



It's been a busy month for the South Tyneside team as we adapt to new ways of working. We have been delivering our usual roles while also making triage calls as part of South Tyneside's Coronavirus response. As well as supporting our clients to maintain their wellbeing in challenging circumstances, we have been thinking about what keeps us well. In this newsletter we would like to share one way we have enacted the Five Ways to Wellbeing. We will also share some uplifting news from the team, a patient success story and introduce you to the newest member of our team.

## The Impact - Our People

As a person-centred organisation, the positive impact of our work is best illustrated through the people we support and the changes they see in their day-to-day lives. Each month we will share stories from across our project teams showing how behaviour change conversations with our practitioners have made a difference to the lives of the people we support in South Tyneside.

This month's story will show how we are supporting people in new ways during Covid-19.

### Meet 'Sarah'

#### Background:

At the first appointment Sarah expressed that she would like to lose weight. She had previously attended slimming groups and found the structure and social support was helpful; she was considering going again but she was anxious about attending a group on her own. Her partner was not supportive of her cooking healthy meals and she was worried about health consequences if she continued to gain weight. She was also interested in walking groups and exercise classes.

When the Covid-19 restrictions began, the goals she had initially set of attending a slimming group and an exercise class were not possible.

#### Support:

Sarah worked with her Link Worker Coach to explore how she could incorporate healthy choices into her diet without feeling restricted. She was supported to create a plan for making sustainable changes and maintaining her motivation. She also identified ways she could stay physically active at home and manage anxiety around Covid-19.

#### Achievement:

Sarah is following her healthy eating plan and has lost weight. She now cooks different meals for her partner; this allows them to still eat together, which is something she identified as being important in her relationship. She decided to join an online slimming group to help her feel motivated. She is proud of the changes she has made and will continue working with her Link Worker Coach to keep progressing on her journey.



### A New Face - Anais

Hello! My name's Anais and I joined the FCC team as a Link Worker Coach at the end of March, just as the COVID-19 lockdown started. My background is in support for disabilities. I have worked in various communities alongside an array of health professionals throughout Newcastle, supporting students with physical impairments, connecting dementia peers, leading a team of support workers and assisting people with learning disabilities to live full lives. I loved seeing the changes people made when they were provided with the right approach!

I took a break from support and taught English in Vietnam, and when I arrived back in the UK I decided to further my training.

As I had a keen interest in how the mind works, I decided to train as a counsellor and was able to practice in a substance misuse service as it was an issue close to my heart.

I am excited to have the opportunity to utilise the skills I've developed over the years within a behaviour change setting, I like to see the best in people and believe that everyone has the power within themselves to change.

I have an eclectic taste in music and love dancing, singing and cooking – sometimes all at the same time!





# FIRST CONTACT CLINICAL

ENABLING HEALTHY BEHAVIOUR CHANGE

## Proud to support our community!

At our recent Good to Great virtual event we explored the Five Ways to Wellbeing; Connect, Be Active, Keep Learning, Give and Take Notice. We shared ideas on how we can enact these steps to keep ourselves well.

Many people expressed feeling gratitude for things they had perhaps taken for granted previously, such as wildlife, outdoor space and hobbies. Feeling grateful for what we have really amplified a desire to give, so we decided to get together as a team to do some giving!

We chose to donate to Key2LIFE foodbank as it's a vital community resource which has supported many of the people we worked with over the years.



Kirsten and Vicky dropping off a total of £150 of food at Key2Life

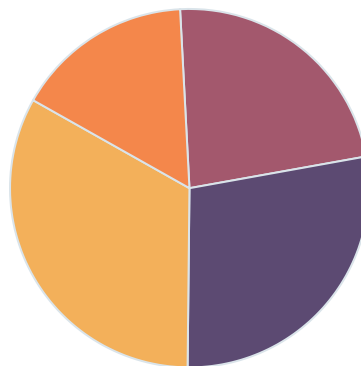


Aldi Hebburn manager James who kindly topped up our donation

## Initial PAM scores

Jan-Apr 2020

We use the Patient Activation Measure to assess how people feel about their ability to manage their own health. Just over half of the people who entered our service in 2020 were at PAM Level 1 or 2. We tailor our interventions to each PAM level, so that we can effectively support them to increase their knowledge, skills and confidence to self-care.



<span style="color: #800040;">■</span> PAM 1	23%	<span style="color: #483D8B;">■</span> PAM 2	28%
<span style="color: #FFA500;">■</span> PAM 3	33%	<span style="color: #FF8C00;">■</span> PAM 4	16%

## 2020 so far: in numbers

# 329

Total number of people referred to the South Tyneside team in 2020 so far.

# 51%

of people are either a PAM 1 or PAM 2 when they enter the service.

# 72%

of people either increased or maintained their PAM score.

# 78%

of discharge reasons are recorded as completion of a successful intervention.

# 800+

Coronavirus triaging calls made by the North Tyneside and South Tyneside teams.

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