Infusing faith-inspired values-led care into clinical practice, resulting in prevention, healing and patient empowerment; improving the health and wellbeing of the community.

# An overview of activities and services

Tel: 0121 348 7500 Email: enquiries@nishkamhealthcaretrust.com Web: www.nishkamhealthcaretrust.com

Address: 21 Soho Road Birmingham B21 9SN

### Caring with Compassion Helping with Humility Listening with Love

Registered charity number: 115429



Mobilising valuesbased practice through roots of humility, a base of compassion and selfless service

# **Contents**

Patron's Message Purpose Governing Board Core Services Healthy Lives Partnerships and Collaborat Map of Local Services Our Community Why work with the Nishkam

Key Milestones

|                     | 4  |
|---------------------|----|
|                     | 5  |
|                     | 6  |
|                     | 7  |
|                     | 12 |
| tions               | 15 |
|                     | 16 |
|                     | 19 |
| n Healthcare Trust? | 20 |
|                     | 22 |

# Patron's Message

Since its inception, the Nishkam Healthcare Trust, which was first registered in 2012 has grown from strength to strength. In 2013, the Trust opened its Pharmacy as well as a Footcare and an Emotional Wellbeing Service. It was most pleasing to witness the expansion of our services with Nishkam Dental Care opening in 2017. This is especially important given the pressures on NHS-provided dental care. The Healthcare Trust has been active in partnering and collaborating with our neighbourhood stakeholders, which has meant that we have been able to expand the services that we offer.

These pioneering services have catered to vital health issues that our community faces and were established in line with The Kings' Fund vision for the future of community-based health services. The fund reached a broad consensus that in order to achieve high-quality, sustainable health and care services that can meet the changing needs of the population, there will need to be a radical shift in the focus of care from hospital to community health services.

At Nishkam, this has allowed for loving, respectful care to be delivered to some of our most at-risk members. To be able to discuss issues and concerns with highly qualified medical personnel who are volunteers, dedicated to serve, has already paved the way for a different type of healthcare service one that is infused with faith-inspired values. Such an innovative approach necessarily means that there is a great deal of attention on prevention, healing and patient empowerment.

The Nishkam Healthcare Trust is a core part of the five centres of excellence that have been established to transform lives and empower people through faith-based values and ethos. Here, you will encounter highly gualified individuals who are dedicated to Nishkam values, providing a single facility multidisciplinary community healthcare centre, which focuses equally on both the patient's healthcare experience (values-based care) and on the delivery of high quality care (clinical excellence). It is imperative that we expand our services to include a GP Surgery. A GP surgery is essential to realising our Healthcare Trust vision since GPs are integral to providing excellent healthcare.

Bhai Sahib Mohinder Singh Ahluwalia OBE KSG Patron, Nishkam Healthcare Trust Chairman, Guru Nanak Nishkam Sewak Jatha

# Purpose

Driven by faith-inspired and values-led care, our purpose has been focussed on the following points:

- Engaging and mobilising the community to further health regeneration
- **Empowering** patients
- Improving health through clinical excellence
- Caring with dignity, respect and humility
- Caring and counselling those in need
- Uplifting and rejuvenating an interest for healthy living
- Promoting a sense of 'Chardi Kala' (constant optimism)
- Encouraging professionals to serve with compassion

Our future model is based around an integration of services focussing on a high quality of care, delivered with compassion and benevolence.





# Governing Board

### Nishkam Healthcare Trust Board of Directors

#### Ranjit Sondhi CBE (Vice-Chair)

Ranjit is currently the Vice Chairman of Sandwell and West Birmingham Clinical Commissioning Group, a member of the Queen's Council selection panel, and Chair of Sampad (a South Asian arts organisation). Until recently he was a Commissioner at the Criminal Cases Review Commission.

#### Professor Steve Field FRCP FFPH FRCG CBE

Steve is Chair of the National Inclusion Health Board, as well as the Chief Inspector of General Practice (CQC) since 2013. Before this, he was NHS England's Deputy National Medical Director. He also chaired the NHS Future Forum, led the review of the NHS Constitution and was Chairman of the Royal College of General Practitioners.

#### Dr Brinder Singh Mahon MBBS BSc FRCR OBE

Brinder is a consultant radiologist at University Hospitals Birmingham, with a specialist interest in hepatobiliary imaging and endoscopic ultrasound. He is the Chief Executive Officer and Director of the Nishkam Schools Trust, and has been involved in postgraduate education for ten years.

# **Core Services**

### Nishkam Pharmacy

Nishkam Pharmacy opened in January 2013, and is a trading subsidiary of the Nishkam Healthcare Trust charity. It is the only 100-hour Pharmacy in the locality and is therefore invaluable to the local community. As well as providing core services it works in partnership with several health and social care organisations in order to improve the overall wellbeing of patients.



#### Dr Sarabjit Singh Chandan MBBS MRCGP DRCOG DFSRH DipOcc Med AIRP

Sarabjit graduated from King's College London GKT School of Medicine in 2004. He established a successful primary care recruitment agency before working as a GP within the out-of-hours service.

#### Dr Manvir Kaur Hayer MBChB BSc MRCP (Chair)

Manvir graduated from medical school in 2008, and she also has a BSc in International Health. She is a specialist renal registrar in the West Midlands Deanery, with a sub-specialist interest in cardiorenal disease. Manvir is presently pursuing a PhD at the University of Birmingham. "I had an emergency with my child's health and all the doctors were busy. I called the pharmacy for help, and I was asked to come in to see the pharmacist. He was able to quickly diagnose the problem and gave me some medicines over the counter which resolved my child's symptoms. I am so grateful that I have a pharmacy so close to the city centre which is open for longer hours and I recommend anyone to come here when their surgeries are closed. The pharmacy is very clean and has plenty of room for waiting. Thank you Nishkam Pharmacy."

**Anonymous patient** 

The Pharmacy offers:

- a repeat prescription collection and delivery service
- a Healthy Living Centre
- care home and nursing home services
- a Medicine Use Review service
- a New Medicine Service
- blood pressure and blood glucose testing
- the flu vaccination
- a comprehensive Substance Misuse Service (supervised and take-home)
- out of hours services with a multi-lingual team
- partnerships with 'Change, Grow, Live' and Diabetes UK.

### Nishkam Pharmacy

**100 hour** service per week; **12,563** volunteer hours to date and **4** volunteer pharmacists

#### **Residential care homes**

Niskham Pharmacy currently works with 18 residential care homes, going well beyond the scope of a basic pharmacy. The highly experienced and qualified pharmacy team understand the complex and specific needs of care homes, and provide a tailored safe, secure and efficient pharmacy service.

Medicines are dispensed into individual pods which contain vital data such as the date, the name of the patient, time of the day to be dispensed and details of the drug.

Nishkam Pharmacy also uses its links to encourage engagement between the care homes and the local community and has received positive feedback from various events. For instance, in the past, the Pharmacy has arranged choir singing sessions at the care homes by Niskham Primary school children. In March 2018, the Pharmacy organised a celebration for the care homes on International Women's Day, held at the Nishkam Civic Association.

#### Services include:

- a number of support packages tailored to the care homes' requirements along with coloured MAR charts
- a Medicine Use Review service where pharmacists sit down with each of the care homes and go through the medication for each patient. This gives care home staff a chance to discuss any medication issues and queries they might have with a fully trained pharmacist

Nishkam

Pharmacy

- care home staff training to meet current guidelines for handling medicines
- guidance for care home staff to meet best practice CQC requirements
- flexibility in processing and delivery of ad-hoc medication, such as antibiotics
- ordering, collecting and photocopying the monthly prescriptions
- six monthly pharmacy audits
- medicines for palliative care patients
- flu vaccination services

#### Other significant activities

Niskham Pharmacy also carry out the following activities:

- Collaborative work with 'Change, grow and live', a charitable organisation which delivers services across Birmingham for adults with a variety of health and social care issues, including drug and alcohol problems, domestic abuse and homelessness.
- Collaborative work with Diabetes UK. A number of pharmacists and other members of the team have agreed to become local Diabetes Champions.
- Outreach work, such as health promotion at community fairs and parades, delivering pro-bono health promotion in care homes for staff and residents, and working with local schools to promote a healthy start in life. The Pharmacy acquired formal Healthy Living status in 2018.



### Nishkam Dental Care

This unique CQC-registered service strives to deliver exceptional clinical care within the Nishkam Healthcare Centre. It is led by four highly-qualified dentists, each with a sub-specialist interest, who have collaborated to deliver an out-of-hours dental service. It has a unique pricing structure which appeals to all. Based on its Nishkam principles, it does not demand payment from its patients, rather, they are asked to donate based on their means to pay. This is to ensure self-reliance and sustainability within the dental practice whilst promoting accessible care for all.





Services include:

- weekend emergency appointments
- one-to-one consultations
- adult and child oral assessments
- oral cancer screening
- routine dental care
- orthodontics
- teeth whitening
- bespoke aftercare services
- on-site pharmacy.



- To prevent and treat disease and disorder relating to the mouth and its associated structures
- To encourage a lifestyle which promotes a healthy mind and body, encompassing the values and ethos of the Nishkam Healthcare Trust
- To empower and educate patients at every opportunity.

Dental Care CQC registered dental service staffed by 4 volunteer

Nishkam

#### professional dentists

### Nishkam Foot Care

#### A loving treat for your feet

Since 2012, podiatrists have professionally volunteered their services to tend to the feet of the elderly in the community. This simple foot-washing and care advice service, which takes place in a specially designed room, enables patients to receive exceptional foot care.



### Nishkam Sikh Rogi Aasra (chaplaincy)

A confidential service for Sarbat Da Bhalla (care for all in the community) for hospices, hospitals, prison services, schools and universities. This service provides support, care and advice for patients towards the end of life. It also empowers families with its befriending and elderly care services.



### Nishkam Emotional Wellbeing

This is a self-support service for those in need of a listening ear. The service is confidential and run by volunteers and chaplains for people with low level mental health problems, including low mood, anxiety and social isolation. The group facilitates one-to-one talking sessions and also group activities such as cake and coffee mornings.



# **Healthy Lives**

Healthy Lives was a pilot GP-led service inspired by Nishkam Healthcare Trust and facilitated through Modality's Vanguard funding. It was led by one of the Nishkam GPs - Dr Mohan-Pal Singh Chandan - and was successful in both improving clinical outcomes at a reduced cost to the host GP provider.

### Why Healthy Lives was created

One of the key aims of Nishkam Healthcare Trust was to identify the root causes of ill health. Using Nishkam's extensive resources, experience and support, patients were empowered to overcome these issues, enabling a greater sense of understanding over their own health and wellbeing. The Healthy Lives service was developed to achieve these aims.

There is overwhelming evidence that our behaviours, habits and environment play a huge part in the development of illnesses such as type 2 diabetes and ischaemic heart disease. Crucially, there is evidence that improving our health behaviours can even reverse such diseases.

Busy clinicians often do not have the time or resources to always address the root causes of our patient's illnesses, especially if the cause is largely social, behavioural or environmental. This means that we often resort to prescribing medication instead of addressing the underlying issues adequately. With £9 billion spent on medications in primary care in the year 2016/2017 alone, this is a huge and growing problem.

# What is the Healthy Lives solution?

We believe in empowering every clinician to deliver meaningful lifestyle medicine, going far beyond the usual diet and exercise advice to bring out deep transformative change for our patients. Healthy Lives was an innovative GPled service which focussed on:

- Empowering patients to do more to tackle their own illness
- De-prescribing
- Social prescribi
- 4. Reducing the 'medicalisation' of life

In this service, patients would see a GP for an extended consultation to learn, plan and implement ways to improve their health without further reliance on NHS services. This was done in a radically different way using behaviour change theory to help ensure effective and meaningful consultations.

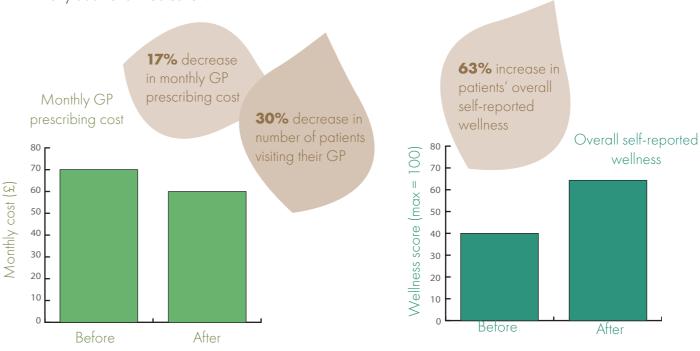
The patients would then be linked with local health and social activities using Nishkam's extensive experience and resources.

"I've never done anything like this before; it was really good!" "I lost 5 kilos in 6 weeks! I feel lighter, I feel happier. I used to have back pain, leg pain. Now my pains are gone! I recommend everyone to come here please."

"Everyone always puts you down. This is the first time in my life I've felt really respected."

### Evidence of impact

The service was piloted for 12 months as a partnership between NHT and the Modality Vanguard. In this time, patients underwent a life-changing journey to take control of their own physical and mental health. In many cases, patients reversed long-term illnesses or significantly improved their symptoms without adding any additional medication.



### Looking forward

The medical professionals at the Nishkam Healthcare Trust are continuously researching ways to empower patients to manage their own health, and provide a compassionate service where patients and carers alike can easily approach highly qualified and experienced health professionals. There is a sensitive awareness of the current problems of polypharmacy, particularly in the elderly where this can often result in reduced quality of life and an increase in adverse incidents.

An initiative titled 'Happy Healthy Children' has also started, aiming to tackle child obesity in its early stages. We have a highly skilled and experienced multi-disciplinary team including GPs, nutritionists and fitness professionals currently working with parents, teachers and children to tackle obesity at its root cause. We have held successful focus groups with teachers and parents to help explore ideas of how we can best tackle this health issue. At the request of both parents and teachers, we will soon be holding interactive sessions at the Nishkam Primary School, and hope to gain positive results in the reduction of obesity within 12 months of initiation.

The Nishkam Healthcare Trust values are exemplified by the Healthy Lives service. These values will be used at the core to create a GP service which tackles disease at its root causes, therefore reducing the burden of long term illnesses. We will empower patients and help them to manage their own physical, mental and emotional health as an integrated service with both compassion and courage.

### Further collaborations

#### **Physiobeats**

This is a physiotherapy service which has been located at the Nishkam Healthcare Centre for three years. Inspired by the ethos of Nishkam service (selfless service for the greater good) this company now offers a pro bono physiotherapy service each fortnight in order to provide high quality physiotherapy care to those who would otherwise struggle to access such a service.

"Our patients are very satisified with the environment at Nishkam Healthcare Centre. They always mention that the clinic room is spacious, the building is nice, clean, and looks like a GP centre. Most patients rate the patient service as excellent, and they are happy with the privacy they receive here."

#### **Practitioner at Physiobeats**



#### **Caring for our elderly**

We provide outreach pro bono dental care provision for elderly care home residents who would struggle to otherwise leave their residence.

#### **Patient empowerment and community** mobilisation

Nishkam Healthcare Trust's volunteers have organised and delivered many health education days and seminars on a range of chronic conditions as well as mental health resilience. They have delivered these both independently and in collaboration with other charities such as Diabetes UK, Birmingham MIND and the South Asian Heath Foundation.

#### Advanced care planning: proactively working with the CCG

The Nishkam Healthcare Trust won innovative funding to produce a bespoke advanced care planning booklet. A national conference was also organised on the role of 'Faith and Hope in End of life Care'. This gave commissioners a much needed platform for community engagement prior to designing their new end of life hub.

# **Partnerships and Collaborations**

Nishkam Healthcare Trust has established a record of working collaboratively with other healthcare stakeholders, including grassroots, primary care, and secondary care providers. We are also privileged to work with a wide-ranging group of organisations across the GNNSJ campus towards improving health and wellbeing. Some of these are listed below:

Acorns Age UK Birmingham Anon care Anthony Nolan Trust Aquarius Arts Council Asian Women's Resource Centre Aston University Aston Villa Football Club Balsall Heath Forum Bangladeshi Community Centre BE Birmingham Birmingham Christian Food Bank Birmingham Churches Together (BCT) Birmingham Citizens Birmingham City Council Birmingham City University Birmingham Community Healthcare, NHS Foundation Trust Birmingham Council of Faith Birmingham Electoral Participation Team Birmingham Faith Leaders Group Birmingham Faith Round Table Birmingham Leadership Foundation Birmingham Mind Birmingham Race Action Partnership BRAP Birmingham Solihull Mental Health Trust Birmingham Voluntary Sector Council (BVSC) Black Environment Network Blood Donation Service British Army British Heart Foundation British Sikh Consultative Forum Cancer Research UK Central Mosque Chamberlain Forum Charity Commission Citizens Advice Bureau Coming of Age Partnership (CoAP) Community Development Foundation Community First

Community Support Network Council for a Parliament of the World's Religions (CPWR) Council of Black Led Churches Council of Sikh Gurudwaras Birmingham Department of Communities and Local Government (DCLG) Environment Agency Faith Action Fircroft College Focus Birmingham Friends of the Earth - Birmingham Giving Hope (Kenya) Globalisation for the Common Good Handsworth & Lozells Cohesion Policy Network Handsworth & Lozells Delivery Partnership Handsworth & Lozells Neighbourhood Forum Handsworth & Lozells Tension Monitoring Group Handsworth & Lozells Town Planning Partnership Handsworth & Lozells Community Development Trust Health Exchange Hindu Council of Birmingham Hospital Chaplaincy Services Interfaith Network for the UK Islamic Relief - Haiti Appeal Job Centre Plus Jubilee Debt Campaign King Edwards Grammer School (Handsworth) Kurdish Community Centre Lozells Mosque Lunar Society Macmillan Cancer Matthew Boulton Neighbourhood Forum Midland Heart Modality Partnership Marg Sat Santokh

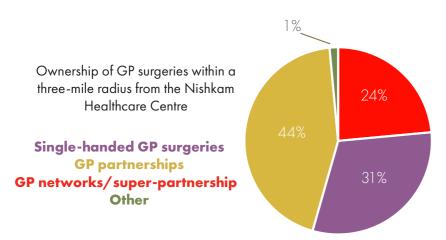
National Council for Voluntary Organisations National Spiritual Mental Health Forum Near Neighbours Network of Buddhist Organisations Nishkam International Centre (India) Nishkam Sant Puran Singh Institute (Kenya) Nishkam Schools Trust Physio Beats Regional Action West Midlands Rookery Road Traders Association Rotary International Royal Air Force Royal Bank of Scotland (RBS) Runny Meade Trust SACRE Sandwell & West Birmingham Hospitals NHS Trust Sandwell Electoral Participation Team Sangat Trust Shakti Women Social Enterprise West Midlands South and City College Sport England St Mary's Hospice St Peters Trust United Reformed Church United Religions Initiative University for Industry (UfI) University of Birmingham West Bromwich Albion Foundation West Bromwich Building Society West Mercia Police West Midlands Councils West Midlands European Network West Midlands Faith Forum West Midlands Fire Service West Midlands Police Woodbrooke College Working Links Young Foundation Young Muslims UK

#### GP surgeries within a mile radius of Nishkam Healthcare Centre:

- 1. Enki Medical Practice
- 2. Dr R B Chitre (Handsworth Surgery)
- 3. Dr Uday Abhyankar
- 4. Soho Road Health Centre
- 5. Kirpal Medical Practice
- 6. Dr Sunil Bhalla
- 7. Burbury Medical Centre
- 8. Finch Road Primary Care Centre
- 9 lozells Medical Practice
- 10. Heathfield Family Centre
- 11 Handsworth Medical Practice
- 12. Handsworth Wood Medical Centre
- 13. Crompton Road Surgery
- 14 Nowtown Health Cont
- 15. Holyhead Primary Health Care Centre
- 16. St James Medical Centre
- 17. Hockley Medical Practice

### Pharmacies within a mile radius of Nishkam Healthcare Centre:

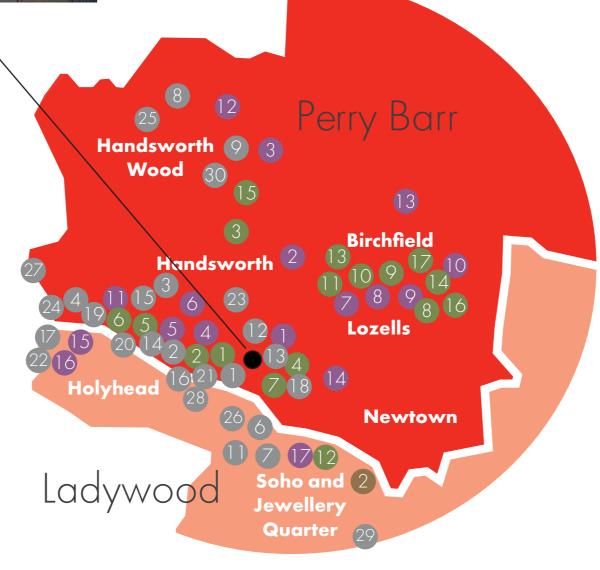
- 1. Lloyds Pharmacy, Soho Rc
- 2. Marks Chemist
- 3. Healthstop Pharmacy
- 4. Lloyds Pharmacy, Terrace Rc
- 5 Bluecross Pharmacy
- 6 Soho Pharmacy
- 7 Deu-Chem Itd
- 8 Rana Dispensing Chemis
- 9. Al-Shifa Pharmacy
- 10 Co-Chem Pharmacy
- 11. Calster Pharmacy
- 12. Tesco Instore Pharmacy
- 13. Heathfield Pharmacy
- 14. Chemipharm
- 15. Well Handsworth Wood
- 16. Mirage Pharmacy (Laurie Pike Health Centre)
- 17. Rowlands Pharmacy



# Map of Local Services

Nishkam Healthcare Centre





#### Hospitals located in Birmingham (within a 5 mile radius)

- 1. Sandwell General Hospital\*
- 2. Birmingham Children's Hospital
- Birmingham Heartlands Hospital\*
- Birmingham Women's Hospital'
- 5. Queen Elizabeth Hospital Birmingham\*

#### Religious places of worship

#### Gurudwaras:

|    | Guru Nanak Nishkam Sewak Jatha         |
|----|--|
|    | Guru i nariak i nisrikarri Sewak Jarra |
|    | Shri Guru Ravidass Bhawan              |
|    | Gurudwara Bebe Nanaki Ji               |
|    | Baba Deep Singh Shaheed Gurdward       |
|    | Guru Nanak Gurdwara Smethwick*         |
| 6. | Gurdwara Babe Ke                       |
|    | Ramgarhia Sikh Temple                  |

8. Singh Sabha Gurudwara Sikh Temple

#### Mandirs:

9. Shree Geeta Bhawan

#### Mosques:

| 10. | Birmingham Central Mosque*     |
|-----|--------------------------------|
|     | Burhani Saifee Icknield Mosque |
| 10  |                                |

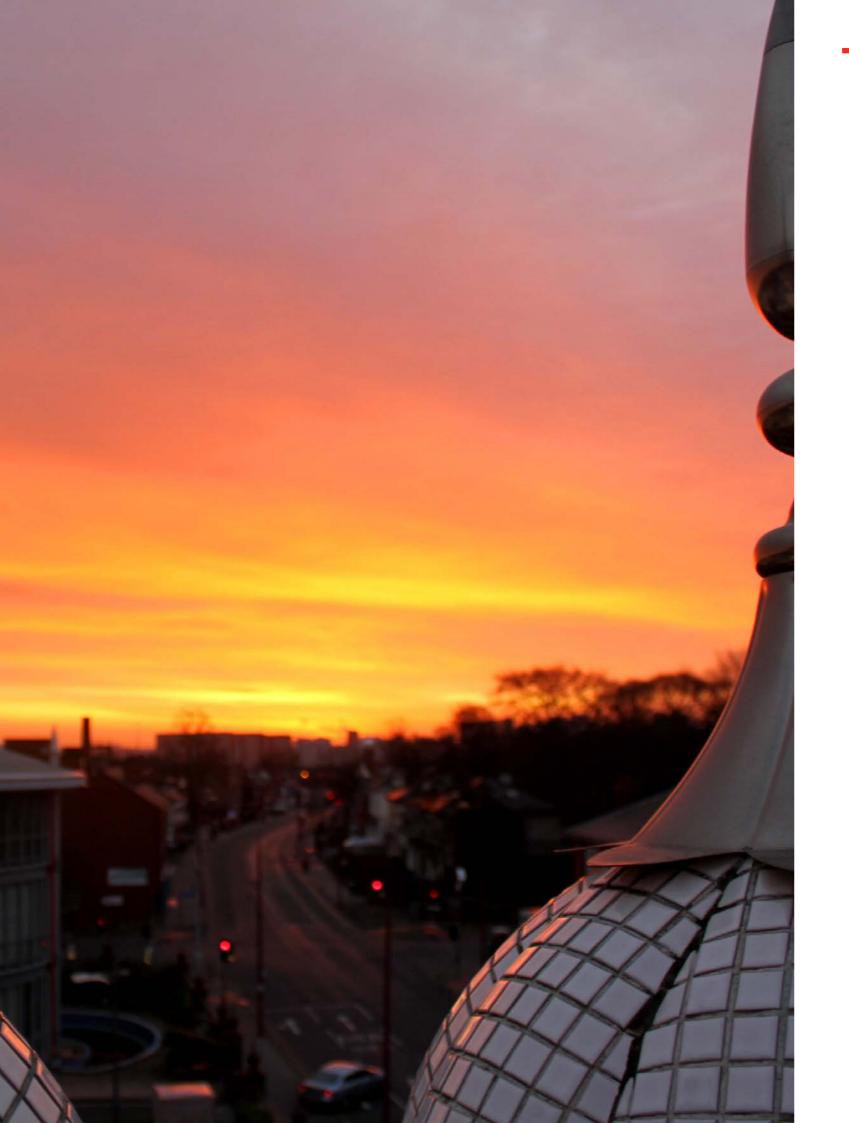
12. Masjid Assalaam

#### Churches:

- 13. The Crown Church
- 14. Cannon Street Memorial Baptist Church
- 15. United Church of God Handsworth
- 16. Zion Holiness Church of the Nazarene
- 17. Maranatha Fellowship
- 18. Villa Road Methodist Church
- 19. New Life Wesleyan Church
- 20. St James, Handsworth
- 21. Life & Light Fellowship, Handsworth
- 22. Junction Road Evangelical, Handsworth
- 23. Church of God Seventh Day
- 24. Emmanuel Church, Handsworth
- 25. Good News Asian Church
- 26. Baptist Church Centre, Handsworth
- 27. Beacon Evangelical Church

#### Buddhist temples:

- 28. Jethavana Buddhist Vihara
- 29. Birmingham Buddhist Vihara
- 30. Wat Santiwongsaram



# **Our Community**

Nishkam Healthcare Trust is situated on Soho Road in Handsworth. This neighbourhood is defined by five important components: community, cultural heritage, faith, education and health.

Handsworth was home to Matthew Boulton, and was also the hub for the industrial revolution in Birmingham. It has a significant history of migration, with people from 170 different countries moving to the area between 2007-2010 alone. As a result, the area is now home to a strong set of multicultural communities with diverse beliefs. Faith is central to these beliefs, with 13 places of worship centred around Soho Road alone. There are also many schools clustered in this area.

88% of its habitants belong to minority ethnic communities, compared to 42% in Birmingham

There is a recognised need for improved healthcare owing to cultural barriers and a high social deprivation index. The annual household income is £19,000, compared to the national average of £35,000. Low income and unemployment are particular problems faced by residents in this area, and many are dependent on benefits. Languages spoken include (in order): English, Bengali, Punjabi and Urdu, followed by Pakistani Pahari (with Mirpuri and Potwari), Polish and Somali. In nearly 20% of households, no individuals over the age of 16 speak English as their first language.

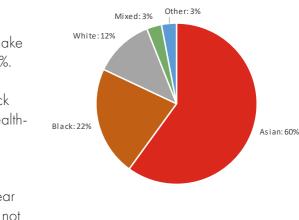
In overall health terms, Handsworth fares worse than the national

average in many key clinical conditions. Infant mortality is especially high and there is a high prevalence of preventable respiratory illness, cardiovascular disease, type 2 diabetes mellitus, mental health issues and alcohol-related admissions.

In terms of faith groups, two-thirds of the resident population are Muslim, and 21% are Christian. Sikhs make up 5%, and those not subscribing to any religion are 5%.

Handsworth's socio-economic demographic, and black and ethnic minority (BAME) population with diverse healthseeking behaviours are likely to contribute towards the health inequalities experienced by its population.

With increasing population diversity, the NHS's Five Year Forward View also now recognises that one size does not fit all and there is greater need to work with communities to deliver sustainable healthcare solutions. The Nishkam Healthcare Trust is an example of a proactive, grassroots community organisation, which, after a few years of presence, has already demonstrated exceptional outcomes.



# Why work with the Nishkam Healthcare Trust?

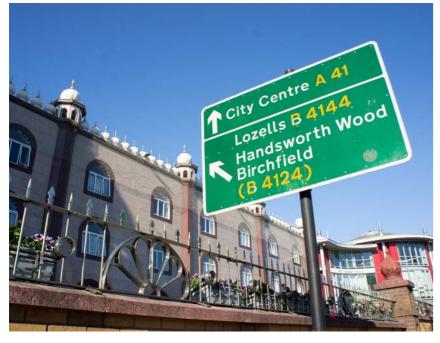
Any service operating from the Nishkam Healthcare Centre will find itself in ever growing demand for a multitude of reasons:

#### Public trust in an established not-for-profit charity, with an ethos of selfless service for the greater good

The Nishkam Healthcare Trust is part of the Nishkam Group of Charitable Organisations, led by the Sikh faith-based registered charity, Guru Nanak Nishkam Sewak Jatha (GNNSJ). GNNSJ has sworn an allegiance to Handsworth and has been tirelessly working to uplift and regenerate the area for the past 40 years. As a result, it has earned much respect and trust from all of its diverse communities. Similarly, Nishkam Healthcare Trust is also a registered not-for-profit charity working with the same Nishkam ethos to regenerate healthcare and reduce health inequalities within Handsworth and its surrounding areas.

#### A unique reach within Handsworth's diverse communities

In working to regenerate Handsworth, GNNSJ and its centres have developed a unique rapport and reach with its locals and neighbours, which would be difficult to achieve outside of the grassroots setting. This is especially important in an area which has a high black and ethnic minority (BAME) population with diverse health-seeking behaviours.



#### Location

The Nishkam Healthcare Centre is situated on a main arterial route, and only one mile from Birmingham City Centre. It is therefore easily accessible with excellent links to public transport, and a car parking facility for patients.

#### **Potential footfall**

The Nishkam Healthcare Centre is located amonast a hub of other busy centres, all of which attract a large footfall daily. On special occasions the

Gurudwara in particular can attract a substantially larger footfall, including international visitors, serving up to 100,000 meals a week. The Nishkam Nursery and Primary School, adjoining St Michael's School and the nearby King Edward VI School, also bring a constant flux of families to the location. Similarly, Nishkam Healthcare Trust has strong links with the neighbouring Jobcentre Plus.

#### **Community investment through volunteering**

The creation of the Nishkam Healthcare Trust is the result of exceptional community investment, with more than £1 million of community donations being used to purchase, renovate and equip the Centre. The labour work was also undertaken by volunteers. Additionally, the Trust has a diverse cohort of healthcare professionals, all of whom work for the NHS, and are willing to volunteer their spare time to work within the Centre. This is a unique example of a community out-rightly investing to improve its local health infrastructure and assist the NHS.

#### A blueprint for integrated community health and social care

The Nishkam campus lends itself naturally as an example of a culturally-sensitive model for seamless integrated multi-disciplinary care in the community. The various centres in the Nishkam Group provide access to people at all stages of life, from early childhood through to the end of life. The centres facilitate the delivery of health, social and pastoral care in the heart of the community, thereby promoting both health and wellbeing. Importantly, the strong rapport between GNNSJ and its neighbours in Handsworth means that everyone can benefit from the services delivered by the Nishkam Healthcare Trust.





# **Key Milestones**

### 1978



### GNNSJ

**Opening of the Gurudwara on** Soho Road, Birmingham

In 1977, GNNSJ purchased 18-20 Soho Road. The congregation lovingly donated their own time and skills to upgrade and transform the building into a Gurudwara.

The Gurudwara (place of worship) is open 24 hours a day, and serves 25,000 hot meals a week. More than 500 volunteers provide selfless service from here each week. This includes cooking, cleaning, continuous prayers, music classes, and conducting wedding and funeral services. As an organisation GNNSJ have led international heritage and conservation projects. They are also active in the interfaith community, as part of their commitment to peacebuilding.

# MARG SAT SANTOKH

#### **Opening of Marg Sat Santokh**

'Marg Sat Santokh' (MSS), meaning 'the tried and tested path of truth and contentment' emphasises the importance of honest work.



1980

This community co-operative was formed in 1980 to help create employment at a

time of national recession. Marg Sat Santokh now employs 21 staff members, and specialises in bespoke kitchen design and development.

2005

# NISHKAM CIVIC ASSOCIATION

**Opening of Nishkam Civic Association** 

The Nishkam Civic Association (NCA) formally opened in 2005. •

The NCA has an annual footfall of over 30,000 people accessing the wide variety of services, such as the learning and development workshops and conferences hosted by the NCA, which focus on social innovation and arts, culture and heritage. The NCA also houses a gym, and offers wellbeing classes.

# NISHKAM HEALTHCARE CENTRE

#### **Opening of Nishkam Healthcare Centre**

The Nishkam Healthcare Trust was founded in 2012 as a registered charity, and aims to be a values-led integrated healthcare centre in the community. The Centre currently houses a pharmacy, dental service and multi-speciality community clinics.

## 2009



Nishkam Primary School houses 420 students between the ages of 4 and 11. The children travel from as far as Walsall to attend the school, and the majority are from ethnic minority backgrounds.

Over 500 students attend Nishkam High School between the ages of 11 and 18. There is approximately an equal balance of male and female students, and whilst the majority of them are local, students also come from neighbouring areas, such as Oldbury and Smethwick.

# NISHKAM NURSERY

#### **Opening of Nishkam Nursery**

Nishkam Nursery opened as a multi-faith, values-led, Sikh ethos nursery in 2009.

Nearly 100 children between the ages of 6 weeks to 4 years old attend Nishkam Nursery, which is based close to Nishkam Primary School. The Nursery offers both full day-care and education to its children.



2012



# NISHKAM SCHOOLS TRUST

#### **Opening of the Nishkam Primary** and Secondary Schools





