

**Title: Walsall Plan “Our Health and Wellbeing Strategy 2017-2020”**

**Priority 4:** Maximise emotional wellbeing and resilience of adults

**Priority 5:** Reduce loneliness and isolation and increase support through social networks

**1. Purpose**

The purpose of this report is to provide an update on progress since the September 2017 report relating to priorities 4 and 5.

**2. Recommendations**

That the HWBB notes the progress made towards these priorities.

**3. Introduction**

**Priority 4** and **Priority 5:** are reported together. This update includes information on the Healthy Resilient Communities Programme including:

- Making Connections Walsall Programme
- The Health Chats Training

And also

- Rethink Enablement Service

**4. Report detail**

The vision for the Healthy Resilient Communities programme and also the Rethink Enablement Service is to enable the creation of a holistic approach to improving population health and wellbeing, to enable people in Walsall to have the best chances in life, to live independently and to have active, prosperous and healthy lives.

**5. Making Connections Walsall Programme**

The Making Connections Walsall Communications and marketing is ongoing. All 4 MCW hubs have completed the mobilisation stage of service development. Referrals to the MCW programme have started to flow through since the start of September. All four hubs are receiving a steady flow of referrals from a diverse range of providers including: West Midlands Fire service, the NHS Health service, Pharmacy, Health and Social Care, general practice, Housing Providers and West Midlands Police.

Hub development meetings are continuing to take place on a 6 weekly rotational basis to allow successes and areas for development to be explored and shared.

The MCW Social Connectors from the four hubs are continuing to meet to support each organisation in shaping their delivery. Challenges to programme delivery are being proactively identified and addressed.

A formal evaluation of the MCW programme has been commissioned. Inception meetings have taken place and it is anticipated that the evaluation will adopt a SORI (social return on investment) approach. As part of the evaluation, stakeholder engagement events are planned for early summer.

## **5.1 Mapping and Directory - Phase 2**

The mapping and directory of services is now on ishare; the Hubs are reviewing this on an ongoing basis. The PH intelligence team is developing the external facing web interface further.

## **5.2 Health Chats Training**

A framework of Health Chats Trainers is to be commissioned in 2018/19. Two further training events have taken place in January 2018.

## **5.3 Rethink Enablement Service**

The Enablement Service has continued to increase its support to service users and have achieved referrals compared to Q3 2016. The service is open to anyone over 18 year experiencing mental health difficulties and lives in the Walsall borough or is registered with a GP in Walsall. This service provides:

- 1-1 emotional support (time-limited, not “therapy” or “counselling”)
- Graded exposure
- Telephone support
- Support to appointments
- Support for clients to achieve their goals
- SafeSpace group sessions
- Peer Support groups – Coffee & Cope
- Living Life To The Full – 8-week CBT workshop
- Volunteering opportunities

When asked how likely service users were to recommend our service to friends and family, of the 36 service user responses 88.33% were extremely likely and 16.67% were likely to recommend the service.

The service has and is developing a number of support groups. These are as follows:

- Therapeutic Craft Group run by a student from Walsall College who is on placement with Rethink
- Positivitea @ Starbucks, a new peer support group launched on the 16<sup>th</sup> January aimed at younger people
- A new Mental Health Support Group to be launched on the 1<sup>st</sup> February 2018
- A new Parents Support Group planned to commence on 7<sup>th</sup> February 2018

## **5.4 Health and Wellbeing Board KPIs**

### **Number of stakeholders engaged in Health Chats training**

Since the previous September Report a further 106 people have been trained in Health Chats. A framework of Health Chats Trainers is to be commissioned. These trainers will roll out the Health Chats Programme across Walsall. A further 2 courses are being planned to take place this financial year

## 5.5 MCW

The MCW hubs are mobilized and are working well together. The service is receiving a steady flow of referrals. However, referrals from general practices are currently lower than anticipated. The Hubs are co-ordinating between themselves to liaise with identified general practices to develop mechanisms to engage directly with potential clients of MCW.

The MCW Hubs are also planning to conduct monthly engagement sessions at the Foyer in the Manor Hospital. New marketing material has been developed and shared with partners.

## 5.6 Rethink Friends and Family Test Summary

The service is currently achieving its KPIs. To date this financial year the service has:

- Supported **379** people (**target 350**).
- Supported **50** service users to access internal or external volunteer opportunities or become peer mentors
- Communicated with over **595 (target 500)** people per year about mental health

36 service users responded to the family and friends' test. 83.33 said they were extremely likely and 16.67% were likely to recommend the service to friends and family if they needed similar care or support.

## 6. Implications for Joint Working arrangements

Healthy Resilient Communities seeks to enable a holistic integrated approach to improving population health and well-being. It takes a partnership approach to improve local community resilience and increased self reliance. Rethink takes this approach also.

## 7. Health and Wellbeing Priorities

**Maximise emotional wellbeing and resilience of adults** - People with low health literacy have limited opportunities and capabilities to be actively involved in decisions about their health. Their help seeking behaviours are more likely to be inappropriate and untimely.

**Reduce loneliness and Social isolation and increase support through social networks** - Addressing loneliness is a national and local priority. Older people who are lonely or socially isolated have a significantly greater risk of poor health and social outcomes and are at a greater risk of requiring an increase in health and social care services.

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