

## VANGUARD: Better Care Together

Case study: **Carnforth Self-care**



### Purpose:

The Better Care Together **self-care project** aims to encourage and support the Carnforth community to **improve their health and wellbeing**, and **become more self-reliant** as individuals and as a whole community.

The project was initiated out of the recognition that the culture and behaviour in both the NHS and the community needs to change in order to achieve a sustainable NHS.

Using a community-asset based approach to health and wellbeing, clinicians and the community are working together to create cultural and behavioural change.

This requires recognition that being healthy is much more complex than just physical health alone but also includes mental, social and systemic health.

### How it works:

The self-care project team meets on weekly basis, and the operational group meets once a month.

Organisations have worked together with patients, carers and the wider public to identify **community solutions to community issues**.

The organisations involved are: Lancashire North CCG, Ashtrees practice, Carnforth town council, voluntary sector organisations, district local authority, Lancashire county council, community services (which are provided by the Blackpool acute trust), Lancashire Care NHS Foundation Trust

### Success so far:

Better Care Together are now looking to replicate the self-care project across ICCs in north Lancashire and south Cumbria.

There is a huge variety of self-care projects underway and being planned in Carnforth, a number of which are described below.

### Projects in progress:

#### Motivational Interviewing training

- The purpose of the training is to enable staff to start the process of **changing their own style and behaviour when engaging with patients**
- The training helps staff to **empower patients to take responsibility for their own health and wellbeing** and manage their own care, resulting in **positive behaviour change**
- This has been **rolled out to 80 frontline staff** in Carnforth. Staff feedback is excellent. Comments received such as *“this is the best training I have ever been on since joining the NHS 14 years ago”*
- The training is run by Et AL, who provide the training for AQuA

#### Shared decision Making

- Shared decision making is the process of **ensuring that the patient is able to play a full and active role in decision making** about treatment
- Better Care Together are **using the AQuA programme to encourage this** process
- Better Care Together are **working with the long term condition team** to build on this training and support them to **work more effectively with patients and increase patient skill** in managing their own conditions

#### Health champions

- A group of volunteers came forward to act as community health champions and have **received training to become active members of the community**
- There are currently **12 trained health champions** in the Carnforth Ashtrees practice, and approximately a **further 10 awaiting training**
- The Better Care Together vanguard have plans to roll this out to other Integrated Care Community areas

#### Community choir

- **Community engagement** has been encouraged through the Carnforth Community choir
- The choir is going from strength to strength and now has **60 regular members**. Their reputation is such that they already have a booking for Christmas 2016

#### Tidy town

- Members of the public identified that one reason they didn't let their children play outside was dog mess and litter. The **community came together** to address this issue, resulting in a **tidier town** and **encouraging more exercise**

### Upcoming projects and events:

#### “Let’s Get Moving”

- *Let’s Get Moving* is an initiative to get **Carnforth school children** to undertake **exercise regularly**
- This could see pupils and teachers **running a mile each day**, or taking part in some other form of **regular exercise**
- It is gathering pace and is likely to be finalised and launched shortly

#### Health Mela

- A **community health festival** is planned for 25 June and will be held at Carnforth High School
- Better Care Together are working with the Rotary Club, Community & Voluntary Solutions (CVS), and local schools to organise this event
- As well as **building partnerships between local institutions**, this event will provide an **excellent opportunity to engage further with the Carnforth community**
- The Health Mela will provide an opportunity to **showcase Carnforth self-care projects** and **advertise many other wellbeing opportunities** to the public

#### Mindfulness group

- Volunteers are being supported to set up their own **mindfulness group** to **increase mental wellbeing**

#### Leg ulcer cafes

- People suffering with leg ulcers can meet up, socialise and also get access to practical help and advice (due to open in March 2016)

#### NHS shopping list

- To **encourage healthy eating** a NHS Shopping list is being planned, where the public can choose **healthy recipes** and have a **shopping list automatically created**. Hoping to work with chefs and local supermarkets on making this a reality

#### Lessons learnt:

- Behaviour change is paramount to success
- Culture change towards a system of self-care is vital
- Working with the community is key to success
- Behaviour and culture change are long term commitments

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