

Sharing success and considering a core offer

January 2023



Introduction

This short report is based on the experiences of 8 staff from Enhance projects. We looked at factors that could form part of a core offer and process for year 2 including relationships with referrers, LOPF peer support/training and activities which organisations had in common.

Relationships with referral organisations

- All but one of the organisations had initially found the process of receiving referrals slower-moving than anticipated although things were generally starting to work better now that projects have been active for around 6 months.
- The best relationships with Neighbourhood Teams (NTs) were with Self Management staff who can really see the benefit of joint working as they are able to demonstrate exercises or talk issues over and the Enhance staff are able to reinforce the message over repeated visits.
- Most of the delivery partners identified a positive source of referral to be hospital discharge coordinators. All the Neighbourhood Network delivery partners present reported finding existing members being discharged from hospital with no liaison with themselves. They felt strongly where people were discharged home with no further clinical need that being able to implement social support could either facilitate quicker discharge or prevent readmission.
- Adult Social Care was also a source of referrals as the Enhance workers were often able to organise practical things, like fall alarms and key safes, very quickly enabling people to stay at home safely.

- Clarifying the offer - could LOPF help? One organisation commented it was easier for them to make NTs aware of their services as they had more staff engaged. This led to the discussion of the provision of pro-forma publicity materials as smaller organisations felt they could use them to make the Enhance offer clear to NTs.

Preventing readmission with activities

Delivery partners talked about making new offers to the Enhance beneficiaries, to keep people engaged and supported. Sometimes these were the same group offers made to other members, but in increased volume, eg shopping. In some cases the Enhance worker was able to use growing partnerships to set up new groups or activities.

Shopping trips In Armley a number of people referred though Enhance wanted to be able to shop for themselves to retain autonomy. Armley Helping Hands has been able to set up an additional volunteer-supported shopping trip to Morrisons, where participants have been able to shop, with volunteer support and then socialise in the cafe. They have observed over time shopping trips are a good stepping stone into the organisation. Needing support to get to the shops is far less stigmatising than needing to join a social group because of loneliness.

NT 'clinics' & Health hubs A successful Leg Clinic in Garforth is being replicated in Kippax. Three other delivery partners are also either already running or starting to run Health Hubs with Neighbourhood teams. Those already running are open to any members and are well attended by members with a mixture of NT and delivery partner staff on hand to deal with support needs.

Exercise Groups

All the Neighbourhood Network delivery partners present were either working with Active Leeds to run exercise classes or running their own. One delivery partner had started a 'Moving On' exercise group with Enhance participants to help them get mobile again. There was a hope they would then be able to join the regular exercise classes.

Working with volunteers a discussion about the shopping trips revealed these were run with the support of volunteers, and delivery partners noted volunteers were engaged in other activities. It seems that although it is not appropriate for

volunteers to be used in the initial contact phase many of the other activities offer a lot of support to members through volunteers.

How can LOPF best support organisations in this work?

Monthly Peer Support and Learning Meetings - those who attended all identified the opportunity to talk to colleagues as really helpful. Many of them were the sole Enhance worker in their organisation and found it good to be able to share ideas. Some suggested that it would be good to meet in real life once per quarter although they said online meetings were convenient.

Training

Very little training was offered in year one beyond the induction series (Induction, Monitoring and Evaluation, Home Visits and Using the Before and After Questionnaire) as new staff were very busy.

Some topics for training were mentioned in this discussion and have been brought up with contract managers

- Supporting people who have been bereaved
- Mental Capacity
- Offering basic advice around benefits
- Palliative Care
- Working with Volunteers

Weekly Emails

Again those attending the peer support sessions said they found the emails helpful, all information was available in one place and it helped to create a sense of working together.

