

2017-2018

Annual Review

HealthLink360[®]



The big picture

HealthLink360 has been in existence for 35 years, founded as a Charitable Trust in 1983 as 'Care for Mission' and renamed 'HealthLink360' in 2007 when it became a charitable company limited by guarantee. From the start it offered whole person health care and has sought to interweave high standards of care for the physical health of individuals with provision of sensitive well-informed and appropriate psychological assessment and care for those living, working or volunteering overseas or in the UK. Over the years we have provided assistance and training for thousands of individuals representing hundreds of Agencies within the Christian, Humanitarian and Third sectors.

Our vision:

We are committed to promoting health and resilience for those seeking to make a difference around the world and in the UK. We achieve this through the delivery of expert care with a holistic approach.

All that we do is rooted in Christian principles, seeing each person as loved and uniquely created by God.

Review of the year



We began the year with a process of strategic thinking, planning and review of our vision and values, stimulating prayer and discussion within the Board, creative thinking and involvement of the wider team. The result has been to shape a 5 year development plan around key results of quality improvement of services, enhanced

communication with clients and stakeholders and increased efficiency and sustainability. The process, while generally positive and clarifying, has involved some tough decisions.

One such decision concerned Northern Ireland, where we had been providing medical and psychological services since July 2013. Despite tremendous local support and effort in raising awareness of our services in Ireland, the cost of maintaining a service provision in both Scotland and Ireland had become financially and logistically unsustainable in the longer term. In July 2017, the Trustees took the decision to consolidate all of our services to our premises at Carberry. This caused some disappointment but we are pleased that missionaries from Northern Ireland who require the level of expertise that we offer, are prepared to make the journey to Edinburgh!

This, along with the sad and unexpected closure of InterHealth in London, has resulted in one of our busiest years at Carberry. As technological communication advances we are increasingly using a variety of media platforms to enable us to provide remote health assessment and support for individuals based around the globe. It has been exciting to see the growth and development of our remote health screening for those embarking on short term overseas assignments. A next step is to consider a more robust way of offering out of hours medical and emotional support to those who require it while on overseas placements.

As we step into a new financial year, we are also looking at opportunities with a number of Agencies to offer psychological assessment, support and training for UK based staff. Some of these organisations work with young people and are seeking training, particularly in relation to mental health issues in young people. Others require support for staff who may be experiencing vicarious trauma or issues with work/life balance.

While we have updated our logo and revised our vision statement, our core aims, values and Christian ethos remain the same and are central to our work. It is such a privilege to provide health support for those who seek to empower disadvantaged people and communities in the pursuit of relieving poverty, injustice and inequality. We are deeply grateful to those individuals, trusts and churches which support us financially and in prayer. Thankyou! Your generous giving enables us to continue our work and I hope you are encouraged by this year's review.

Judy Hughes

General Manager

News from the travel clinic

Our travel clinic, which is income generating to support our core work, provides a beneficial service for travellers who live and work locally and around the wider Edinburgh area. It grows busier year on year, with a variety of clients, of all ages, coming through our doors. From babies travelling overseas with their parents, to clients in their 80s who remain young at heart and who don't let age deter them from exploring new places and experiencing different cultures, and all ages in between! Many of the young people we see, either as part of a school group or as solo travellers, head off to far flung destinations to volunteer in local communities..... Tanzania, Malawi, India and Costa Rica to name a few such places. One recent client, who was part of a school expedition a few years ago, has said 'going on a school trip to Malawi completely changed my life'. She is now involved in humanitarian aid work overseas.

From around 2,000 appointments this year, we have seen many returning clients who have enjoyed their trips so much that they are heading off again to experience a different culture. With return clients it is always good to have the opportunity to hear all about their previous trip and to pick up on any health issues experienced, so building their knowledge and awareness for future trips.



Medical Services Report



HL360 has a team of six volunteer/sessional doctors who have had their busiest year yet! 116 clients went through our comprehensive face to face medical reviews at Carberry. 284 clients used our new online screening service.

Each medical review lasts about 60-90 minutes and is well received by those who use it. Comments we have noted this year include "I've never had such a thorough medical as this." And "I feel medically sorted out!" A large number of new and important medical conditions were diagnosed and prompt treatment started. As more mission workers now tend to be in the 50+ age bracket we are identifying more significant medical issues than in the past. Our on-line screening service was designed and piloted, then started in earnest during the year. The agencies and clients who are using it for short term overseas mission assignments are pleased with the leaner and faster assessment this service offers them than the more traditional face to face medical review. About 10-20% of these clients need a follow-on telephone call from the doctor - or a more detailed interview from the psychology team. In three cases we were able to advise the client and their agency that overseas service was not appropriate at the time.

Each of the HL360 doctors who do this work has personal experience of working overseas and



Challenges Worldwide – supporting businesses in emerging economies'

sympathy with the working objectives of our clients. This may explain why so many of our clients tell us that these reviews are not only medically satisfactory – but encouraging too.

In the year ahead we are planning to start a new email medical advice service for agencies. One new doctor will be starting work with us. We are planning several quality improvement activities.

I would like to express my appreciation for the considerable time that each volunteer doctor offers HL360. They can be assured that those they serve also appreciate their expertise.

*Dr Keith Russell
Medical Lead*

“Challenges Worldwide has worked in partnership with Healthlink 360 since January 2017 and processed over 150 volunteers. Healthlink 360 has provided short term screenings (STS) for volunteers taking part on 12 week overseas placements in Sub-Saharan Africa. The aim of these screenings is to ensure volunteers were ready to take part on the placement as well as outlining any additional support needs that Challenges Worldwide can provide. In the time we have worked with Healthlink360 the number of early returns for medical reasons has dropped significantly. This is largely down to the collaborative nature of the partnership which allowed the team at Healthlink to gain a thorough understanding of our programme and make the most suitable recommendations.”

**Shaun McLaughlin; Senior Programme Coordinator:
Challenges Worldwide**



A day in the life of a Clinical Psychologist

One of the things I love about my job as Head of Psychological Services at HealthLink360 is the diversity of my work. A typical morning might start with a trauma counselling session via WhatsApp to an aid worker in Cambodia, followed by a face-to-face psychological assessment with a missionary hoping to take up a role in Malawi. The afternoon may see me working on material for a training session on the subject of young people and mental health difficulties and finish with a video call assessment with a young person who hopes to make a three-month missions trip with an agency that works in Rwanda.

All of that in the context of HealthLink360's Vision Statement: "Promoting health and resilience for those seeking to make a difference around the world and in the UK... All that we do is rooted in Christian principles, seeing each person as loved and uniquely created by God." Over this year we have undertaken a process of refocussing what we do to align more closely with that vision. Here are some headlines from the year that show what we do and how it is changing:

- Our work with small to medium sized Christian mission agencies is expanding, particularly in the area of psychological screening for short-term (up to one year) placements
- We continue to provide psychological assessment, debriefs and counselling to aid agencies and gap year organisations, in locations as diverse as Guyana, Thailand and Ghana. There has been an increasing emphasis on trauma counselling.
- We are receiving a growing number of requests for counselling from young people and adults from local churches and a nearby school.

- We are increasingly being asked to deliver training to a range of agencies. For example, we trained pre-departure missionaries from one agency, looking at areas such as team functioning, managing stress, and having a healthy work/life balance. We trained staff of a gap year agency in a range of topics including psychological first aid and helping staff deal with stress. We are getting a rising number of requests for training that equips individuals and their organisations to help young people with mental health problems.
- We have continued to provide psychological assessment for those applying to enter Christian ministry within several denominations and are looking to consolidate this over the next year.

Chris Dunkerley

'I wanted to say a huge thank you to the team at HealthLink360. Knowing that I can refer my volunteers to specialists hugely helps and your guidance this year is so greatly appreciated by both the volunteers and me'.

Desk officer at Project Trust

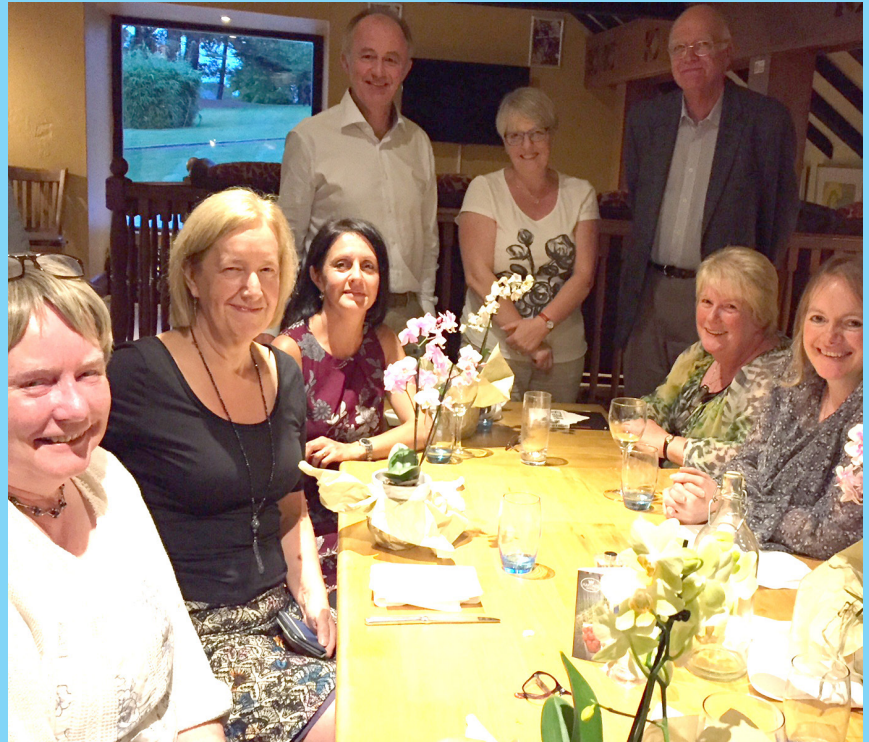
'I found my time at HealthLink360 very positive. Having the opportunity to talk and have someone listen helped me clarify my thoughts and understand some of the issues.'

Missionary attending for personal review

Team News

On 3rd August 2017 we celebrated four years of providing our services locally in Northern Ireland. Founding members, Joy Gowdy and Drs Graeme Crawford, Ruth Ingram and Ernie Hunter all attended along with paediatrician Dr Anne Black, sessional counsellors Ruth Hamilton, Moira Anketell and Gill Gourley and Development Facilitator Mary McNeely.

It was an evening to acknowledge all that has been achieved, to express gratitude and appreciation and to finish well. Our team in Northern Ireland has worked so hard over the past four years to raise our profile in Ireland and give of their time and expertise to provide a high standard of medical and psychological assessment and care for missionaries from the Provence. We will continue to build on this from our base in Scotland.



Appointments

Barry Hughes joined our Board of Trustees in February. His background and extensive experience in Human Resources brings welcome expertise to the governance of HealthLink360. Barry is currently nearing completion of training for Ministry with Church of Scotland and has a missional heart for those facing poverty, injustice and inequality.

In January 2018 we welcomed **Dr Mark Gilmour** to our medical team. Mark, having retired as senior partner of a General Practice in West Lothian, has also served on 3 voluntary short term assignments with the Vine Trust's Amazon Hope Project in Peru. He brings a wealth of knowledge and experience to the medical team. On 23rd March 2018 we said 'goodbye' to one of our receptionists **Sallie Black** who has liaised with clients and Agencies, arranging appointments and sending health reports over the past four years. Sallie, with her husband Colin, left Edinburgh to move to York where they have set up a new Art school. We wish them blessing and success in their new and exciting venture.



At the same time we welcomed **Jackie Cotter** to the team to an expanded administrative role. Jackie brings a wealth of experience from client facing and administrative roles in travel and health sectors and brings a friendly and professional approach to the arranging and management of appointments and communicating with clients.

Caroline Hunter

18 Nov 1964 – 02 April 2018

On Monday 2nd April our good friend and colleague, Caroline Hunter, passed away following a long and brave battle with ill-health. Caroline had worked with HealthLink360 since 2008 heading up our Psychological services team from 2010 – 2014. Her innovative and forward thinking helped to shape the



psychological services we provide today, but it was her love and compassion for people which really shone. With a background in mental health nursing, counselling and pastoral care, Caroline had a big heart, particularly for young people and those who were victims of abuse or trauma. Her Christian faith was reflected in attitudes of empathy, love and acceptance of all people and a joy and enthusiasm for life. She was loved and respected by all who worked with her and we deeply miss her. She will always remain in our hearts.



Finance Report

There have been a number of changes during the year, specifically those mentioned earlier in the report with regards to services in Northern Ireland as well as the introduction of the new health screening service. As a result we have seen a further increase in our service income and a drop in our expenditure.

Our aim has always been to provide our high quality services at the lowest price possible. Our prices are determined by our costs and further subsidised by the generous support given to us by trusts, churches and individuals. We are extremely grateful for this support and are constantly working to find new funding in order to keep our prices down

If you would like to know more about the work of HealthLink360, visit our website or get in touch at the phone number or email address below.



	2017-18	2016-17
	£	£
Donations Income	31,810	36,370
Service Income	241,588	238,293
Expenditure	268,442	272,922

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