

**Health and Wellbeing Board**

**10 September 2018**

**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**

1.1 The purpose of this report is to provide an update on progress since the February 2018 report relating to priorities 4 and 5.

**2. Recommendations**

2.1 That the HWBB notes the progress made towards these priorities.

**3. Report detail**

3.1 The Healthy Resilient Communities programme was developed to enable the creation of a holistic approach to improving population health and wellbeing. It aims to enable people in Walsall to have the best chances in life, to live independently and to have active, prosperous and healthy lives. Making Connections Walsall (MCW), the Mental Health Recovery and Enablement Service and the Calm Spaces perinatal mental health support pilot are included.

3.2 **Making Connections Walsall Programme** - adopts a Social Prescribing approach providing GPs, Health & Social Care professionals, other partners, service users and their carers, with a single route of referral into community social support to address loneliness and social isolation amongst Walsall’s older population.

3.3 MCW began receiving referrals in September 2017 and up until August 2018; the service has received 330 referral. The majority of clients referred to MCW were either female (68%) or White British (71%) and 41% were classified as having a disability. It is also worth noting that almost three quarters (74%) of them live in the 40% most deprived areas (the first and second quintile of deprivation) in Walsall. 72% of clients have been recorded as having one or more long-term conditions.

3.4 Referrals sources are as follows:

GP or other primary care services	30%
Community / voluntary services	26%
Self	15%
Community & District Nursing	6%
Fire Service	6%

Local authority Services	5%
Emotional wellbeing services	4%
Lifestyle services	2%
Hospital services	2%
Advice and Guidance	1%
Family Nurse Partnership	1%
Hospital - COPD	1%

- 3.5** Communications and marketing of MCW is ongoing. MCW Social Connectors attend Multidisciplinary locality meetings across Walsall; they continue to undertake monthly marketing and public engagement sessions across a range of community venues including in the Manor Hospital Foyer, in general practices surgeries and other locations.
- 3.6** MCW initially targeted older people aged 60+; with a small proportion (8%) of younger residents also being referred to the programme. MCW now accepts referrals for any Walsall resident who is lonely and who is aged 50 years or over.
- 3.7** A formal evaluation of the MCW programme was commissioned from Mel research. The evaluation is a SORI (social return on investment) approach.
- 3.8 Development activity** - The MCW Social Connectors from the four hubs are continuing to meet together to shape and develop the programme.
- 3.9** One Walsall is developing social prescribing link workers to work within Placed Based Teams (PBT). Public Health is currently in discussions with One Walsall and other partners to shape and achieve alignment of the proposed social prescribing link worker project managed by One Walsall with the MCW programme.

### **3.10 Bereavement Help Point**

**3.10.1** Loss is a major issue pertaining to loneliness and social isolation and this need has become apparent to the social connectors. Manor Farm Community Association Manor Farm Community Association (Hub 3 - East Walsall) teamed up with St Giles and in February 2018 developed a Bereavement Help Point at Rushall Community Centre, Walsall.

**3.10.2** Since it commenced 19 people have registered with the help point and there have been 94 attendances with some attending frequently. Feedback includes:

*“We can all have our quiet and down moments if we need them, but this is life, and being here helps. We are all in it together; it is being united in grief. People go on about counselling, but this to me is better therapy”*

*“Coming here, and being together, is superb”*

*“My doctor told me about this place, and since coming here, it’s really helped me and reduced my loneliness. It’s lovely to be with people who understand”*

*“I went to the doctors feeling rock bottom. Karen from Making Connections put me on to this and it has made a big difference, and I feel a lot better. It has really helped me and I have made friends. It is helping me to get through my loss. The staff and volunteers have been marvellous”*

*“The last 6 weeks, I’ve moved miles forward. Speaking to others at the Help Point has really helped me, it’s great”*

**3.11 The Mental Health Recovery and Enablement Service** was previously commissioned by Social care and jointly funded by Public Health and Walsall CCG to The service provide:

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

3.11.1 This service was open to any adult living in Walsall or registered with a Walsall GP experiencing mental health difficulties.

3.11.1 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. The contract ended in March 2018 with all KPIs achieved which are as follows:

- Supported **538** people (**target 350**).
- 339 received one –to –one support (target 70 service users per year)
- Supported **64** service users to access internal or external volunteer opportunities or become peer mentors
- Raised awareness of mental health with **757 (target 500)**

3.11.2 Following a procurement exercise, the Mental Health Recovery and Enablement Service transitioned into a new 3-year contract with Rethink as the successful provider.

### **3.12 The Mental Health Recovery and Enablement Service (commissioned)**

3.12.1 The service continues to deliver the current provision and in addition provides additional support including raising mental health literacy, encouraging local people to talk about mental health, making available self-help resources and providing support groups for individuals 17 years.

3.12.2 In addition, the service will act as a single point of contact for information. This service will be available to service users and other organisations providing support to people in mental health need. This hub will align to the MCW hub and will:

- Co-ordinate a community mental health partnership meeting
- Have a dedicated phone line promoted to the wider partners
- Create and manage a mental health webpage
- Create, coordinate and maintain a mental health electronic directory
- Record all communication, information requests, signposting, referrals and support provided

3.12.3 The service has a number of support groups some of which are newly developed.

These are as follows:

- Therapeutic Craft Group - Launched January 2018
- Mental Health Support Group – Launched February 2018
- Women's/Parenting Group – Launched February 2018
- Safe Space Persil
- Safe Space Walsall
- Coffee & Cope – The Avian, Aldridge
- Coffee & Cope - The Vines, Walsall
- Coffee & Cope – Brewers Fayre, Walsall
- Coffee & Cope – The Showman, Bloxwich
- Coffee & Cope – The Malthouse, Willenhall - Launched January 2018

### 3.13 **Calm Space**

3.13.1 **Perinatal Mental Health** has a huge impact on families, communities locally and nationally. The emotional and financial cost implications to families and the development of children is huge. Being able to access peer support, find accurate information and signpost to further support enables those suffering to seek help and treatment not to feel isolated and aid recovery as part of a package of treatment.

3.13.2 Calm Space aims to reduce the impact of a perinatal mental health condition and helps with bonding, attachment and other family relationships. An 8-month pilot project was launched in June to co-ordinate volunteers and lead support groups across the Borough of Walsall.

3.13.3 This project was commissioned by Public health in partnership with One Walsall and early help, for parents experiencing low-level emotional health and wellbeing issues such as mild depression or anxiety. This volunteer-led project includes the development of a minimum of four local groups within the four Walsall localities, each to be held on a minimum of a monthly basis.

3.13.4 This project will be sustained through integration into the Mental Health Recovery and Enablement Service.

### 3.14 **Implications for Joint Working arrangements**

3.14.1 Improving health and wellbeing of Walsall's population and achieving healthy community resilience requires integration and programme of activity seek to take achieve this.

#### 4. Health and Wellbeing Priorities

- 4.1 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.
- 4.2 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.

#### Contact Officer

Angela Aitken

Senior Programme Development and Commissioning Manager

☎ 01922 6523719

✉ [angela.aitken@walsall.gov.uk](mailto:angela.aitken@walsall.gov.uk)

Dr Uma Viswanathan

Consultant Public Health Medicine

☎ 01922 3751

✉ [uma.viswanathan@walsall.gov.uk](mailto:uma.viswanathan@walsall.gov.uk)