

Who we are and what we do?

The 'A Better U' Coaching Team is working across a number of practices in South Tyneside, supporting a shift in care towards a bio-psycho-social approach. We have worked with over 400 individuals so far, encouraging them to access community assets, improve their health and wellbeing, and to make healthier lifestyle choices. The Patient Activation Measure (PAM) is used to identify client needs for intervention and to measure success, with an increase in PAM linked to a decrease in health and social care costs.

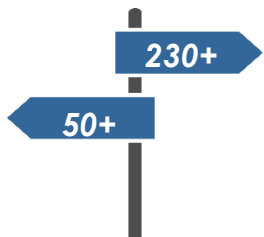
The News



People who've engaged with our service so far in 2018



Average change in PAM for our most inactivated clients



> 230 signposts to over 50 local and national organisations

The People

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The Background

"Gillian" and her husband came through an Initial Contact Clinic. They felt as though they had great family support but were struggling financially and didn't get out and about as they used to. No handrails on the outside of the house meant Gillian struggled to leave the house with confidence. They used a Taxi a lot to get the shopping in and this cost the couple more money than they had budgeted. They have tried healthy eating but found that they often bought unnecessary items and wasted fresh food.

The Support

We offered some support around meal planning so there was less waste from shopping, which helped in terms of budget. A referral to local organisation Welfare Rights was successful in supporting the couple to access entitlements and improve their financial security. We supported an application to the Nexus Taxi Card to aid with travel costs and the couple used it to attend our mutual aid group a few times. The Occupational Therapy Team supported housing adaptations to improve Gillian's confidence in leaving the house – she now has handrails to move freely from indoors to outside, rather than swinging on the door as she did previously.

The Achievements

Gillian and her husband appreciated the support they had received and felt as though they had come a long way. Gillian's PAM improved from 53.2 (Level 2) to 72.5 (Level 4) over 6 months.

"I was completely blown away with the support"



In the Spotlight

This month we look at Community Assets.

As a team, we work closely with partners in the community who offer our clients fantastic opportunities. We have the expertise to improve motivation and activation, and we recognise when there are organisations in our community who are able to give clients more specialist support on a wide range of topics: from benefits and adaptations to counselling and housing support. We come across new assets every day and sharing those with our clients allows them to access tailored, relevant support in the heart of the local community. Depicted is a small selection of those assets we refer to most often and here's our challenge to you: search the area around you and try one new thing before the end of the month – perhaps a jive in Jarrow or a history club in Hebburn? Let us know how you get on!



Mutual Aid Group



This month, we've had visiting speakers chosen by the group to give some expert advice. From coping with loss to navigating the housing system in South Tyneside, we all appreciate the support from local agencies.

Our group facilitators have been working hard to create a friendly, open environment where everyone feels able to share, learn and advise. If you'd like to join a session, please come along to **Centre for Change, every Tuesday, between 9.30 am – 11.30 pm.**

