

Evaluation of IRMO's Health and Wellbeing Project

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This project aims to evaluate the Indoamerican Refugee and Migrant Organisation's (IRMO) Health and Wellbeing project. The report will be split into impact and learning to highlight the strengths and limitations of the project.

Findings

Individual Support

Most frequent outcome from support was **registering with a GP**



Hi!

嗨

Hola!

Translation support, particularly regarding **technical and medical language** was a key need of IRMO service users

Community Outreach

With the help from IRMO's wellbeing bus service users were able to **receive support in getting their COVID vaccinations**



Most survey respondents heard of IRMO through **word of mouth or social media**



"[At IRMO] they don't care about your social class, your race, everyone is equal, as it should be." - Carmen

Social Media

IRMO reached **145,896 views** on posts related to the Covid-19 vaccine and access to healthcare services through their social media channels



2,000 community members were regularly informed about the **Covid-19 vaccine and healthcare access** via IRMO's WhatsApp broadcast list

Workshops

Outcomes of the workshop show service users were **supported to register with a GP, offered translation support, and supported to book medical appointments**



"Once I met IRMO, things changed a lot." - Ricardo

► Recommendations

The findings have highlighted the importance of IRMO's work. This section will reflect on the potential mechanisms of change and provide an understanding of which key factors of IRMO's support are valuable to service users.

Cultural Knowledge

Service users expressed gratitude at being understood and **spoken to in their own language by a Latin American** service provider. IRMO staff are also aware of **cultural norms and of the experience of living in the UK as a Latin American**



Holistic Approaches to Health

Knowledge of community needs is translated into action by offering a holistic approach to health, which is valuable to service users. **An understanding that health needs affect multiple areas of life** is invaluable for services users who can turn to IRMO for concrete actions to improve their **quality of life**



Validation and effective action from service providers

Participants expressed gratitude towards service providers. When describing interactions with IRMO, they said that they **felt listened to, understood and validated**



Knowledge of NHS systems and language skills

IRMO's **knowledge of NHS systems and terminology**, opens numerous doors for service users. For service users with **limited English language skills, and limited networks to support them**, IRMO's support is transformative



Read the full report: niesr.ac.uk/publications