



Update

The latest news for our staff



Person-centred approaches

This newsletter has a special focus on person-centred approaches. We find out what a person-centred approach is and how this is being encouraged in services in Erewash and beyond.

What are person-centred approaches?

Stephen Reid, project manager for person-centred approaches for Wellbeing Erewash explains: "When I started in my role (September 2016) I was asked to look at seeing how we might change conversations that people have within health services. So, rather than having a culture where we 'do to' people, it would be 'doing with' people, a more collaborative approach.

"The NHS has a tendency to be quite paternalistic traditionally. Person-centred approaches take the idea that you're the expert in your own life, the healthcare professional is the expert in their field, and that these experts come together to look at your health."

'Person-centred approaches' is an umbrella term for many things. Locally, we are looking at approaches including health coaching, personal health budgets and patient activation measures.



What is the national approach?

Skills for Health, Health Education England and Skills for Care have produced a framework to support person-centred approaches for the health and social care workforce.

This approach, outlined in the Five Year Forward View, puts people, families and communities at the heart of health, care and wellbeing. It encourages people to speak with staff about what is important to them, helping to develop a shared understanding of what matters to them.

The framework helps workers communicate meaningfully both verbally and non-verbally, tailoring the care and advice they give to suit people's needs. It supports individuals to better manage their own health and wellbeing through bespoke care, planning and support. Where appropriate, the framework encourages shared decision making, outlining all reasonable options and ensuring that all information is personalised, accessible and useful.

The framework, was informed by health and social care experts and people who are experts by experience, drawing on existing person-centred approaches and applying them to today's health and care landscape.

The value of a person-centred approach is increasingly recognised and for many health and social care workers, engaging in a meaningful way with people and communities is already part of their intrinsic motivation. This is also seen through practices like health coaching, motivational interviewing, co-production and care and support planning. However, it is often less clear how best to develop the workforce to enable them to put person-centred approaches into practice and to create sustained behavioural change, which is the purpose of this framework.

The framework can be viewed at: <http://www.skillsforhealth.org.uk/news/latest-news/item/576-new-framework-to-promote-person-centred-approaches-in-healthcare>

What do we mean by 'health coaching'?

Health coaching aims to help people to set goals and take actions to improve their health or lifestyle. Health coaching is a niche of the coaching profession and can be described as: "unlocking a person's potential to maximise their own performance."

Health coaching largely developed in the US to support people with alcohol and substance addictions. In recent years, it has spread to other countries, including the UK, and has been used to support people with a range of long-term conditions and other health or lifestyle needs.

While health coaching can take many forms, there are a number of common characteristics across the different methods and approaches. These include:

- Empowering people to take ownership and responsibility for their health
- A focus on an individual's goals rather than what professionals think they should do
- An equal and collaborative relationship between the individual and the coach
- Asset based – recognising people's resources and potential and ability to change
- Focus on helping people to assess where they are now and where they want to get to rather than exploring the past or historical reasons for present day issues
- Helping people plan and break down their goals into manageable steps
- Helping the individual find the solutions and way forward regarding their issues; the individual is the expert on their life
- Challenging habits, behaviours and limiting beliefs.

There are some overlaps with other person-centred care approaches, for example a focus on setting goals in care and support planning. However, a key distinction between health coaching and some other forms of self-management support such as education or peer support is that the health coach is not there to teach, advise or counsel but, rather, to support people to find the answers themselves and plan and achieve their goals.

Health coaching can be done on a one-to-one basis, pairs or in small groups. It is usually separate intervention but there are a number of programmes where health care professionals are being trained in health coaching to support routine consultations with patients. Health coaching can be in person or - for individual coaching at least - by telephone.

More information from: <https://www.nesta.org.uk/sites/default/files/health-coaching-area-of-practice.pdf>

What patient-centred approaches are being put in place locally?

Several approaches have been put in place, both in Erewash and across Derbyshire. These include:

- Holding workshops with staff from the musculoskeletal (MSK) services in north Derbyshire. Many ideas have been obtained from enthusiastic staff about how the service could become more 'person-centred'. The next steps are to implement these changes and roll them out across Derbyshire including Erewash
- Working with Treetops Hospice in Risley, Erewash, about developing personalised health plans and personal health budgets for end-of-life care
- Health coaching training for care co-ordinators to support the new frailty service. This will help frail older people make the changes that they want to and are able to change
- Working with Dr Kriss Owen, diabetes lead GP, to support practice nurses and nurse specialists in diabetes with health coaching. This will help people with diabetes identify how they might want to make behavioural changes to improve management of their condition
- Making better use of the patient activation measures (PAMs) tool, assessing and supporting an individual's knowledge, skills and confidence for the management of their long-term condition.



“In one sense we’re only scratching the surface, there are 20,000 NHS staff in Derbyshire, but we’ve made a good start and we have seen that there is an appetite for this.

“I think we have created enough energy within the MSK, end-of-life and diabetes projects for the approaches to become sustainable long-term. The evaluation will be key to this. If we can prove for example within MSK that a good proportion of people are not going on for surgery, we can show its effectiveness.

“I’ve really enjoyed this work and learnt so much along the way. It’s the best job I’ve ever had. I thought I knew about person-centred approaches but I’ve learnt so much more. I’m really excited about the MSK project because traditionally physiotherapy is a very bio-medical model - it’s very much about either your body’s working or it’s not working - whereas person-centred approaches has a bio-psycho-social model so everything about a person comes into play in their healthcare. I was a little bit apprehensive about how this would work out but you see the enthusiasm of staff and the willingness to make a difference - it’s a real thrill for me.”

What has been the response locally to these new approaches?

Stephen Reid, project manager for person-centred approaches for Wellbeing Erewash says: “The response from people attending the awareness level workshops has been brilliant. I’ve been very keen to work with teams rather than individuals because if you work with lots of individuals from different teams they may really enjoy the training but then they go back to a working environment where people might not be particularly interested. If you work with a team of people who work together every day, then that enthusiasm gets taken back into the workplace and becomes self-generating.

“We’re getting to the stage where people are really buying into the ethos and have made some limited changes. We need to move to a position where this all becomes business as usual. It’s a little frustrating that I’ve not had more time to do more because there is so much more we can do.

How is Erewash doing?

Stephen Reid, project manager for person-centred approaches for Wellbeing Erewash says: “We’re certainly very advanced in terms of introducing person-centred approaches compared to other CCG areas in the country. Even for provider organisations they still have a long way to go. Everyone in provider services thinks they’re person-centred but they’re not. One thing we do in the training is to explore definitions and establish a comprehensive, accurate definition of person-centred approaches. When someone says their service is already ‘patient-centred’ that sets the alarm bells off straight away – do these people not have lives away from just being a patient? What I have found is that the vast majority of staff do want to be person-centred. The enthusiasm for being person-centred is there and it’s quite exciting to see. We just need to all work together now to begin to make this happen.”



Revised role for receptionists

A new role of care navigator has been introduced in some GP practices in Erewash, revising the way in which practice receptionists can help their patients find the most appropriate care quicker.

Training has been provided in the GP practices to help the reception team ensure that patients get to see the most appropriate health professional at the first time of asking.

When patients initially contact the practice, the receptionist is now being encouraged to ask for a few basic details of the illness or injury in order to help ensure the person is directed to the most appropriate service.

Depending on their condition there are a range of options – these include being given a call back by a nurse or GP, being seen in the practice by a nurse or GP, or being directed to another health service such as pharmacy. The phone call or practice appointment may be made on the same day or booked in for a later date.

The changes were first introduced in some practices at the beginning of December. A review period will help assess the success of the scheme.



Making the links in Long Eaton

The Petersham project has brought the generations together in a fun-filled song spectacular in Long Eaton. Residents from the EMH Homes Group social housing provider were entertained with carol singing one afternoon shortly before Christmas by children from the nearby English Martyrs' Catholic Voluntary Academy.

The Festival Fun event also saw a number of activities including face painting, a visit from Santa Claus and Frosty the Snowman, and free mince pies and refreshments.

It was all arranged by Zoe McKenzie, a Community Builder, with the Derbyshire-based Community Sports Trust. The Trust has been working for many months with the vanguard - teaming up with public health and the local authority - building community engagement within Petersham, with the ultimate aim of making the community more active and improving health and wellbeing.



The project was launched with a Petersham Poll Day in summer 2017 asking members of the community about how best they could utilise the assets of the community and what support they might need to get things going.

Zoe has been involved in many activities subsequently including holding engagement events and getting out and about to talk to local residents, including linking up with the Long Eaton Oasis Christian Centre and the local Home Start family support charity.

"The idea has always been a community-based approach," says Zoe, "talking to people in the local community, taking their views on board, and putting them at the centre of everything we're doing. It's all about finding out what they want to do, what the community wants, and how we can help facilitate those things to happen. Hopefully it will become about how we can empower them to take these things on themselves. If they are passionate about this approach and making change, they will want to see this through."

"My work has to date concentrated on building relations and establishing links. The school children coming to sing to members of EMH Homes is an example of just that. It's been quite a challenge, to make the contacts and establish the links, but it's worked out fine."

"The aim of the Petersham project is to get the different assets within the community connecting, so for example, the community centre and the RAFA building (branch of the Royal Air Forces Association) working together, the schools working closer with the community, and maybe local businesses helping out more. Hopefully this will lead to conversations about how we can get the community more active, how we can get more people involved and hopefully look to address issues of social isolation."

"Talking to people in the local community, taking their views on board, and putting them at the centre of everything we're doing."

Zoe describes progress to date as 'slow and steady' and it is true that different projects in the vanguard have moved at different speeds.

"When I first came into the role I honestly thought I would just get in here, get everything set up straight away and run with it. I probably could have done that but it wouldn't have been as meaningful as getting to know people and really working with them. I've had quite a short turnaround from my arrival on the project. I do self-reflect on what has been achieved but I know we're making progress."

Zoe, a former sports and recreation manager at Bilborough College in Nottingham, says the role has helped her strengthen her networking skills. "I enjoy speaking to people and this job has definitely pushed me more out of my comfort zone. I'm the one who really has to make the effort - the residents don't know who I am and neither would they want to find out. I've had to be the one starting all the conversations."

"Over the first three months I've probably connected with about 60 to 70 people. They were mainly from partner organisations rather than residents but more connections with residents are now being made. I've been proud to see those connections and the progress made."

Zoe is still keen to further her links within the community: "I'm still connecting with people now. If there's people working in the Petersham or Long Eaton area and you know of someone actively wanting to get involved in something, then please get in touch, there's always more we can do and more connections that can be made."



Praise for role of the Enhanced Team

The Erewash Enhanced Team has been praised for their rigorous work in ensuring that only the most appropriate patients have been allocated interim assessment beds in local care homes.

A pilot interim assessment placement project was set up between Erewash Clinical Commissioning Group (CCG) and Derbyshire Community Health Services (DCHS). The project saw the allocation of two care homes beds for patients in Erewash as an alternative to the patients remaining in an acute hospital.

Cally Bennett, Integrated Community Manager for Erewash, said that with limited other provision for these people, it was vital that the beds were only allocated to the most appropriate patients with (pathway three) nursing care needs.

And in a letter to Will Jones, DCHS Chief Operating Officer, Andy Spring, Turnaround Director for Erewash CCG, writes: "This has been a difficult project to manage and embed in the system. Working with all stakeholders, the Navigation team in Erewash have consistently supported and focused on patient-centred care and on using public money in the most effective manner. The Navigation team have worked to ensure that only those patients with pathway three needs access the pathway three beds."



Reaching the highest standards

Erewash Voluntary Action has been awarded the Quality for Health accreditation following a period of rigorous assessment.

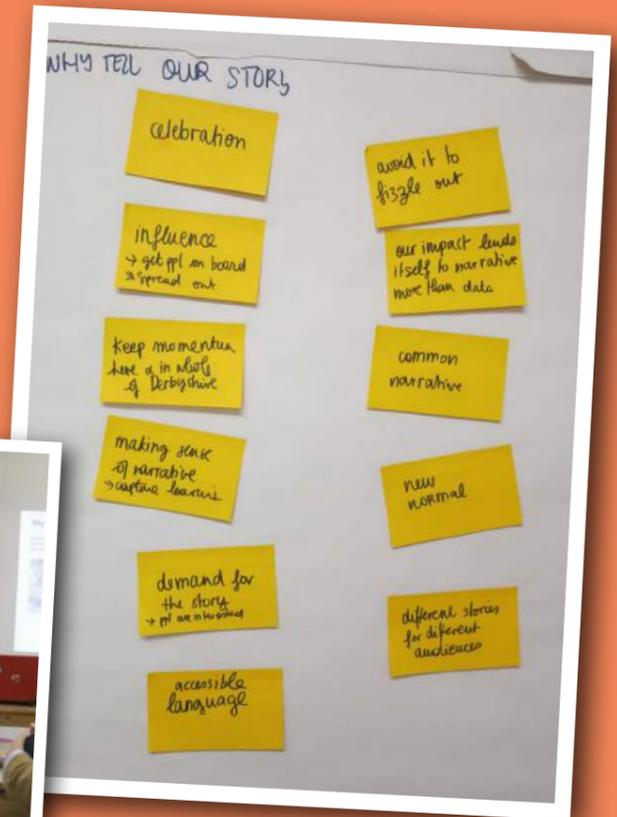
Quality for Health (QfH) is an innovative quality assurance system for the voluntary and community sector. Voluntary groups are able to measure the impact they are making on health outcomes for their service users and show that they provide training and support for their volunteers and staff, promoting health through networks to share ideas across the community.

The ability to produce evidence across a number of levels is a vital tool for voluntary groups in being able to deliver local health services for local people. The system was originally developed by Voluntary Action Calderdale.

Pictured here receiving the award are Stella Scott, chief executive of Erewash Voluntary Action, and Catriona Paterson, development worker at Erewash Voluntary Action. Two groups have now passed the Quality for Health assessment, the other being Creative Carers.



Telling the Wellbeing Erewash story



Representatives from Wellbeing Erewash took part in a seminar to reflect on how they are their presenting their story to the outside world.

Colleagues from partner organisations across all sectors gathered at Erewash Voluntary Action in Long Eaton to work through a dedicated story-telling session facilitated by the New Economics Foundation (NEF).

NEF explained how stories help to connect people on an emotional as well as intellectual level.

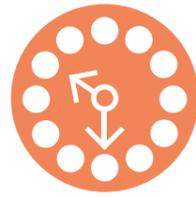
The session was designed to help participants celebrate their achievements, recognise what is working and possibly influence others as to future progress.

Several practical tools and techniques were used which encouraged colleagues to describe their activities in an engaging way.

Personal and community resilience lead Sara Bains, who helped organise the session, said: "It was great to be able to spend some time with colleagues so we could consider how best to encapsulate the work we're doing through effective story-telling."

"Part of our responsibility as a vanguard is to encourage best practice and it is sessions like these which can help us meet our obligations to share and spread the learning."

Swapping skills, changing lives



Erewash Time Swapper Brenda Green sits down for a coffee and cake with Time Swap lead Jo Perkins and they share a good laugh and exchange stories about recent fun meetings. Brenda smiles an eyes-sparkling, broad Derbyshire smile and talks fondly of her new-found friends and the support and camaraderie fellow members bring. Through the Time Swap programme she has developed valued skills, forged friendships, and received a great deal of help in return. But it wasn't always like this.

Before Brenda was introduced to Time Swap, things were very different. She recounts the times she would frequently visit her GP, sobbing her heart out at her sense of loneliness and isolation in the community. She speaks of her frequent trips to the emergency department, of the pain for which doctors could find no diagnosis, of the sessions spent with the cognitive behavioural therapist, of sleepless nights, of the pills prescribed. As she remembers these former times, the lovely smile fades, there is sadness in the corners of her eyes. The worry begins to return.

Listening to Brenda's story, you cannot but help be struck by the transformation that has taken place. The NHS speaks an awful lot about transformation. 'Large scale change, accountable care, integrated care, acronym-strewn type transformation'. But this is transformation at a beautiful, personal, individual level. Through the simplicity of a leaflet, a telephone call, a filled-in form and a first escorted trip to a meeting of like-minded local residents, Brenda is a person whose health and wellbeing is transformed.

"It's really helped me because before (Erewash Time Swap) I was going to the doctor and saying I had a pain here and a pain there and the doctor was doing blood tests and things but kept saying she couldn't find anything wrong," says Brenda.

"Now I've joined Time Swap I go for my 'MoT' at the doctors and she says I seem to be a bit different. I explain about it all and the doctor says it seems like it has changed me; that before I would just sit in her room and I'd sob my socks off.

"I don't really go to the doctor now, I don't go to casualty at the weekend, I've stopped taking some tablets. I did have restless legs and they've calmed

down. I think I was on the verge of a breakdown. I was on Diazepam, I was referred to mental health and had some counselling sessions. But now I'm sleeping a lot better. I feel like I've really come alive, I feel I've got something to live for."

Brenda signed up for Erewash Time Swap in 2017 after a daughter-in-law handed her a publicity leaflet. Erewash Time Swap now has 180 members who all offer their time and skills - such as home DIY and garden maintenance - and receive time back from other people with different skills in return. Time banking is an easy way for people to become a valued part of their community as well as giving practical help to those who need it.

"There was a form to fill in but I'm no good with forms. I'm ok with my name and address and a few details but after that my mind goes blank. I called Jo (Perkins) and we filled in the form together. Jo came along with me to the first meeting at Ilkeston Library. When I first went, at that time I wouldn't have been able to walk in to a café on my own. Now I feel I could talk to anyone.

"Time Swap has really helped me. I've got a Jack Russell called Pip and I need to take him out for walks but I cannot go far. That's not fair on the dog so another Time Swap member Tim has been round to walk him for me. I've met Melvyn a few times, he's been round here for a chat sometimes. David has helped with DIY, putting up two shelves in the summer house. I've also had some help with doing emails."

In return Brenda has contributed to Time Swap through her skills in knitting. She has joined a group of active Time Swap knitters in Ilkeston producing wool dolls which she intends to donate to Home

Start, a leading family support charity. Good hand-eye co-ordination comes naturally to Brenda who worked for many years in the old textile factories of Ilkeston as a machinist, making trousers and tights. Her hosiery and dressmaking skills meant she used to make a lot of her own clothes as well as curtains for her family home.

"Before I joined Time Swap I would spend a lot of time calling The Silver Line, the phone line set up by Esther Rantzen. You can call them day or night and have a chat. Now I've discovered Time Swap I gave The Silver Line a call and told them all about it and where they could get more information on it. The lady on the phone said it sounded a good thing.

"I've also been along to an older people's meeting at the Flamstead Centre (day centre in Ilkeston) and

took along the Time Swap leaflets and some of my dollies. I wanted to show them what I'm doing with my time.

"Erewash Time Swap is brilliant. It's brought me alive, it's made me some friends, there's always someone there I can talk to or ask for help. At the last meeting I took a chocolate cake to celebrate my birthday. I'd say to anyone else they should join, it would change their life. You make yourself some friends and if you need help, there'll always be there."

For more information about Erewash Time Swap including finding out about membership, please email joanne.perkins@derbyshire.gov.uk or call Jo on 07974 269193. Visit: derbyshire.gov.uk/timeswap





'Dementia friendly' offices in Ilkeston

Citizens Advice Derbyshire District has made its Ilkeston office 'dementia friendly' as part of their wider work to create dementia friendly communities.

The work is being supported by the Erewash Dementia Action Alliance, with Tracey Sims, Service Improvement Manager, representing Wellbeing Erewash at the official opening. Tracey is pictured here with Chloe Doxey of Citizens Advice Derbyshire District.

A spokesperson for Citizens Advice Derbyshire District said: "All our staff have the opportunity to attend a dementia friends information session and they have three dementia champions to help with the sessions."

"Having recently moved premises in Ilkeston, this was the first office to become dementia friendly. By the end of 2018 it is hoped that seven offices will be dementia friendly and over 200 staff will be dementia friends. A most recent addition to the service will be a dementia adviser who will be based at the Ilkeston office one afternoon a week to support clients, carers, staff and volunteers living with dementia."

Citizens Advice Derbyshire District provides free, confidential and impartial advice to communities on their rights and responsibilities. With seven offices and 60 outreaches at GP surgeries, last year 14,296 people were supported with 75,726 issues.

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