



# Enhance



people • prevention • partnership

Sharing learning from year 2 of the Enhance programme • 9 November 2023

## Summary of conference outcomes

Enhance



The aim of the conference was for Enhance partners to share key learning as identified in year 2 of the programme, in order to explore together the implications and outline what needs to happen in years 3-5.

Participants would:

- find out what is working, and what is not
- hear directly from beneficiaries and practitioners, with opportunity for discussion
- have an input into what we hope will happen in years 3-5

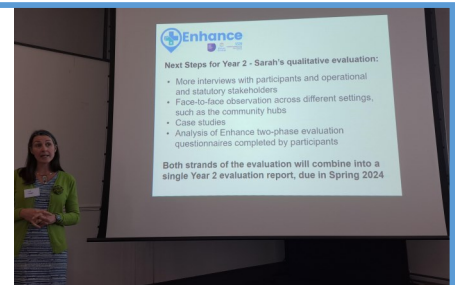
#Enhance

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**Roving conference** - in the morning senior partners in Enhance rode (in BEA's 'happy cab'), listening to real experiences of Enhance from people in North, South and West Leeds.

**Enhance stories** - everyone taking part in the afternoon conference was able to see and hear real stories, as well as key monitoring information, through videos, presentations and sharing.



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**Partners and peers** - participants shared their successes and challenges, and looked to the future, including an opportunity to influence the business case for years 3-5 of Enhance.

You can find details of the Enhance programme on the LOPF website at [bit.ly/LOPFEnhance](https://bit.ly/LOPFEnhance)

Participants watched [newly commissioned videos](#) focusing on staff and participants' experience of Enhance. (Click on the links to see them on YouTube.)



**Enhance: Impact on people**

Some of the people supported by the Enhance programme in Leeds speak movingly about the positive impact it has had on them.

**Enhance: Impact on Leeds Community Healthcare Trust**

Staff from Leeds Community Healthcare NHS Trust (LCH), and third sector partner organisations, talk about the benefits of the Enhance programme to LCH staff and teams.



**Enhance: Power of partnership**

Frontline staff from Leeds Community Healthcare NHS Trust, 3rd sector partner organisations, and people supported by Enhance, talk about the importance of partnerships and how this affects teams and lives.

Participants split into tables according to which area of Leeds they worked in, and were asked to think about 'successes', 'challenges' and 'future' with respect to Enhance. Here are the results:

## Successes

### North

- Improved outcomes to people's lives
- Improvements in relationship between Neighbourhood Teams (NTs) and 3rd sector
- Reassurance that it has provided staff - improve wellbeing, job satisfaction
- Starting to build relationships
- Existing partnerships grown
- Knowing how systems work
- Saving time and money
- Point of contact - building good working relationships
- Better understanding of how each other works - roles
- Complement each other's expertise
- Providing relevant information in timely manner
- Connecting communities and pulling resources for specific community needs
- Joint visits/ collaborative working
- Postcode tool

### South

- Appropriate benefits
- Volunteers
- Reducing debt
- Increase attendance at groups
- Social isolation
- Holistic approach
- Referral into other services
- Culturally appropriate food offer/parcels
- Being able to support hospital appointments
- Stopping readmission to hospital
- Partnership working
- Understanding health systems / 3rd sector and what they do
- Greater independence (outcomes)
- Reaching people who aren't seen by established health and care system
- Local knowledge (shared)
- Tools eg postcode finder
- Trust and confidence in each other
- Appreciation of people/families
- Gives NTs access to knowledge in the third sector

### West

- Understanding of different roles
- Working together
- Increasing 3rd sector presence
- Shared knowledge - shadowing
- Strength based working
- Person-centred
- Early intervention
- Relationships with neighbourhood teams (Delivery Partners - DPs)
- Third sector, not clinical/medical
- signposting/working with other services (DPs)

# Challenges

## North

- Communication between NT and 3rd sector
- Inconsistency with point of contact with the NT
- Not aware of handover meetings
- New relationships taking time
- Management/team challenges
- Time to develop harmonious relationships 'trust'
- Trust re previous short-term projects
- Inappropriate referrals
- No access to SytemOne
- Understanding each other's cultures and ways of working and working patterns
- Time it takes to build relationships
- Communication - but definitely improving
- Joint visits - difficult for NT staff who don't manage their own diaries
- Turnover of staff
- Some NTs work closely with DPs and some not so much

## South

- Referral pathways
- Referrals can be complex eg mental health
- Recruitment of staff
- Short-term funding
- Capacity - complex needs (mental health)
- Monitoring
- NT relationships/staff turnover
- Large area to cover
- Referral process
- Different core offer across DPs
- Capacity on both sides
- Diverse needs/demographics within the area
- Gaps in data eg self management
- Communication (internally and externally)
- Language - NT meetings can feel very medical from a 3rd sector perspective

## West

- Relating statistics to individuals
- Staff turnover - repeating ourselves and new faces to learn
- Relaying what the Enhance project is - getting a presence in the NT (DPs)
- Culture change
- Quantifying the differences
- proving/quantifying money savings
- Person not patient
- Shared systems - sharing knowledge

# Future

## North

- De-jargon on referrals / more information
- Improve communication
- Move from project to longer term service
- Consistency for all NTs and DPs to work closely
- Explore the possibility of holding joint NT/DP meetings?
- Case studies - think about time/financial benefits to NTs
- Regular feedback to NTs - key contact and initial referrer


## South

- Make referral process easier
- Flexibility-more than 12 weeks
- SystemOne
- Improve consistency of offer
- Invest more in relationship building between NTs and DPs
- Build cohort of Enhance Champions
- Consider referral/ collaboration at an earlier point eg at point of discharge
- 3rd sector presence at Transfer of care hub
- Develop a South health hub
- Work with partners in the LCP

## West

- Shadowing - shared knowledge
- Closer work with LTHT
- Highlight individual stories - keep the person in the centre
- Shared systems
- Face to face meetings

## Conference presentations (PDFs):




Monitoring and Evaluating Enhance

Lisa Fearn  
Gemma Howorth  
Sarah Alden

People  
Prevention  
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### Monitoring and evaluating Enhance

- **Lisa Fearn** (Monitoring and Evaluation Officer, Leeds Older People's Forum)
- **Gemma Howorth** (Information Analyst, Health & Care Evaluation Service, Office for Data Analytics, NHS)
- **Dr Sarah Alden** (Independent Social Researcher)



The Enhance Programme

Year 2 Conference  
9th November 2023

People.  
Prevention  
Partnership

### The Enhance programme: Business case

- **Linda Glew** (Enhance Programme Manager, LOPF)

**Thank you** to everyone who brought their ideas, positivity, good will and themselves:

Rachel Ainscough • Shabana Akhtar • Sarah Alden • Zoe Ambrose • Tom Armstrong • Dan Barnett • Sharon Bottomley • Ellie Broughton • Danielle Butterworth • Emma Coupland • Marion Darlow • Sarah Doherty • Jessica Duffy • Leanne Dunbavin • Michelle Eaglen • Hattie Easton • Julia Edmunds • Lisa Fearn • Debbani Ghosh • Linda Glew • Angela Goodyear • Anthony Hanlon • Roger Harington • Michael Howard • Gemma Howorth • Lesley Hudson • Cllr David Jenkins • Ali Kaye • Samantha Latham • Stephanie Lowen • Janine Macdonald • Sophie MacNay • Karen Mallon • Sarah McBride • Pat McGeever • Michelle Mckean • Chris Mills • Dawn Newsome • Nicola Nicholson • Claire Nixon • Sue Oglesby • Nadine Oliver • Susan Phillips • Sam Prince • Ailsa Rhodes • Megan Rowlands • Caroline Schonrock • David Smith • Helen Smith • Sallie Smith • Joseph Spencer • Lee Stansfield • Kate Taverner • Michelle Thompson • Emma Upright • Jo Volpe • Hillary Wadsworth • Monica Walker • John Welham • Sue Wilkinson • Karl Witty • Karen Woloszczak • Sally Yorke

**Roger Harington** (*Chair, Leeds Older People's Forum*) summed up the importance off the conference with a quickly penned poem. Here's the first verse:



I hope you have enjoyed the day, enjoyed this way to have your say  
Appreciate this chance to evaluate Enhance  
To celebrate what has been achieved but none of you will be deceived  
Because yes of course we have to stress how much there is yet to do,  
Not only to improve what we do but also to provide the evidence  
To prove that our claims for success are true  
To provide the evidence that cannot be denied,  
That our work is essential and has the potential to be even better  
Nothing should fetter this partnership it's a vital resource  
In just over a year it's made it clear it's a force for good  
It must be allowed to continue its course.

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