

REPORT TO: Health Policy & Performance Board
DATE: 9 September 2014
REPORTING OFFICER: Strategic Director, Communities
PORTFOLIO: Health & Wellbeing
SUBJECT: Halton Community Wellbeing Practices Update
WARD(S) Borough-wide

1.0 **PURPOSE OF THE REPORT**

1.1 To inform the PPB on progress and key developments for Community Wellbeing Practices initiative.

2.0 **RECOMMENDATION: That the Board note the findings of the report.**

3.0 **SUPPORTING INFORMATION**

3.1 The Community Wellbeing Practices (CWP) initiative provides a wraparound service for all 17 GP practices in the borough to ensure patients whose needs are predominantly psychosocial in origin are identified and provided with effective community based interventions. Wellbeing Enterprises CIC, an established, local social enterprise was commissioned to design and deliver the service in collaboration with patients, partner agencies and professionals working in health and social care.

The rationale for the CWP initiative is to ensure primary care provision is fully integrated with a broad and balanced range of psychosocial support on offer for patients in the community. Moreover the initiative aims to reduce pressures on primary care services by ensuring patients whose needs are predominately psychosocial receive a holistic wellbeing assessment and timely access to evidence based community interventions.

3.2 A team of 9 Community Wellbeing Officers serve as a link between the GP Practice setting and the wider community. The CWP initiative provides essentially three core services for patients and the public:

- **The provision of psychosocial support** - *such as life skills training, community events and a comprehensive, fully integrated social prescribing programme*

- **A community navigation service** - *a holistic wellbeing assessment in conjunction with a community brokerage service to link patients to support provided by the wider voluntary, community and social enterprise sector (VCSE)*
- **Asset based community projects** - *empowering patients and the public to play a lead role in designing and delivering community based activities that improve wellbeing. Working with our VCSE partners we have empowered young people to run their own wellbeing projects linked to GP practices, enabled patients to run their own hobby and interest groups and encouraged volunteers to play an active role in the CWP initiative as community champions.*

4.0 **THE PATIENT JOURNEY**

- 4.1 There are several referral points for the CWP initiative. Patients can be referred directly by their GP, and the CWP initiative is now fully integrated with the electronic booking systems of practices. Referral pathways have also been agreed with Primary Care MDT teams, VCSE organisations working across Runcorn and Widnes, the Police, the Discharge Teams at Warrington and Whiston Hospital, Halton Housing Tenancy Support and the Intermediary Care Team at Ashley House. We are currently in discussions with 5 Boroughs Partnership and the Primary Care Mental Health Teams to explore the option of integration with their service teams. Patients and public can also self-refer.
- 4.2 Patients may be referred directly for a 1 to 1 Wellbeing Review, in which patients work in partnership with a Community Wellbeing Officer (CWO) through a structured pathway of support, to identify any underlying social problems and any barriers to wellbeing. From here the patient and CWO co-develop a personalised wellbeing action plan to address any issues (Appendix 1). As well as identifying any problems and issues, patients are supported to identify capabilities and strengths and to bring these to the fore in developing their unique plan.
- 4.3 Typically, patients and the public who refer/or are referred into the CWP services have a range of psychosocial issues which in some instances may be exacerbating physical health problems and which could consequently result in attendance at an NHS or social care agency - potentially resulting in additional costs and pressures on stretched services. Examples of some of the typical issues that patients present with include, but are not limited to; loneliness, isolation, mental health issues, stress, stigma and discrimination, financial worries, relationship difficulties, lifestyle issues, housing concerns, victims of crime, lack of food, drug and alcohol worries, lack of confidence, unemployment, being new to the area.

4.4 Where patients disclose a specific issue for which another agency has specialist skills, we would support patients to navigate their way to this help, either through making a direct referral, or helping the patient to do this for themselves. Many patients tell us that they really value this aspect of the CWP service as they can sometimes find it difficult to know where to go for help. Moreover many patients tell us that they don't always feel confident to champion their issues - and so in this respect the Community Wellbeing Officers can support patients in practical ways so that they feel able to articulate their concerns and to describe the kind of support they feel will help.

4.5 In addition to the CWO's role as a community navigator - connecting patients to services available in the wider community, CWO's also provide patients and the public with a wide range of wellbeing activities such as :

- Life skills training - based on cognitive behavioural principles, participants learn practical skills in problem solving, goal setting, how to build confidence and self-esteem in a relaxed and friendly group setting.
- Community resilience events – such as '*Ignite Your Life!*' - Which teach the public top tips for staying strong during difficult times. *Music and Memories* – delivered in care homes and which engage elderly residents in interactive, sensory activities based on music and reminiscence. *The WOW event* – a half day event in which members of the public come together to rediscover their confidence skills, share their talents and develop a personalised WOW plan to improve their wellbeing levels.
- Social prescribing – which is about linking patients with non-medical sources of support (Appendix 2). Examples of some of the social prescriptions on offer include: Tango Dancing on Prescription, Astronomy on Prescription, Fruit on Prescription, Nordic Walking, Mindfulness, Stress Management, and Confidence Classes to name but a few. All of the programmes on offer incorporate a core learning framework based on evidence based top tips for improving wellbeing such as the 5 Ways to Wellbeing. Many of the programmes are delivered in collaboration with partner agencies and are co-developed by patients and the public.
- The CWP social prescribing programme serves as an intermediary step for patients and members of the public who don't yet feel confident enough to access mainstream social activities. Participants are supported to engage in group activities and build confidence in a friendly environment, with a view to supporting patients to access mainstream services as part of their exit strategy. All social prescribing

programmes are run in community venues such as community centres, and all make use of local community resources such as parks, nature spots, and libraries.

5.0 **OUTCOMES AND KEY ACHIEVEMENTS**

5.1 The CWP initiative has benefited from a wealth of support from a wide range of agencies across a broad array of sectors. We are indebted to the support and encouragement of our partners.

Support has included:

- Providing access to partner agency venues to run projects and events
- Working in partnership with a whole host of voluntary, community and social enterprise (VCSE) agencies to provide social prescribing activities
- Collaborating with VCSE agencies on local and national campaigns
- Co-designing projects such as the dementia passport, GP community gardens and green space activities.
- Building referral links with partners in VCSE sector, Police, Housing and Acute and Intermediary care.

5.2 To date the CWP initiative has provided more than 3000 full interventions to almost 2000 patients since the service went live in October 2012. In addition to this, it has also delivered 5300 brief interventions to patients in the practice waiting area. (Please see Appendix 3 CWP Impact report).

Other achievements include the provision of:

- 107 social prescribing groups to 1400 patients
- 29 community events to 1008 community members
- 24 Life Skills training programmes to 297 patients
- 36 Asset based community projects involving 564 members of the public.
- Almost 400 Wellbeing Reviews

5.3 Outcomes for Patients and the Public

Below is a list of some of the ways in which the CWP initiative is making a difference to people's lives in Halton:

- Helped an elderly man to obtain a boiler in order to remove damp that was exacerbating his respiratory condition.
- Secured support from a local cycling club so that a gentleman living with dementia could continue his passion for cycling by ensuring that he was picked up and returned home safely.

- Supported a woman living with depression to build her confidence levels so that she could start volunteering.
- Provided life skills training and money management information to a vulnerable elderly man referred to us by the police.
- Connected a single mum with three children who was in crisis to the food bank scheme so she was able to feed her family for the week. We worked with this individual to acquire a range of support services for her and her children over the longer term.
- Enabled a housebound woman to connect with friends and family by teaching her how to use Skype technology. We also linked her to a local befriending service.
- Identified funding to enable an elderly man with full-time caring responsibilities to look after and enjoy his garden again.
- Helped a Polish couple who are new to the area to settle in to the community. We connected them with a local support group, and they also attended our community events.

5.4 Using our data collection processes we have been to evidence the following outcomes for patients:

- A demonstrable improvement in subjective wellbeing scores. 64% of interventions have shown a significant improvement.
- A reduction in depression symptoms. 52% of interventions report a reduction in symptoms.
- An improvement in overall health status. 52% of interventions show a significant improvement.
- Patients have engaged in more than 2400 health promoting activities known to improve wellbeing levels such as connecting with friends, being active, learning a new skill or helping others.
- 64% of patients engaging in our community events have gone to help others using the knowledge and skills they have acquired.

5.5 Supporting the Voluntary, Community and Social Enterprise sector

In terms of supporting the wider VCSE sector the CWP initiative has:

- Worked in partnership with more than 120 local VCSE organisations as part of the CWP initiative.
- Welcomed VCSE agencies into the practice waiting areas to host stalls and promote an awareness of their services.

- Coordinated 8 young people's projects in collaboration with 10 CYP agencies which engaged more than 200 young people.
- Delivered 24 outreach sessions to 234 VCSE staff to raise the profile of the CWP initiative and to build effective partnerships.
- Delivered 6 free wellbeing training sessions, to approximately 150 staff working in the VCSE sector.
- We led on a successful application to the Department of Health and Social Enterprise UK to secure specialist support to implement the Social Value Act locally - one of the aims of which is to raise the profile of the VCSE sector.
- We have recruited 11 volunteers in the last 5 months who between them have donated 141 volunteer hours to the community.

6.0 **FEEDBACK**

6.1 Feedback from Patients

Patients and the public have told us:

- "I found it very helpful to talk to someone who understands."
- "My husband and I recently moved to the area and we felt quite isolated, but our Community Wellbeing Officer has helped us settle in by providing us with information about things happening in our local community – we've since made lots of friends".
- "The Wellbeing Review was fantastic because it really helped me a lot. I gained a lot of self-worth from it, and I learnt lots of things that were going on in the local area that I didn't know about".
- "The Community Wellbeing Officer helped me to put a plan together to help me back in to employment and to signpost me to organisations that could help me."
- 84% of patients who have engaged in a CWP intervention have rated their experience as 8/10 or more.

6.2 Feedback from Professionals

Professionals working across a broad array of sectors have told us:

- "The extra tools provided by the CWP approach have helped me to explore an alternate dimension of a patient's life that complements the traditional medical model."
- "Having conversations with patients about accessing activity groups has given me a greater depth to my understanding of patients - you can see how patients have grown."

- “Always very professional and knowledgeable - the clients are at the heart of everything that they do.”
- “I have found your training days enlightening and it’s helped me to provide a better service to the clients that I work with.”

7.0 **NEXT STEPS**

7.1 Moving forward with the CWP initiative, the main priorities are to:

- Integrate the CWP initiative into new clinical and social care pathways to ensure patients whose needs are predominately psychosocial in origin are able to receive timely, effective community based support.
- To increase the referral rates for patients coming into the CWP service from newly established referral sources.
- Providing support to enable community members to develop their own wellbeing projects.
- To continue to collaborate with partners in the VCSE sector on community led projects and to raise the profile of VCSE partner agencies in health and social care.
- To expand the social prescribing service to provide additional out of hours provision.

8.0 **POLICY IMPLICATIONS**

8.1 The Social Care Bill introduces a focus on preventing and delaying the need for care and support, with a strong focus on integration.

9.0 **FINANCIAL IMPLICATIONS**

9.1 None identified.

10.0 **IMPLICATIONS FOR THE COUNCIL’S PRIORITIES**

10.1 **Children & Young People in Halton**

The CWP initiative has been working in collaboration with Children and Young People’s services in the borough to ensure the views and aspirations of children are taken into account and acted upon.

This has included the delivery of young people’s wellbeing projects led by young people in collaboration with CYP partner agencies, as well as securing external funding to provide additional capacity to ensure young people in the borough experiencing mild to moderate mental health problems have access to timely psychosocial support.

10.2 **Employment, Learning & Skills in Halton**

The CWP initiative has resulted in 17 new jobs in the borough. This initiative also works closely with agencies who support individuals who have employment and learning requirements to ensure such patients are connected to these opportunities through its community brokerage service.

The CWP initiative currently recruits two young people from the borough through the government apprenticeship scheme.

10.3 **A Healthy Halton**

The CWP initiative aligns with key health and social care needs identified for the borough. Integrating the CWP initiative with clinical and social care teams supports this.

10.4 **A Safer Halton**

The CWP initiative has built good links with the Police and the Safer in Town initiative and accepts referrals for patients who are a victim of, or at risk of crime.

10.5 **Halton's Urban Renewal**

The CWP initiative has been leading on work to promote and improve the built up environment, including the establishment of GP community gardens, as well as working with partner agencies to raise awareness of local green spaces such as parks and nature reserves and to provide wellbeing activities in such locations.

11.0 **RISK ANALYSIS**

11.1 The CWP initiative has become a key conduit in linking community based provision with health and social care services. It plays a key role in integrating provision across a wide range of sectors. The loss of the CWP service may have a knock on effect on the demand for primary care services.

12.0 **EQUALITY AND DIVERSITY ISSUES**

12.1 The service is compliant with Equality and Diversity legislation.

13.0 **LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

None.