

Community & Social Connectors

The Erewash Story... Stella Scott, Jo Hallam and Dr Duncan Gooch



Community & Social Connectors

Welcome

- ❖ Overview of Wellbeing Erewash
- ❖ Community Connectors
- ❖ Social Connectors
- ❖ What next?
- ❖ Questions?



Community & Social Connectors

About Erewash

The borough of Erewash is situated between the cities of Derby and Nottingham. The largest towns in the borough are Long Eaton and Ilkeston.

Deprivation is lower than average across the borough but there are pockets of high deprivation within the registered population.



There are 12 GP practices in Erewash with a registered population of 97,000 people.

The health of local people is varied compared to the England average.

Community & Social Connectors

What is 'Wellbeing Erewash'?

Wellbeing Erewash was a pilot site approved by NHS England, and asked to explore innovative ways to improve people's health and wellbeing.

These sites, called vanguards, were set up following the NHS Five Year Forward View.

The Erewash proposal's was chosen for it's innovative plans to transform care for patients by improving the way GPs, healthcare professionals and local authorities worked together to support people to stay well, live independent lives and avoid hospital admissions.



Community & Social Connectors

Wellbeing Erewash

The Erewash bid outlined plans to forge even stronger links with voluntary groups, health and mental health care providers, to deliver more joined up and integrated care. The partnership also committed to providing personalised care plans for people with long term conditions.



The aim was to encourage thriving communities within Erewash, where people feel confident and supported to choose a healthier lifestyle, stay well, and know how to get help and support when needed.

Wellbeing Erewash had an aspiration that by 2020, its communities will have sustainable self-support systems and mechanisms in place which will empower them to make healthy and sometimes life changing choices.

Community & Social Connectors

Wellbeing Erewash Partners

Wellbeing Erewash brings together many partners.



- ❖ Residents
- ❖ Businesses
- ❖ Erewash CCG
- ❖ Local health partners
- ❖ Social Care
- ❖ Derbyshire County Council
- ❖ Erewash Borough Council
- ❖ Voluntary Sector.
- ❖ East Midlands Ambulance Service (EMAS)

Community & Social Connectors

Resilience

Wellbeing Erewash focused on empowering people, promoting wellbeing and taking every opportunity to equip people to make lifestyle changes.

Personal resilience - supporting individuals to be as healthy as they can be, looking after themselves and knowing where to get help when they need it



Community resilience - making sure support is available and easy to find in the local community, and encouraging people to look out for each other

Community & Social Connectors

Integrated care

Wellbeing Erewash was committed to bringing services together to suit the person, not the organisations involved, and improving access to primary care.

Wellbeing Erewash had a passion to deliver holistic care, ensuring that mental, physical and social needs of a person and their family are recognised and addressed to improve the overall wellbeing of the residents of Erewash



Community & Social Connectors

Resilience



Erewash Time Swap has

166 active members

who have swapped **878 hours** to date, supporting each other with skills such as DIY, gardening and cooking.

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.

Brilliant Erewash

has introduced positive psychology and mindfulness to



leading to a **118% increase** in those who feel optimistic about the future and an **88% increase** in those aiming to have a positive impact on others. Evidence suggests this may lead to improved academic attainment, improved physical, emotional and social wellbeing, and subsequent reduced demand on services.

There are now **90 members of a new Development Workers Forum** and **72 members of a new Voluntary Sector Forum** helping share best practice, reduce duplication and strengthen the community and voluntary sector.

More than 500 people

in integrated care teams, care co-ordinators, and those caring for individuals with diabetes, have been trained in person-centred approaches and health coaching skills.

This is helping to inspire a cultural shift in traditional services.



More than **30 voluntary Community Connectors** have been trained to help increase connections within communities and signpost people to community

support, leading to reduced isolation, improved wellbeing and reduced demand on services.



The online community directory -

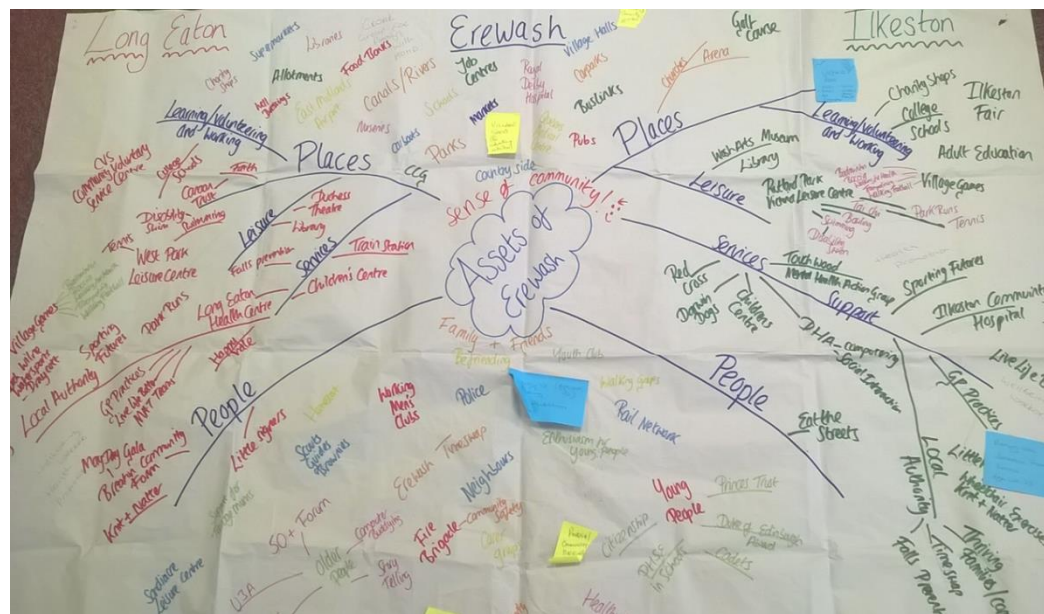
www.communitydirectoryderbyshire.org.uk - bringing together details of community and voluntary sector organisations, has more than **3,500 groups listed**.

UPDATES – April 2019

- ☆ **Time Swap**
- ☆ 226 active members
- ☆ 6733 hours swapped!
- ☆ **Community Connectors**
- ☆ A network of 85 Community Connectors are now helping to increase connectivity across Erewash by signposting people to community support
- ☆ **Social Connectors**
- ☆ September 2018 - Introduction of Social Connectors.
- ☆ 44 health professional trained as Social Connectors, including Care Coordinators, Receptionists and Administrators, Practice Manager, Health Care Assistants and Physiotherapists.
- ☆ Monthly Information Drop In sessions and one to one appointments in Health Centres across Erewash.

Community & Social Connectors

Background to Community Connectors



The Community Connectors Project came out of the Wellbeing Erewash Community Resilience work stream and was launched at the Building Better Communities event October 2016.

Community & Social Connectors

Background to Community Connectors

The Building Better Communities events were hosted by Erewash Voluntary Action, and aimed at people living and working in the Erewash area.



Delegates at these events were asked what was good about Erewash, what makes them feel well and what makes them proud to live in the area.

They also discussed what care might look like in 2020 for people in Erewash under this new way of working.

Community & Social Connectors

Background to Community Connectors

Erewash Voluntary Action also talked to community groups, sent out questionnaires, talked to local businesses and shops and sought feedback from schools and other services to develop a comprehensive understanding of what the community wanted.

We asked people in Erewash:

- ❖ What they valued in the local area
- ❖ What their assets were and what was available to them
- ❖ How they accessed health services
- ❖ How they wanted to access health services in the future
- ❖ What their thoughts, feelings and opinions were on the current provision

Community & Social Connectors

Background to Community Connectors

The message was **loud and clear**

- ❖ There were more assets than people realised but they didn't know how to access them.
- ❖ **'They didn't know what they didn't know'**

Two aims were identified:

- ❖ To 'join up the dots' and help build connections between disparate groups and individuals within the local community.
- ❖ To empower people through more person-centred and asset-focused conversations to take more control of their own health and know which service to go to and when.

Community & Social Connectors

Health as a Social Model

NHS England Funding was secured through its **Health as a Social Model programme**. This programme was launched to support social movements in health and care

The programme looked at effective ways of mobilising people in social movements that improve health and care outcomes and show a positive return on investment.

The programme aim was to:

- ❖ Identify and develop exemplar social movements – creating real-world examples of communities mobilised for health and care
- ❖ Demonstrate ‘what works’– using rigorous evaluation approaches
- ❖ Support spread – enabling local areas to develop approaches that could be scaled or adapted and adopted in other communities.

Community & Social Connectors

Health as a Social Model

Wellbeing Erewash – Your Life Your Way (Multispecialty Community Provider) - an aspiration that by 2020, Erewash communities will have sustainable self-support systems and mechanisms in place which will empower them to make healthy and sometimes life changing choices.

Partners - Three national partners were appointed to provide learning, development, support and evaluation.

- New Economics Foundation (NEF),
- Nesta
- Royal Society of Arts (RSA)

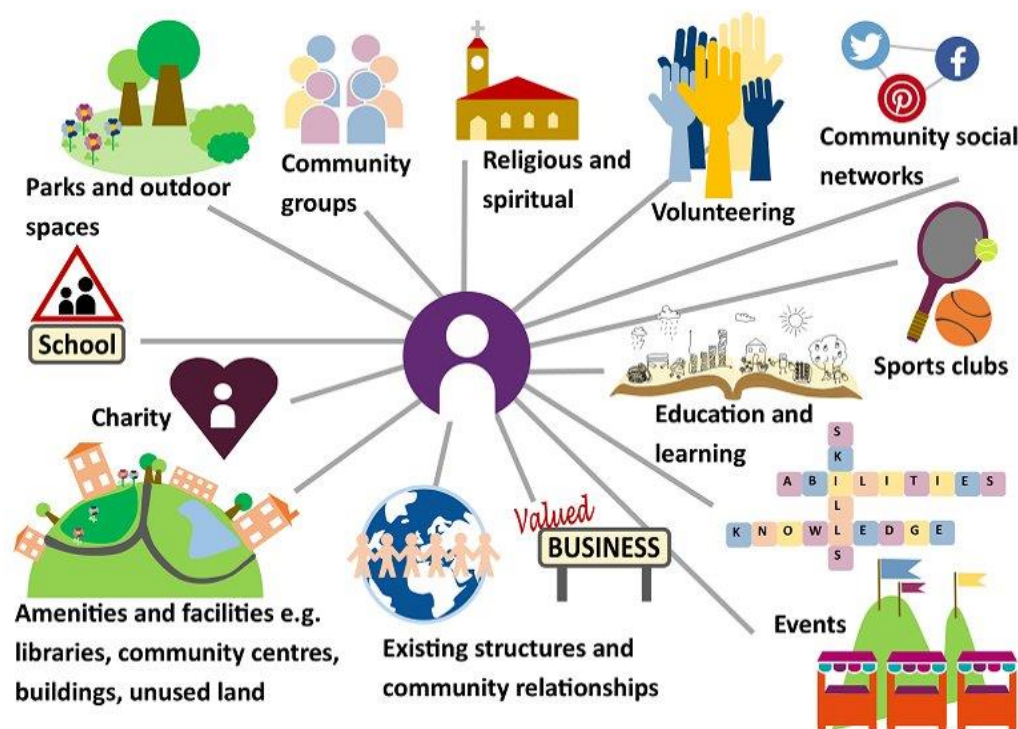
NEF and RSA continued to participate in the continuing programme, which completed at the end of March 2018.

Community & Social Connectors

Community Connectors.

There are great services in our community but sometimes people don't know about them.

The more people who know about the support that is available in the community, the more we can all support each other.



Community & Social Connectors

Community Connectors.

Community Connectors help to 'join up the dots' and are the bridge between local people and health and wellbeing services in the community. Community Connectors are people within the community who are 'Natural Sign Posters'.

They help friends, family, colleagues and neighbours find support in the local area.

They help people get information on local groups, health support services, social activities and identify volunteering opportunities within the Erewash borough.



Community & Social Connectors

Community Connectors

- ❖ Help friends, family, colleagues and neighbours find support in their own communities.
- ❖ Can be individuals, small groups, small businesses or larger organisations, who come into regular contact with local residents.
- ❖ May be people already active or involved with groups in their community.
- ❖ They help people get health support, information on local groups and services, and advice on things like housing, education and debt advice.

Community & Social Connectors

Community Connectors.

We have 85 Community Connectors.
Some are...

- Individual volunteers
- Community Group Leaders
- Members of Residents Groups
- Members of PPGs
- Small Business



Community & Social Connectors

Community Connectors.

Since July 2017, we have recorded over **2500** community connections.

This is the tip of the iceberg as many connections happen organically and do not get recorded.

Social media



We have posted or shared 1700 local activities on Facebook



We have tweeted or retweeted about local activity and related connectors information 4400 times.



Community & Social Connectors

Benefits

- ❖ Helping people to become involved in their community.
- ❖ Gathering of intelligence from the community of new possible new initiatives and also identifying gaps in available support.
- ❖ Supporting local community/voluntary groups.
- ❖ Generating new groups and activities
- ❖ Improve Connector's health and wellbeing and that of the people they are helping.
- ❖ Access to further training.
- ❖ Increasing knowledge and confidence.

Community & Social Connectors

Case studies

Maggie, a Community Connector, met Jane through a friend.

Jane mentioned she suffered with Fibromyalgia. Maggie asked her if she knew about the local Fibromyalgia support groups. Jane wasn't aware of the groups so Maggie gave her details of 2 local groups. Jane was very interested in going to one of the groups near to her. Maggie offered to go along with her the first time.

Outcome - Jane and Maggie went along to the group a week later and Jane was made very welcome.

Jane still goes to the group and said.. *'I love talking to the others in the group who are in the same boat. It has been really good to hear how people manage on a daily basis and I've picked up some useful tips. It has really helped lift me and I feel more confident about going to the group'*

Community & Social Connectors

Case studies

A Community Connector, Paula was talking to a patient, George, in the GP surgery. George has hearing difficulties. Paula knew of a hearing clinic in Ilkeston and told George when and where the clinic was.

Paula also knew of a scheme in Derbyshire which provided and fitted free headsets to help with hearing. She mentioned this to George and advised him how to book an appointment.

Outcome – Paula saw George at the next hearing clinic. He had attended the appointment and had the headset fitted.

A few weeks later Paula saw George again and asked him how he was getting on with the headset. He said it had been 'brilliant' and that he can now hear much better.

Community & Social Connectors

Case studies

I was asked by a work coach from the Job Centre to meet with Rob who wanted to do some volunteering.

I met with Rob and we discussed what his interests and hobbies were, and what he wanted to do. He was happy to do anything to help older or vulnerable adults.

I went through the current volunteering opportunities and Rob was very interested in the Befriending Support Service and he took an application form to complete.

I also suggested to Rob that he looked at the Do - It website for other volunteering opportunities.

I told Rob about the Derbyshire County Council Passport Training for people who are thinking of volunteering and Rob booked a place on the next course.

Outcome - Rob has completed his application form to be a volunteer and completed the passport training in January.

Community & Social Connectors

Walking Netball

- ❖ Need identified by local community connectors
- ❖ The Long Eaton Walking Netball Group started June 2018 in a local church hall.
- ❖ 15 people at the first taster session.



Community & Social Connectors

Walking Netball

- ❖ January 2019 - moved to a local Leisure Centre.
- ❖ The group now have over 30 members of the group.
- ❖ 3 members of the group have trained as Walking Netball Hosts with England Netball.



Community & Social Connectors

Panic Group

At a recent support meeting, our community connectors identified a lack of local support for people who suffer or have experienced panic attacks.

Together with Cats Paterson, Development Worker at Erewash Voluntary Action and the group development worker for Rethink, an initial meeting to discuss the feasibility of setting up a peer support group was arranged.

The meeting was well attended and resulted in a new peer support group being set up which now meets weekly.

Derbyshire Recovery & Peer Support Service



Panic Group

We are inviting anybody who has experienced panic attacks or panic disorders to join us to explore and discuss the set up of a peer support group specifically for these issues.

11am - 12pm

Thursday 14th March

The Hayloft Room, Erewash Museum,
High Street, Ilkeston, DE7 5JA

Please contact 07484901500 or email
hannah.staton@rethink.org for more details

Community & Social Connectors

Training

As a result of connections made through the project, many people including some of our community connectors have accessed the following training

- ❖ Mental Health Awareness
- ❖ Dementia Friends
- ❖ Passport training
- ❖ Person Centred Working

Volunteering

As a result of connections made through the project, many people including some of our community connectors have take up additional volunteering roles, including

- ❖ Befriending Service
- ❖ Shopping Service
- ❖ Home from Hospital
- ❖ Derbyshire Healthwatch
- ❖ Umbrella (Derbyshire charity supporting disabled children and young adults)

Community & Social Connectors

Social Connectors

Social Connectors are Community Connectors specifically working within GP surgeries, alongside our primary care partners

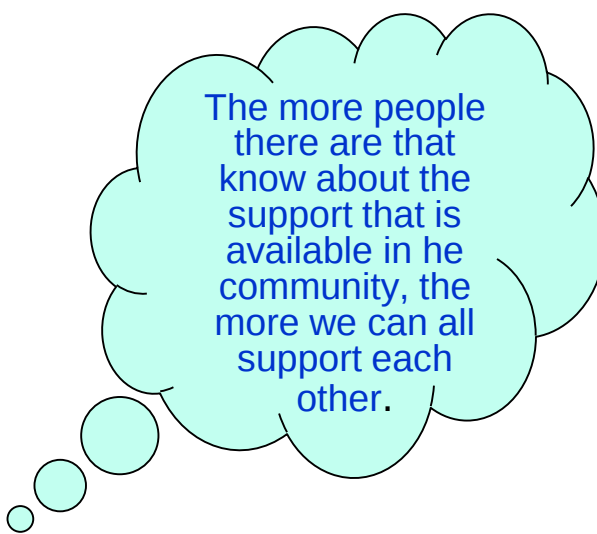




Community & Social Connectors

What are Social Connectors?

- ❖ Social Connectors will help patients to identify non-medical support services from voluntary organisations and community groups.
- ❖ Social Connectors have a wealth of local knowledge and will bridge the gap between local people and health and wellbeing services.
- ❖ Social Connectors will discuss with patients how voluntary and community services can help them to improve their health and wellbeing alongside any existing medical treatments.



The more people there are that know about the support that is available in the community, the more we can all support each other.

Community & Social Connectors

Social Connectors - The story so far....

GP Partners involved in the planning and delivery of Wellbeing Erewash projects liked the concept of Community Connectors, and suggested introducing them into GP surgeries.

- ❖ **September 2018** – Introduction of Social Connectors Training course. 3 courses delivered. Training delivered to surgery staff . 43 health professional trained including Care Coordinators, Receptionists and Administrators, Practice Manager, Health Care Assistants and Physiotherapists.
- ❖ **October 2018** – Introduction of the Social Connectors Information Drop In Sessions at Littlewick Medical Centre. Sessions are held monthly, situated in the waiting room.
- ❖ **February 2019** - Introduction of the Social Connectors Information Drop In Sessions at Long Eaton Health Centre and Sawley Medical Centre. Sessions are held monthly, situated in the waiting room.
- ❖ **April 2019** – Introduction of one to one appointments following the Drop in session at Littlewick.
- ❖ **June 2019** - Introduction of one to one appointments following the Drop in session at Long Eaton.
- ❖ **June 2019** – Introduction of monthly ‘themed’ Community Coffee Mornings in the health centres, for patients to meet others and find out information about local social activities.

Community & Social Connectors

Case studies

Graham and Jackie recently moved to Erewash. They previously lived in a close community where they had lots of friends and people helped each other. They now feel quite lonely as they don't know anyone and don't know what is available locally, or where to go to find out.

They came to the Drop In after receiving a text from the GP surgery. They wanted to know about local social groups so they could meet other people. They also needed help with an attendance allowance claim. I gave them details of a breakfast club near to where they lived, where Citizens Advice had an advisor present.

Outcome: They went along and saw the Citizens Advice advisor and had coffee and met other people.

In an email they said 'Saw a lady from CAB who has arranged a meeting with an expert ... Met the group leaders and had a good coffee with other people. All really nice'.

They are now regular visitors to the breakfast club.

Community & Social Connectors

Case studies

Bridgett has recently retired and moved to the area. At the Drop In she said she was interested in doing some volunteering. I gave her details of the Do - it website and also talked through the direct services Erewash Voluntary Action recruit volunteers for, including the new Home from Hospital service.

Bridgett mentioned that she had volunteered for a similar Home from Hospital scheme where she used to live, so she was very interested in getting involved.

I gave Bridgett all the information about the project and an application form to complete.

Outcome: Bridget has applied to be a volunteer for the Home from Hospital project and has attended the volunteer training this week.

Community & Social Connectors

Case studies

The Care Co-ordinator asked me to meet with Richard. Richard has recently been discharged by his CPN. Richard said he would like to get involved in some community or social groups.

I met with Richard at the health centre to have a chat about what his interests were and what kind of activity he wanted to get involved with.

Richard likes walking and wanted to meet other people. He said he would also be interested in attending mental health peer support groups. I gave Richard details of the Walking for Health groups close to where he lived, and also a local coffee morning and lunch club. I also gave him details of a couple of groups led by Derbyshire Recovery and Peer Support Service.

Outcome: A week later I spoke to Richard to see how he was getting on and he said he had been on a couple of walks and enjoyed them. He had been along to one of the peer support groups where he said he had felt 'comfortable' and everyone 'made me feel welcome'



Community & Social Connectors

Quotes

Thank you for all the info. Very useful and interesting. Wish we'd known about it all 12 months ago.

We are fiercely independent and sort out our own problems; we don't like asking for help and never really knew there was help available. Until you turned up!

You pointed us to the possibility of getting some support just when we realised that we weren't coping very well, and getting worse.

Community & Social Connectors

Next steps

- ❖ Social Connectedness through Derbyshire County Council – Public Health

Update from Dr Duncan Gooch

- ❖ Primary Care Networks (PCN)
- ❖ GP Link Workers



Community & Social Connectors

Any Questions?

Community & Social Connectors

Stella Scott
Chief Executive
stella@erewashcvs.org.uk

Jo Hallam
Development Worker – Connectors Project
jo@erewashcvs.org.uk

Telephone: 0115 9466740

www.erewashvoluntaryaction.org.uk