

Self-care Initiatives across Waltham Forest and East London

Contents

1. Patient Education & Health Literacy (inc information/advice services)	1
2. Collaborative consultations & shared decision making	3
3. Personalised care planning and delivery	3
4. Peer Support	4
5. Personalised Health Budgets (PHB) / Integrated Personal Commissioning (IPC)	5
6. Asset Based Community Development.....	5
7. Partnerships with community partners	6
8. Social Prescribing	7
9. Community volunteering for health	7
10. Volunteers as part of NHS family.....	7
11. Co-production with local communities.....	8
12. Patient Activation.....	8
13. Digital Engagement.....	9

1. Patient Education & Health Literacy (inc information/advice services)

Newham

- Healthwatch: <http://www.healthwatchnewham.co.uk/> (Independent of Local Authority and NHS)
- Access Team - Independent Advocacy Group (IAG)
- Community Neighbourhood Link Workers (generic health and social care)
- Public Health campaigns via Community Pharmacies (3 national, 3 local)
- Sexual Health promotion - Young people sexual health service. HIV Prevention and Support services.
- Diabetes Specialist Team (diabetes education courses)

Tower Hamlets

Patient Education

- XPERT Patient Programme - Structured Education Programme for Type 2 Diabetes (Commissioned from Community Health Services)
- DIANA - TYPE 1 Diabetes Education Programme (Commissioned through CHS)
- COPD Programme/Pulmonary Rehab - (Commissioned through ARCARE service in CHS)
- Cardiac Rehabilitation & Heart Failure team (Commissioned through CHS)
- Voluntary sector, Social Action for Health, including a number of self care services inc: Key Short message for Diabetes, Chronic Kidney Disease, Cardio Vascular Disease & Hypertension

The majority of Tower Hamlets Council commissioned services (including joint commissioned services with the CCG), stipulate a commitment from voluntary sector providers to provide health related activities and health promotion (e.g. Lunch clubs may offer exercise and have visiting topic-based sessions led by health professionals, while LinkAge Plus provides a broad range of activities and knowledge sessions).

<http://linkageplus.co.uk/our-services/activities/>

The LinkAge Plus contract contains a target of 1,200 Physical Activities sessions and 656 Healthy Lives sessions per annum. In 2014/15, the network exceeded both of these targets, delivering 1,255 Physical Activities sessions and 656 Healthy Lives sessions.

A jointly commissioned LA and CCG service, which provides an online directory of service for mental health and wellbeing as part of the recovery and wellbeing commission services, can be accessed by residents.

<https://www.ideastoreonlinedirectory.org/kb5/towerhamlets/cd/mentalhealth.page?communitychannel=10>

Through the integrated care approach, a Mental Health Recovery College has been jointly commissioned, which will provide an education-based approach to mental health recovery and management of long term conditions. It will run a curriculum over three terms per year, offering a minimum of 20 courses each term for 600 students per year. The Recovery College will use a range of community venues across the borough for delivery of courses to ensure equitable access in localities. This is intended to reduce barriers due to local neighbourhood, transport and mobility issues.

As part of the development of the Carers Strategy, there is an early indication that carers feel they would like 'specialist' support in maintaining their caring role. The model Tower Hamlets Local Authority would like to explore focuses on a collaborative partnership between agencies, patients, individuals including carers and their communities in order to establish a 'virtual' academy which promotes self-care and patient and carer wellbeing. This work would encompass both bespoke patient educational programmes and carer-specific support to aid management of conditions, such as cardiovascular disease, stroke, COPD, diabetes and dementia.

Public Health commissioned the development of ESOL modules, which focused on a range of specific health topics (including diabetes, mental health and cancer) and provided information on the key health messages, with the aim of improving the health literacy of participants of the ESOL classes.

Waltham Forest

Health Coaching for Respiratory patients, telephone service

- EPP Health Coaching

2. Collaborative consultations & shared decision making

Newham

Independent Advocacy

Tower Hamlets

Across LBTH Adult Social Care (ASC), services are carrying out personalised assessments and support planning for residents and their carer to support their independence and wellbeing in alignment with the Care Act 2014. Teams including the Personalisation & Review, Assessment and Intervention, Community Health (CHTSC) and others in ASC in partnership with health and voluntary sector providers engage and ensure they maximise independence, choice and control for service users. Direct Payments and Personal Budgets are promoted:

http://www.towerhamlets.gov.uk/lgnl/health_social_care/what_to_expect_from_adult_social_care_services

The council is also exploring a range of co-production models, which enables residents/service users to shape and provide their insight and experience into shaping future strategies and commissioned services.

A number of partnership board arrangements (e.g. Carers, Older People, Mental Health and Learning Disabilities) are being reconfigured to ensure service users and carers are able to contribute fully to decision making, alongside relevant professional bodies.

Tower Hamlets Together (formerly THIPP) is developing a stakeholder council comprised of members from a range of different groups and organisations. Each member represents people with different types of needs. Although still in the early stages of development, the stakeholder council will provide invaluable input and challenge to the Tower Hamlets Together Board that will contribute to decisions about the way care is provided in the borough. The Vanguard-funded Community Research Network (CRN) is another new THT initiative led by Public Health. It will bring together local residents to gather local intelligence that will inform the various partnership workstreams. It will also support the functioning of the Stakeholder Council and will be able to inform wider pieces of commissioning in the future.

Waltham Forest

Part of the general Integrated Care system. Goals are set with patients by community health staff within the context of the high risk patient cohort

3. Personalised care planning and delivery

Newham

Form part of support plan for eligible customers and carers, enablement, equipment and adaptations, telehealth, telecare, IAPT programme, diabetes care plans, CVD care plans.

Tower Hamlets

Integrated Care Network Incentive Scheme (commissioned from GPs) incentivises general practice to do care planning. Also included in the Diabetes NIS.

Also have Care Planning for Continuing Care for Children as part of Personal Health Budgets

- As part of WEL/TST work are working on a single care plan

All Adult Social Care teams provide personalised care planning and delivery. This includes Personalisation and Review, Assessment and Intervention, Reablement, Telecare, Assistive Technology, Community Equipment, 7 Day Hospital Social Work Team and Community Health Team. Service users are encouraged to complete a self-assessment to identify their needs - including support from friends, family and their local community, as well as statutory council funding for needs - which can have a significant impact on a service user's wellbeing. To ensure better and coordinated planned care, social care services attend multi-disciplinary team meetings. Some teams, such as the 7-Day Hospital SW Team and Community Health Team are co-located with health. In addition, a number of services have been enhanced to provide extended hours in the evenings and at weekends.

Waltham Forest

Part of the general Integrated Care system. Goals are set with patients by community health staff within the context of the high risk patient cohort

4. Peer Support

Newham

Independent Advocacy, Support group for employers of PA's IAPT programme, Diabetes Support Club

Tower Hamlets

All services listed in patient education above include elements of Peer Support
There are also a number of services commissioned by the LA for particular groups e.g. SEND

A number of service user groups provide peer support (for example, the Older People Reference Group, PAN Provider Forum, REAL, and Have Your Say (Learning Disabilities)). Commissioned services are also encouraged to organise their own service user groups (e.g. the Carers Centre runs the Carers Forum).

Waltham Forest

Metropolitan Housing project "Wellbeing at Home" to support residents with social and housing issues on discharge from hospital or to prevent admission to hospital

Age UK befriending service

5. Personalised Health Budgets (PHB) / Integrated Personal Commissioning (IPC)

Newham

<http://www.newhamccg.nhs.uk/services/personal-health-budgets-eligibility.htm>

Since October 2014, adults eligible for [NHS Continuing Healthcare](#) and children eligible for continuing care have had a right to have a personal health budget. As well as continuing to offer personal health budgets to these groups, as of April 2016, Newham CCG will now offer personal health budgets to a limited number of long term conditions housebound patients with Chronic Obstructive Pulmonary Disease (COPD) and patients who have been identified as needing a wheelchair, following referral and assessment from the wheelchair service. We will also be exploring providing personal health budgets in mental health, physiotherapy, occupational therapy and speech and language services.

Tower Hamlets

LA provides personal budgets for people with social care needs. Health offer Personal Health Budgets for adults and children with continuing health care needs. Are also expanding the offer to LD, SEND, people with LTCs and Mental Health needs as part of the Integrated Personalised Commissioning (IPC) programme those with health/social/educational needs may be offered a joint budget.

Waltham Forest

Personal Budget project has commenced and resource allocated within WF CCG to ensure this proceeds.

6. Asset Based Community Development

Newham

The CCG is working to develop a community development approach through the Staywell,partnership using community prescription vehicle (see below.)

Tower Hamlets

CCG - As part of IPC we are looking at the role of the wider community in supporting people to meet their outcomes.

The Council commissions and delivers a number of preventative/population health services that educate service users and address issues such as social isolation. The council also seeks to enable service users to reduce dependency on social care services. Public health is delivering work around locality- based services, which includes providing a community budget. Tower Hamlets Voluntary and Community Sector strategy will also strengthen and enhance this work.

http://www.towerhamlets.gov.uk/News_events/News/June_2016/New_voluntary_sector_strategy_launched.aspx

Waltham Forest

Local Area Co-ordination. Locality based service to assist residents to connect to local community services.

7. Partnerships with community partners

Newham

Home & settle service, Community Neighbourhood Link workers, Stroke services, Dementia services, Newham Community Prescription (West Ham Foundation, Active Newham, Staywell partnership)

Tower Hamlets

The council commissions a number of services for LD, SEND, Mental Health etc., some of which are jointly commissioned with the CCG. It works in close partnership with ELFT, Barts, local voluntary sector providers, such as Link Age+ and the Alzheimer's Society, and the local authority has a Community Voluntary Sector strategy which will be embedded in new contracts. www.towerhamlets.gov.uk/providers
www.towerhamlets.gov.uk/communitycatalogue
[http://towernet/document_library/procurement/market_information/Procurement Policy Implications](http://towernet/document_library/procurement/market_information/Procurement_Policy_Implications)

The council has established a Pan-Provider Forum www.towerhamlets.gov.uk/providers as well as a community catalogue www.towerhamlets.gov.uk/communitycatalogue. The Pan-Provider forum meets quarterly and is made up of all adult social care-commissioned services. To ensure transparency, updates are posted for providers on the internet regularly. The Catalogue is fully implemented and successful, and the council has included most services that it commissions. The Catalogue also includes non-commissioned services, which go through a quality assurance process before being listed. Service users are able to log in to the service, search for services, shortlist them, buy services and leave reviews. The e-marketplace element is also functioning as service users are able to purchase services. Highly recommended as a successful good practice model by Skills for Care.

The Community Catalogue has two elements: it is a directory of care and support services for adults requiring social care support, and also an e-marketplace that allows service users to purchase services.

The Pan-Provider Forum meetings are a forum for consultations and offer an opportunity for providers to raise queries with senior council officers. Important developments, such as new strategies relating to adult social care and providers, will have implications for our providers. The forum offers the ideal avenue through which providers can be informed about such matters. Providers value being consulted and appreciate workshop-style sessions via the Forum meetings that allow opportunities for discussion and consideration of key issues. www.towerhamlets.gov.uk/providers
www.towerhamlets.gov.uk/communitycatalogue

Waltham Forest

See Living Well Waltham Forest Service (LWWF)

8. Social Prescribing

Newham

Newham Community Prescription - Physical Activity on referral (CVD / Pre-diabetes)

Tower Hamlets

Commissioned the GP Care Group to run an 18 month pilot and recommend a model to be rolled out across all GP practices in Tower Hamlets

Waltham Forest

Social prescribing service has commenced.

9. Community volunteering for health

Newham

Good Gym, ActiveNewham

Tower Hamlets

All providers contracted by the Council are expected to demonstrate economic benefits, which include apprenticeships, volunteering opportunities, etc. in proportion to the value of the contract. The council also has a corporate volunteering strategy to which all council services are committed.

http://www.towerhamlets.gov.uk/lgnl/business/tenders_and_contract/tender_opportunities.aspx

http://towernet/staff_services/procurement/procurement_policy_procedures/?view=Standard

In 2014/15 LinkAge Plus achieved 4,002 regular volunteering opportunities and 2,531 'one-off' volunteering opportunities.

Waltham Forest

Planning for a 'Living Well Waltham Forest Service': a trained volunteer service to assist residents. This will cover a number of the strands

10. Volunteers as part of NHS family

Newham

The CCG is working to develop volunteer activity through our support to Patient Participation Groups.

Tower Hamlets

The council is establishing a volunteer network, Tower Hamlets Social Movement for Life, which will support patients, patient groups and citizens (individually and collectively) to become active in developing their own health and wellbeing, and support the health of others. This service will support both social prescribing and the Wellbeing Hub in the delivery of their outcomes. Volunteering is seen as both an enabler and a result of social prescribing and signposting. The integration of volunteering into health and, eventually, social care is

about finding people - inside and outside the GP surgery/services and the wellbeing hub initially - who want to volunteer, and who could benefit from volunteering, and matching them with people, activities and initiatives that need support. It is in essence a brokerage service.

Health Champions are volunteers recruited to help the Health Trainer service. There is a target of 10 per provider organisation (40 in total).

Waltham Forest

See Living Well Waltham Forest Service (LWWF)

11. Co-production with local communities

Newham

Co-production on various projects

Tower Hamlets

Likely to exist in different ways across different projects. One example is the use of a peer support/co-production group for IPC

Another example is the work that has been done on the patient leaders programme. Where members of the public have gone through a training programme to support their involvement in future projects e.g. procurement.

The council collates and publishes an annual service user report, which is published on the internet. <http://www.towerhamlets.gov.uk/Documents/Adult-care-services/Quality-of-services/77.10-A4-Local-Account-Magazine-May-2015-FINALv3.pdf>

The council is developing a process to ensure that service users and carers are involved in procurement in a meaningful way (e.g. carers are being consulted on the 2016-2019 Carers' Strategy). The Learning Disability Board is also progressing to involve and embed service user views within its service remit.

The Council is committed to promoting co-production and sustainability, which is at the heart of the new Community and Voluntary Sector Strategy.

Waltham Forest

See Living Well Waltham Forest Service (LWWF)

12. Patient Activation

Newham

Get Active, Get Healthy (exercise programme), enablement, sensory training, mobility training. Newham Community Prescription, Self-management (pharmacy CCG service)

GPs and pharmacists who sign up to the Self-Management Support Programme (SMSP) with Newham CCG are required to make PAM assessments available to patients (GPs refer to pharmacies which conduct the assessments). Newham has a contract with *Sonar* to

facilitate this (to ensure the data can be correctly collected and made available in EMIS). PAM assessments are currently available under this programme.

Newham is in the process of negotiating a MoU for the transfer of licences to ELFT for use within their Extended Primary Care Team services specifically the care navigator and telehealth services. ELFT are also exploring whether licences can be used by their rehab support workers

Newham is in the process of negotiating a MoU with *West Ham United Foundation* to deliver PAM under the Community Prescription Programme. This programme is about providing local people at risk of both diseases with the chance to get involved in a broad range of tailored physical activities with GPs referring patients over 18. An article on the programme (aka the 150 club) can be found here:

http://www.newhamrecorder.co.uk/news/hammering_home_a_healthy_message_1_4542562

Newham CCG is also in the process of negotiating a MoU with the Council to use PAM licences.

Tower Hamlets

TH is one of the NHSE Pilot sites for Patient Activation Measures (PAM) as part of this project PAM is being used across a number of self management projects as an outcome measure for the service, and also as a tailoring tool to adapt the way care is provided to a person's level of knowledge skills and confidence in managing their condition.

Adult Social Care services staff attend Making Every Contact Count Training delivered by Public Health, so that they are able to have positive conversations with support service users, who would benefit from advice and signposting for support on issues which effect long term health, including smoking, poor diet, and lack of physical activity. The 1/2 day training provides information on key health messages and an introduction to a brief intervention tool to facilitate the conversations.

Fit for Life has been commissioned by Public Health to support people with long-term health conditions to improve their health outcomes, by engaging with weight management and physical activity programmes. Each individual participant will be supported over a year to help motivate them to achieve the health improvement goals they have set themselves.

THCCG has incorporated PAM into its integrated care Network Improved Services (NIS) arrangements with GP practices for 2016-17.

Waltham Forest

WFCCG has engaged NELFT to collect PAM scores from new patients, and is negotiating with local pharmacies to offer PAM to patients.

13. Digital Engagement

Newham

DOS and Adult Social Care IAG and Website, Telecare, Telehealth

<https://dos.newham.gov.uk/>

Telecare: eg - a personal alarm often worn round the neck to call for help when you need to.
<https://adultsocialcare.newham.gov.uk/pages/telecare.aspx>

Tower Hamlets

The Council has included a Community Catalogue for Service Users and the general public on the internet. This provides a comprehensive list of internal and external services available to TH residents. <http://communitycatalogue.towerhamlets.gov.uk/>

The Assistive Technology Team, including the Telecare Team, undertakes a number of pilot projects each year which support service users and train health and social care staff to ensure they are well informed as technology is updated. Assistive Technology is jointly funded by Health and Social Care.

The AT project is an ambitious attempt to integrate the use of existing and leading-edge technology into mainstream social care and health provision. The challenge has been to overcome the natural resistance to change, and to convince staff and service users that AT is effective in supporting or replacing traditional care packages.

The Community Equipment Service has started to use an improved hoist/robotic technology which lessens the demand of double care (i.e. care needing two people), thus demonstrating innovative technology and being efficient. Training sessions will be run for practitioners involved in organising, moving and handling support for people. This will cover new procedures, equipment and positive risk taking when setting up support. The new approach will be for single-handed care to be the default, with double-handed care being the last resort. OT and Social Work practitioners in hospital teams, adult front door teams and Reablement will be the first cohort to receive training. However, training should be rolled out to practitioners in other teams by September 2016.

The council is committed to developing a digital strategy and aspires to engage service users and providers on digital engagement.

Waltham Forest

Integrated Directory of Services. Project underway but directory has not yet been completed