health problems, told that can't smoke in the rooms and what the cleaning times etc were.
- Making friends in hotel or outside, just want to make friends. Have made a friend at the hotel. As much as I can, I help others.
- Manager here explained about Doctor. Didn't get help with English lessons. Would like to know how to get to know about lessons. Don't need clothes. Money is sorted too (card; Aspen).
- Was stressed dealing with the asylum process and dealing with the government. Tuesday and Thursdays going to college to learn English. Important to me to get specific medical care for diabetes.
- Language help. There used to be a class for English here, but now go to college which is better.
- Didn't need to know anything specific. Shown to my room, given conditions of house and rules. What meal times etc and who I should contact if I have any health issues and was given numbers to ring. Also told that there were no cigarettes in the room.

## Castleford

- Didn't have any clothes or shoes. The lack of money was also a worry for me.
- Needed everything. Came in via boat and all my clothes were damaged from the sea. I have got some clothes now.
- Only sleep for around 2 hours a night. I have lost weight, don't have a cough but have night sweats. I haven't mentioned any of my problems to the nurse as they come when I am sleeping during the day. I haven't met a nurse or a doctor. I have not had a chest x-ray or health check in the year that I have been in the UK. I have a problem with sleeping on night due to night sweats. [Discussion discontinued; team initiated query regarding active TB but patient was identified as under active care].
- Confusing when I first arrived but never had any problems or concerns at all. I found all the help that I needed. I needed clothing but I now have them. I now also have the card too so don't need anything.
- I didn't know anyone here when I arrived and I didn't have any money but that is ok now. I don't know what to say about what could have been easier.

## St Pierre, Wakefield

- I like it here; it's all good. I would like to know the hotel rules - in particular what time I can go out of the hotel and what time I need to return. Was given some information in case I was unwell and was also told to speak to the Mears staff who could take me to the GP or hospital.
- I would like to find out about safety.
- Not seen a nurse. Would like to find out how to learn to speak English but nobody has told me how to do this. I still have no phone since arriving in the hotel it is still with the Home Office.
- Very nice people, I am very happy here. I have a broken finger and can't bend it. I have previously had surgery on it in my country.

### 2.3.2 How do you spend your day? What kind of activities are you interested in?

#### Cedar Court

- I like learning language and I want to make friends.
- Exercise, watch TV and learn English from videos.
- Watch videos and try and learn English.
- College learning English.
- College learning English. Walking sometimes.
- College - Leeds City college ESOL classes. Would like to play football/cricket but too far to travel.
- College - Leeds City for English classes and reading. Walking every day after food.
- Have applied to college, no response yet.
- Just stay here. Can't go anywhere as don't have any money. Waiting for documents being sorted. Have some friends at the hotel.
- Going to church, college and sports (running).
- 5 days study English on zoom. Volunteer translating.
- Really hard for me as no activities and nothing to do. Try to learn English myself, it's hard and I get bored. Try to go out as there are no activities. Nothing in hotel or city centre. No volunteer opportunities. Would like to go to college.
- College, learning English and boxing. My church has been really helpful.
- Not done much to make me feel better in the hotel.
- Go to the Baptist church every week. Not been to City of Sanctuary.
- No notebook, no activities, no places to go, no volunteering, it is very hard. Very difficult having children and family back in [country]. Go to college. Church 2-3 times when I can go out. Feel safe here.

## Castleford

- It is very boring and it's the same everyday and this makes me sad. There is nothing to do. I don't have permission to work but I want to work. My job in [country] was making shoes. Need things to do like going to the gym or playing football.
- Sleep - wake up - stress. Very bad everything going crazy as been here a long time. Was one of the first people to come here. Don't go to college, forever told I can't go. I have an appointment now with the college but don't have a date when I will be starting. [Staff] is ok, he helps.
- I do voluntary work on Fridays. I learn English on Zoom and via a community group. The college is closed but I am going in September when it re-opens.
- I am learning English by video in my room. I usually go out for a walk. I am starting college in September. My previous work experience is working with machines. I would like to do some other activities instead of sitting here all day with nothing to do at all.
- I just spend time watching TV, eating and sometimes go out. I get bored.

## St Pierre

- Go out with my friends and go out for a walk.
- I wake in the morning and have breakfast, I shower and then have lunch. I have been to Halifax to see my cousin (person identified walking to and from Halifax).
- I do nothing except eat and sleep which makes me feel bad. Not feeling too good at the moment.
- I do nothing all day apart from eat breakfast, smoke, have lunch, smoke, have dinner, smoke and then sleep - there is no good routine.

### 2.3.3 How would you describe your health in general? How do you feel most days?

#### Cedar Court

- My health is good, I need a dentist
- My health is good.
- It's ok.
- Long term treatment for prostate and depression - taking medication. Using talking therapies and finds them helpful.

- Good health.
- Good but have acid problems.
- A few issues. Physio ongoing and awaiting ENT.
- No problems.
- Poor due to sleep - unable to sleep and numbness in (L) side of body and neck; have tinnitus in ears. Have had high blood sugars in the past.
- Overall health is OK. Had urine test at GP's and have had kidney infections. Feels like kidney has now recovered.
- OK but I have surgery booked in for a hernia. My experience of hospital care is good.
- "I don't feel good"
- I have diabetes type 2 and also have issues with sleeping.
- Health is OK. The only thing that comes to mind is worry and feeling lonely at times and I miss my family. I'm lonely here and this "makes my heart small"

### Castleford

- I feel sad and haven't had my section 95. I want a work permit and want to do more things. I also really miss my family.
- Every day is the same, nothing to do and I have nothing. Told XXX that I have a pain in my stomach then got told to see a doctor in Castleford but I can't go on my own, but on this occasion there was a bus. Appointment was at 19.50 at Elizabeth Court in Castleford, it was quite late so I didn't go. They booked it but I wouldn't go as it was late.
- Yes I am 100% healthy.
- My health is good but the last time they came to see us they said I needed a check up. I have an appointment on the 14 September and I have shown Mears staff the letter and they have said they will arrange transport for me.
- My health is not very good. I have an appointment on 15 August to see a doctor. Seen nurses at the hotel many times - they didn't do anything for me.

### St Pierre, Wakefield

- My health is good.
- I am very healthy.
- Health is good and I don't take any medication. Nurses from Bevan have been here but I have never spoken to them. I would only speak to them if I was sick and needed to seek



advice or help. If I did have a problem I would speak to the Bevan nurse, Doctor or someone from Mears. I have had no blood tests or health check since arriving at the hotel.

- I am suffering from a little stress and have seen the GP from Chapelthorpe at the hotel. Only seen the GP once and they sent me a link to something [when staff looked, this was Turning Point] via text but I haven't accessed it. Didn't know what the link was as my English isn't very good. Language is a big barrier for me.[text sent was in English]
- A gentleman came to complete the questionnaire with us however wanted help with accessing a GP appointment. He told us that he had an infection and had seen the Nurse at the hotel who had done a referral. That was one month ago and he hasn't heard anything since. He has finished using the cream and tablets and noted the infection is worse than it was before and this is making him sad. Staff helped the gentleman to make contact with Chapelthorpe Medical Centre and he now has an appointment this week. Mears are going to arrange transport to take him to the appointment.

### 2.3.4 What makes you happy and healthy?

#### Cedar Court

- Sport and walking by the river
- Family in London which is good.
- Ping pong in hotel with peers. Walking. So far away from city so can't access much, 1 bus every hour. Family is important - family in Iran (Mum/Sister). Has moved because of dictatorship. Food - chips/oily food, would like healthier for example omlettes.
- Helping each other in the hotel and having hope to see family again.
- Running. Would like access to gym but not allowed to use hotel gym.
- Running and going to church.
- Exercise - walking, hiking, college. Thinking about moving on from hotel.
- Playing football, eats well and friends in and out of hotel environment.
- Going to college. Nice surroundings.
- Food here is OK lots of cultural variety
- It's hard to keep happy because I am apart from family. We help each other.
- Every day I go to Pugneys to walk there and that makes me happy; it's pretty.
- Food is ok. I spend time with friends. Going to college is good.

## Castleford

- I like going to the gym. There is one in Normanton and I want to go there. I would like to go as it would make me feel better.
- I exercise in a morning ie; jog or go for a run and I also drink lots of water. I would like the opportunity to play football as I enjoy it.
- Exercising and taking a walk. Until now I was healthy. If I was feeling sick I would tell someone in the hotel.
- I have a problem with the food. English food is like beans and things. At home we have different foods. Would be good to have things like rice.

## St Pierre, Wakefield

- Exercise and play football to keep me well and this makes me happy.
- I feel at peace here.
- It would make me happy if I could enrol at college to learn English.
- I really miss my family and I have not had any support with this at all.

### **2.3.5 How do you go about managing your health – either yourself or asking for help/advice? How did you learn this?**

#### Cedar Court

- I can feel very sad and lonely but I miss my family. I don't know what to do about this.
- Body not good due to lack of exercise. 3-4 days good mood, 3-4 days bad ("depressed"). Limited access to medication - will buy from Sainsbury's.
- Calling GP and talking over the phone. Hotel management team help with what is needed to get appointments.
- Running.
- Usually I use Google or ask Hotel Manager to help. I also used 111 for dental care.
- Hotel staff helped get first dentist then I could make my own appointment.
- Ask Mears staff. Go to Trinity Medical Centre.
- 50/50 health - good and bad mood changes. Tooth pain and taking Ibuprofen currently. Limited access to medication - will buy from Sainsbury's.

- On-line study. Bored and lonely as nothing much to keep myself busy. I have a heavy heart.
- I ask the resident Welfare Manager to call the GP
- Mosque - don't go weekly as it costs money to get to but accept if we have something on a Friday here in the hotel.
- There are no activities, nothing to do other than go in the lobby. I do go to church 2-3 times a week. I feel "heavy hearted"

### Castleford

- I would go and see a doctor to seek treatment if I needed it. There are doctors that come into the hotel. I would also ask XXX from Refuge Council for help.

### St Pierre, Wakefield

- I would tell my friends or hotel staff if I was sick and they would take me to the GP or hospital. I was told about NHS111 "very nice" and also told about 999 for emergencies.
- I exercise
- Seen GP only once. Go to sleep, smoke, have breakfast, dinner and sleep again, not routine and there is nothing to do. We don't have any money here it's like being in a prison. We can't go out and do anything as we have no money. Worked as a barber and in a coffee shop in my country and this is my interest. My mother passed away whilst I travelled here, I didn't find out until I phoned home which made me very sad [staff were reassured that the gentleman was receiving bereavement support].

### 2.3.6 Have you used health services in the UK (GP, hospital, dentist, counselling)?

**What happened? What would have made it easier for you to access these services/and get what you needed in the end?**

### Cedar Court

- I am a fully qualified nurse but I have not used a health service since being in the UK because I am fit
- Been to GP. Been to dentist to take teeth out, need help sorting as can't eat properly. Hospital - good and had a translator.
- Not had a health check. I haven't been to any doctors or had any checks.

- Visited GP
- Not been to dentist. Phone GP but advised to go to pharmacy. No attendances at hospital. Feels mood is ok.
- Unable to get a dentist.
- GP - Phoned, seen face to face. Pain - referred to physio. Issues with nose - referred to ENT. Dentist - been.
- No visit to dentist or GP. No known issues.
- GP. Hospital - ears and eyes check up. Couldn't call GP for 5 months due to language but now having English lessons and finding it easier.
- Diabetes. Trouble accessing NHS111 due to language barrier and health literacy.
- Hotel Manager and staff help. Twice seen GP because of kidney infections. Not accessed other services ie; dentist - got dental issues that need sorting
- Yes I have had surgery for a hernia. My experience of their care was positive. I had the support of an translator.
- Person told me stuff about Dr and clothes but I didn't know much, but my friend has told me loads. Had surgery last month and was good experience as the doctor was good. Helped me with transport. Happy to use translator as English isn't very good. Problem in knees and I saw GP for help for it, had x-ray. Had health care check when I arrived in UK.
- I tried to see a doctor. I went to emergency to be seen and was told that A&E was not an appropriate place. People didn't explain how the system works. I was calling 111 and they sent me to the emergency. I was seen by doctors but no help with interpreting and it was confusing. Would be useful to have an interpreter as I don't know how to say difficult words in English. Would be happy to make an appointment with GP. I ask for an interpreter but never get one.
- Have seen a doctor for my back. Had surgery on back in my country. Now have back problems and go to Trinity. Have had physio but not good as only get told what to do at the hotel but don't give medication. I told them I need swimming which helps for back and I have had this in Iran and Germany along with hydrotherapy which was good and better than medication. There is a good pool in here but I can't use it. GP experience was good.
- Used via hotel managers. I haven't been to doctors, I don't know where to start, how to approach. My eyes not good and I need help. No dentist or any other services.

## Castleford

- I have seen a dentist but not seen a doctor or nurse.
- It's difficult when you come downstairs here to look for help there is nobody here. When XXX and XXX are here it is good but need more. 61 people here but staff not always here like today. Used a dentist for broken tooth - it wasn't good, they had a quick look and it was over.
- The nurses and doctors come into the hotel and my experience with them has been very good and they help me. I once needed medication for a headache. I haven't accessed a dentist.
- No

## St Pierre, Wakefield

- Not used any health services. Received Welcome to Wakefield information.
- When I registered with GP, I had an infection I was given medication which I took. My infection keeps coming back. Arrived at GP 15 minutes late and was told to re-book my appointment. Mears booked a taxi for the appointment and this was late so made me late for my appointment. [The gentleman has a repeated appointment for his problem but doesn't like going to the doctors. Welcome to Wakefield website was given which has translation function; he liked the fact it can be translated into his language.]
- Have NHS letter and know my NHS number but don't have a mobile phone should I need to ring for help. Sometimes I use my friend's phone but we don't share a room.
- Used GP (Chapelthorpe) - was easy to get an appointment and had a telephone translator. Not used the hospital or been to a dentist. Had a health check when I first came to the hotel.

### **2.3.7 Have you accessed other services (education, activities, charities, clothing, faith)?**

#### **Cedar Court**

- College

- Was told about GP when I first arrived. GP was good but once I was at the hospital for MRI they didn't tell me what will happen next like take medicines or have surgery.
- Request through hotel - ask for donation but currently waiting. 4-5 pairs of socks.
- Charity attend hotel occasionally but not visited any.
- College. Asks Mears staff for clothes and toiletries.
- Church that help with clothing and faith.
- College/dentist/City of Sanctuary, St Michaels Church, Action for refuge
- 1 or 2 tops plus 3 trousers. Wakefield City of Sanctuary for English lessons.
- College
- Very few clothes. Interested in running club but no appropriate shoes.
- No I haven't as I don't know any organisations and don't know how to access them. I need to speak with a lawyer/solicitor. Contact hotel manager who then calls hospital/GP and give us an appointment. Friend tried to call GP 3 times to get an appointment.
- College but not from any charity.
- Asked for support for clothing. Clothing I was given was dirty, torn, I questioned them and was told they don't have anymore.

### Castleford

- I have not been to college, I have told Mears staff but nothing has happened. I would like to enrol at college in September so that I can learn English.
- Haven't accessed charities or clothing. I want to go to college, as I want to learn but nobody has helped me. I have been learning myself but could have done so much more had I been able to attend college.
- Refugee Council. Charity group (Ian from Yorkshire Sport) come to the hotel and we go for a 2-3 hour walk which I enjoy.
- No

### St Pierre, Wakefield

- I go to church (Baptist) – [person from the church] picks me up and takes me to the church.
- No. I have had issues with registering with English classes.

- Not accessed any charities. Still haven't got my Aspen card. Migrant Health are difficult to access and aren't very helpful. When I asked them a question they said we can't help it is not our job.
- No

### **2.3.8 What would have made it easier for you to access these services?**

#### **Cedar Court**

- I'm not accessing services
- Sometimes have to go to town walking (1 hour walk) no bus.
- Would like more services to come to the hotel, more information to be available of services and what they do.
- More contact numbers. Transport.
- Been able to speak a little English.
- More services to come to the hotel. Notice board with times. Finances are so hard.
- Tried to call GP 3 times and could not get through.

There were no responses to this question during interviews in Castleford and St Pierre hotels.

### **2.3.9 Have you had a health check / initial health assessment with your doctor/ health professional/nurse?**

#### **Cedar Court**

- No
- No health check.
- No awaiting health check.
- Yes had health check. On-going treatment over the phone.
- Unsure if completed but thinks he may have signed a form. Went to GP when in previous hotel which was in Leeds. Skin problems.
- In Sweden had health check but not in UK only covid vaccination.
- In Glasgow had health assessment - felt like I was being listened to.
- Yes but only when first came to UK. Not had one at any GPs.
- No awaiting health check.

- Yes my GP saw me for an urgent need.
- Not doing anything when first arrived and it was tiring. Wanted to do something. Go for walks but that's also just the same roads. I know I need to do something being in different places. Would like to swim, run or walk in new places. Got taxi to hospital. Got clothes. Done some activities in hotel. We are too far from Wakefield. Would be good to have different things to do.

### Castleford

- Yes I received a health check.
- No
- Experience with the nurse was good they did what they were supposed to do. An interpreter was used.

### St Pierre, Wakefield

- No

## 2.3.10 Did you manage to get advice on the things that were most important to you?

### Cedar Court

- Not had any care
- No
- None needed.
- Yes in hotel - dentist, physio, ENT
- Yes good advice. Seen nurse at Trinity who was very nice.
- Yes

### Castleford

- Go to Mears staff to ask for help and I do receive help when I need it.
- I would like help with my Asylum claim and Aspen card as I don't know anything about the card.

**St Pierre, Wakefield** – no responses to this question



### 2.3.11 Who do you go to when you need help with your health and wellbeing?

#### Cedar Court

- Mears make appointments for me. I really like photography. I go to Wakefield and take pictures like the Cathedral or parks.
- On the phone or on the internet.
- GP, Hotel management. It is easy to ask for help but some services take time. Easy to get dental treatment.
- Mears staff who give me the number where to call at 8am. Can be a long wait when trying to get through to GP. Would make it better if appointments could be booked for me.
- I find it easy to ask hotel staff to help.
- Easy because of speaking English.
- Not sure where to go for doctor or seek help.
- Was harder when I couldn't speak English - better now.
- Yes I didn't have any problems.
- I call my GP - call Trinity myself. Haven't looked up thing on-line.
- I can't sleep at night time. The country is different. I can't stop thinking about the problems that were the reason why I came to this country. Can't stop thinking.

#### Castleford

- I go speak to [staff]. Having more staff here at times would really help.
- It is easy to ask for help. I ask the people who are in charge at the hotel if I need any help.

#### St Pierre, Wakefield

- My cousin, I call him. He lives in Halifax and has better English. Spoken to nurse once when came here, they said my medication would come but I haven't seen anything. I was told I would have to pay for my medication, so I don't get it now. Just once I had it for free. [Does have a current HC1] but when I showed it, they said I still had to pay. I don't have any money. Pharmacy was Asda.
- No phone so I am unable to ring anyone. I also have no access to a translator.
- If I need help, I go to the security guards in the hotel for advice as they speak my language and they understand me. It would make it better if I could always have translation so that I can understand. Language is a massive barrier! Happy when NHS

staff are here but I don't speak English and can't understand that's why I go to the security guards. I went to Migrant Health for help with my section 95, they said they would have a translator but the translator wasn't good and I couldn't understand.

- Gentleman was shown nhs.uk website. Shown translated Healthier Together website. Wasn't aware that nurses came into the hotel. Was told about Bevan service coming into the hotel each week. Requires dental treatment - told to call 111 asking for an interpreter to explain what help he needs. Has a GP letter. Told about HC1.

### **2.3.12 Do you use a translator? Who have you used in the past/who arranged it?**

#### **Cedar Court**

- Yes need Arabic translator
- Need translator in Hospital. Here in hotel is ok but it is difficult in the hospital.
- Yes, had before It's better with translator.
- Speaks fluent English and is able to translate for friend.
- I speak English and help others to translate.
- Did use translator but since starting English classes finds it easier. Took a long time to use translator when used.
- No I usually translate for others.
- Don't use translator.
- Translator needed.
- Doesn't use one now. Used google translate on the phone before.
- Does not speak English and has friend to translate.
- Mears, GP and hospital arranged.
- Had interpreter at physio and doctors.

#### **Castleford**

- No I haven't but I need one.
- Yes used when had an appointment with the nurse.
- Yes sometimes if talking about complicated topics but if it's simple I use my basic English skills.
- Sometimes.

- I need a translator if I go to see a doctor. I didn't have a translator when I went to the dentist appointment but it was ok.

### St Pierre, Wakefield

- Google translate and show the doctor. They did offer to book an interpreter for next appointment.
- No
- Language is a big barrier for me, I can't understand what I am been told.

### 2.3.13 Where do you look for information about services that can help you with health and feeling well?

#### Cedar Court

- I am a nurse, I would use the NHS
- Online. Get texts from GP.
- Use NHS app and it's ok to use.
- No issues.
- I am registered at a GP, I ask Mears person or other service users.
- Registered with GP. Ask Mears staff. Security at Hotel. Internet searches. Other residents.
- I am registered with a GP, I ask hotel staff, I look at internet, I call 111
- Internet. If important will call GP. Called 111 for dental issue. Went to hospital for x-ray. Not attended A&E or hospital admissions.
- TV - provides internet and mobile phone. Would like groups to make friends.
- Call GP, calls 111, called 999 when feeling unwell, ambulance took to hospital.
- Happy to receive anyway in different languages would be better.
- I'm registered with a GP, Hospital, I ask the Mears person
- On-line OK. Most I read in English but use phone to translate, use Google one, not NHS site. Used 111 in the past.
- You Tube - it translates. If I need a doctor I ask Mears staff.

## Castleford

- Many times I have seen a doctor for help but they didn't do any tests like an x-ray and just gave me tablets. I said I might have kidney stones but they never did a urine test, scans or anything. Not sure if the appointment on the [DATE] is for a scan or not.
- I never search on the internet. Still don't know what I need. I ask people like me in here about things.
- I use the internet. Also ask XXX if he is at the hotel.
- I go to see Mears staff. I have called NHS 111 regarding my issue with losing a filling in a tooth and I got a taxi to Wakefield for the appointment.

## St Pierre, Wakefield

- Would go to the hospital. I know about 111 as Migrant Health told me about it and that I can get help from them. If I have a problem I go to A&E especially in an emergency and they are able to see me. Doctor doesn't speak my language so it is not easy. A&E was easier but I know about 111 now.
- Need to see a dentist for a broken tooth which is aching.
- Could learn English but can't access college. If I need any help for anything I ask the security guards.

### **2.3.14 Thinking about the most recent help that you got, what worked well? What could have been better?**

#### Cedar Court

- I wish my family was near by.

#### Castleford

- I ask people like me in the hotel for help.
- Food is very very bad and sometimes I feel poorly with it.

**St Pierre, Wakefield:** no responses to this question

### **2.3.15 When you need help, how do you prefer to get it?**

#### **Cedar Court**

- Seeing someone or talking on the phone.
- Mears staff and Security staff.
- Searching on the internet or seeing someone.
- Speak to someone on site at the hotel.
- Speak to someone
- I ask the resident Welfare Manager.
- UK site
- I don't know but when I came to UK, how to ring a doctor.
- You Tube

#### **Castleford**

- Like to see someone face to face.

#### **St Pierre, Wakefield**

- On the internet only in Arabic though. I also talk to the nurses who come to the hotel.
- I would prefer for services to come here to the hotel.
- When it is cold my hand is very painful. Mears staff told me to go to the hospital, didn't help or give me any other advice, help or support.

### **2.3.16 What are the best times for you to get help or see someone for help?**

#### **Cedar Court**

- Before breakfast - 3
- After breakfast and before lunch - 5
- Lunchtime – 2
- After lunch and before dinner - 5
- Free all day anytime - 4
- Not when in college
- Saturday

## Castleford

- After breakfast and before lunch
- Lunchtime
- After lunch and before dinner
- Weekends are good for me

## St Pierre, Wakefield

- After breakfast and before lunch

**2.3.17 We are putting in a new service to help with your health and wellbeing. How would you prefer to find out about this?**

## Cedar Court

- Texts not noticeboard
- Posters are good as you can see them during mealtimes. On the wall is good as they put information on it.
- When first come onto site. Leaflet. In our group activities. Noticeboard. Mears staff. Videos.
- All of them would be good.
- Leaflet and notice board.
- Would be best to use other residents to translate about the service using word of mouth.
- Leaflet can read English.
- Put it everywhere.
- In any way and in different languages
- Leaflet under my door and posters.
- Phone, leaflet - anything. Not been in touch with VCSE.
- Anyway
- Leaflet under the door
- Whichever way happy to receive in different languages would be better.

## Castleford

- Anyway. Knock on the door or contact me.

- Most effective way to communicate about the new health service would be good whatever they can.
- Knock on my door, whatsapp message, notice board. I need to be given notice that they are coming.
- Noticeboard and group discussion in the hotel. Knock on my door.
- Poster in reception area of the hotel would be good.

### St Pierre, Wakefield

- I don't mind. Leaflet would work.
- The rooms here are very small and it is an issue here. People are nice though and I am happy here.

## 2.3.18 What is the most important thing you want to get out of the new service?

### Cedar Court

- Teeth and clothing support.
- I would have to see questions first before I could answer this. Can't really imagine it.
- Exercise - I've put weight on since being in the UK.
- To be listened to and be given time.
- Would like to discuss issues that arise and then be treated.
- Listen and give more time and respected when using translator for those that don't speak English.
- Would help to see people in hotel. So I don't have to travel to GP.
- Would be happy with anything that helped.
- I get headaches all the time and I take a lot of paracetamol - I would like this problem sorting. Would like my health and dental issues addressed.
- To be available.
- Now I have had my surgery, I am OK with my health. Would like to have more/new activities for things to do.
- Want someone to talk to, to get things out of my head. Have an interpreter to listen to me and understand my problems.
- I like working in the garden and looking after animals.

- Physical activities - Swimming!!
- Eye issues and glasses. Haven't received coloured document from NHS and cant access NHS services without it. I have been here 5 months and still don't have it.

### Castleford

- I just want them to help me with my problems. Sometimes I have stomach problems.
- I don't know what the new service is! I did not need the services. It is important that I get medication if needed. The charity work take us walking is important to me. I also sometimes get help from XXX from Refugee Council. I study 3 days per week and I would like to do something to fill up the remaining 4 days as there is nothing to do.
- There is nobody to help. Even when I tell staff they don't help me. Help with stress for those who have been here a long time. We don't have a place for football. I would also like to play pool.
- Want help to get a work permit or travel document.

### St Pierre, Wakefield

- I would like to be moved nearer to my cousin in Halifax.
- Any type of activity or group activity any time of day would be good. My phone back so that I can make contact with my family and get help from the NHS if I need it. I would really like to find out how to get English lessons at college.
- I would like to be able to play football or go to a gym. I like using my phone to watch things. I have a TV in my room but I don't use it.

**2.3.19 There is an opportunity for you to do new activities as part of this work. This would be about learning new things and helping others on site. You would be able to get volunteering experience and have something interesting to do on site.**

15 people noted they were interested in this with one person noting that they could help more as they learn English and are better equipped to help others. In Castleford, one person volunteered and another noted "I just want to know when I can leave here and I don't think they can help me with that. They do come and take us to do voluntary work and I always go." There were no responses at St Pierre hotel.



## 2.3 Summary

The initial need amongst those we spoke to included safety, learning English, necessities such as clothes, access to health services, money and progress of their asylum case.

In terms of how people spend their days, this varied but there was a sense of the need to have a routine and to have activities that people can do. For those who have signed up for college, this was a key activity both in terms of a focus for their day and also the opportunity to learn English and 'make friends'. Some people not attending college for lessons have been using online videos to learn whilst in the hotels. There were some significant differences between people with some having regular attendance at college or keeping active through walking, running or games, to people who said there was very little for them to do either due to lack of activities on site or lack of money to travel. Those who felt there was lack of activities found the limited routine 'boring' and noted feeling 'sad' and 'not feeling too good'. Some experienced frustration with not being able to do more, for example work. There were some differences between people and between sites on the level of activities that people felt were available to them. During conversations, suggestions like having a camera for taking photographs, gardening or access to gym were noted.

There was also variation in how people felt health wise. Some of the conversations have led to staff supporting people to access healthcare whilst on premises and to help them access more information to enable them find support via recognised local resources, available in translations. For some, there was lack of awareness of the additional resources that they could access like NHS111 and Welcome to Wakefield. Health issues included lack of dental care.

Various sport activities were an important part of making people feel happy and healthy with people either noting what they were involved in or what they would welcome to have access to. For some, there was disappointment at not being able to access services like gyms that were close to their site. Culturally sensitive and varied food and access to education were also noted. Separation from family, the impact on individuals, and the need for peer support and social interaction was raised by some when thinking about their wellbeing. Feeling 'lonely' and 'heavy hearted' were ways in which some described their feelings.

In terms of seeking help and support for health, hotel staff were a point of contact for many for support in making and attending appointments. There were couple of instances of people purchasing over the counter medicines in a supermarket, using online search or NHS111.

Use of NHS services ranged from those who felt fit and didn't have the need to those having used GP and hospital services locally or services available on sites. Interpretation support was in majority of cases provided for appointments but some identified language barriers with, for example, NHS111, appointments or receiving information via texts in English only. Some people, however, told us about not having had their health checks or not knowing where to start to look for help. Language barrier when seeking or accessing services was noted by several participants as was the need for translators during appointments.

For additional services that people may have accessed, these included colleges, places of worship, Refugee Council and Yorkshire Sport. These were not all noted on all sites and there appeared to be more access to services who visited the sites as opposed to e.g. accessing charities in the community. More support with transport and services on site were noted as aspects that would make access to services easier. Better language command appeared to open up opportunities to get involved or be able to seek information and help for oneself.

From those who commented about their health checks, the majority felt they hadn't received them. When looking at the preferred way to getting help, those who commented mostly noted talking to someone. In terms of timings for getting help on site, the most preferred timings were morning and afternoon, avoiding mealtimes in Cedar Court. There was a mixture of responses in Castleford and just one response in Wakefield.

When publicising services, people noted a mix of ways to share information with leaflets and noticeboards being noted several times. The most important things that people wanted help with also varied including specific health conditions or practical issues such as documentation. There were several instances where people noted wanting someone to talk to and to be listened to.

## 2.4 Who took part?

We captured the key demographic details of participants but it should be noted that this aspect of interviews was approached sensitively. As such, it is appreciated that not all

equality monitoring information has been captured but safe participation in the project was important.

All participants were male. 10 people were born in Iran, 6 in Syria, 3 in Afghanistan, 2 in Iraq, 2 in Eritrea, 2 in Sudan and each in Somalia, Egypt, Kurdistan and Kuwait.

We asked participants what languages they spoke (main and other) and this included – Arabic, Dari, Farsi, Persian, Turkish, Kurdish, Tigrinya, Pashto, Kurmanji, Somalian, Sorani. German, English and Swedish were also noted.

Nobody identified as having a disability. When asked about their religion, people identified as Muslim (16), Christian (10) and Christian orthodox (1).

The team also asked about the age of participants. Five participants identified as 17 to 20; six as 21 to 25; seven as 26 to 30; seven as 31 to 40; three participants as 41 to 46 and one as 50+

### **3. What did we do with the feedback?**

### **4. Next steps**

This engagement has informed the following actions:

- Onsite health inclusion service running several days a week at each contingency accommodation
- One stop shops to promote health and wellbeing
- In reach Turning Point Mental Health group sessions
- Featherstone Rovers rugby sessions
- Behavioural Psychologist review for mental health needs
- Digital inclusion workshops

We would like to thank everyone who has taken part in this engagement.