



## South Tyneside Social Prescribing Team December 2021

Welcome to the latest edition of the South Tyneside Social Prescribing Newsletter. We have been really busy over the last few months and have failed to keep you up to date. We are hoping this edition will showcase everything that's kept us busy, that you'll understand and forgive us for being a bit quiet! We are hoping to bring back monthly updates from January 2022 onwards. So, grab a cuppa and enjoy this bumper edition!

### Training

A huge thanks to Julie Wanless (STSFT) who provided the staff with an information session about Domestic Violence.

Thanks to Flourish who provided the staff with training on their system. This will provide us with a more streamlined way of administering PAM with our clients.

Staff have also been taking part in Motivational Interviewing and Connect5 training which enables them to bring additional tools and skills to their coaching conversations.

### Staff Wellbeing

Staff have been taking part in a number of activities that support our five key focus areas for wellbeing as an organisation which are...

- Physical wellbeing
- Mental wellbeing
- Financial wellbeing
- Inclusivity
- Sustainability & Environment



North East  
**Better Health**  
at Work Award  
Gold Award

We are also proud to announce that we have recently received the Better Health at Work Gold Award.

### Gateways Team Update

A large quantity of the individuals we work with are connected to us via Primary Care, for example a GP or nurse in their doctor's surgery who has noticed during a consultation that they may benefit from our support. However, we know that there are a number of individuals who would benefit from our support but aren't always visible in our usual referral pathways.

The Gateways Team work across both South Tyneside and North Tyneside and their purpose is to "Explore, test and embed pathways that enable FCC to deliver its purpose to harder to reach cohorts". This involves elements of;

- research – working with individuals to further understand the needs of these cohorts
- training – supporting our own teams as well as other parts of the system to understand individual's needs so that they can be better served
- embedding – building relationships within the community and the wider system to support referral pathways for individuals into our service

Presently, our cohorts of focus are young people, individuals at risk of offending (or reoffending), individuals with an Armed Forces background and individuals frequently using emergency / acute care services.



**FIRST CONTACT CLINICAL**  
ENABLING HEALTHY BEHAVIOUR CHANGE

Back in the good old days before the Covid-19 pandemic, we were working collaboratively with LifeCycle with the aim of improving access to support for individuals to enable them to manage their long-term condition more effectively and improve wellbeing.

This work saw our Link Workers attending outpatient clinics for patients with certain long term conditions alongside colleagues from LifeCycle who would assess for both of our services, with the individual being connected to the service (or services) most appropriate for their need.

During the height of the pandemic we were unable to maintain a physical presence within the clinics and unfortunately we struggled to maintain a referral pathway for these patients as a result.

However, we are pleased to say that a number of staff members from both FCC and LifeCycle have recently come together for a development day which involved Trusted Assessor training and time for the team to discuss and recommence delivery of the project.

On 16th November we recommenced our physical presence within outpatients clinics and we are hoping that it's onward and upwards for the project in the New Year with a view to eventually being present for outpatients clinics for Diabetes, COPD, Asthma, CVD and CHD.

## A Better U Lifestyle Programme

Feel healthier, feel happier,  
discover a better you.



We have recently been successful in our bid to deliver the South Tyneside Tier 2 Weight Management Service.

Our model has brought together a range of partners that can help us to...

- deliver T2 programmes
- co-design tailored programmes for specific cohorts
- identify and respond to gaps in provision
- identify and target specific cohorts

We pulled together a partnership that included VCSE partners: ACTS, BlissAbility, Groundworks, Inspire, WHIST, Your Voice Counts and Vision & Hearing Service. In addition, we will be working with Sunderland Foundation of Light and South Shields Football Foundation. Our strategic partners are: South Tyneside Health Collaborative, WeAreRise, South Tyneside Council and Cultural Springs.

Our delivery model has 2 phases:

**Phase 1:** Partnering with Sunderland Foundation of Light allows us to mobilise quickly, working with partners to target cohorts with a high prevalence of obesity and health inequalities. Our own T2 'core' programme will be developed and delivered as part of phase 1.

**Phase 2:** While the FoL and Core programmes will be delivered throughout, the main focus for phase 2 is to co-design and deliver programmes that are inclusive of all cohorts of the population. Our ambition is to work with partners, drawing on their expert knowledge and experience, and the lived experience of the people they work with. This will allow us to tailor and adapt the 'core' programme to ensure that the needs and circumstances of each group is met. It is this phase where we feel there will be the most collaborative learning that we can share across the health and care system.



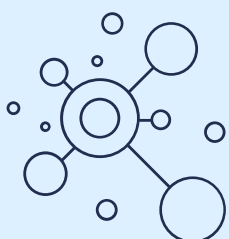
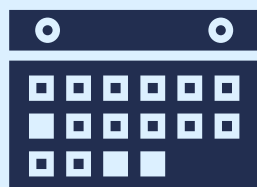
As well as everything else we have been up as you've seen throughout this issue, we've also managed to *squeeze* in some time to deliver our core work of delivering Social Prescribing and Behaviour Change interventions to individuals across South Tyneside.

In the last six months...



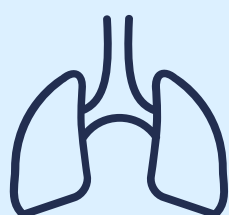
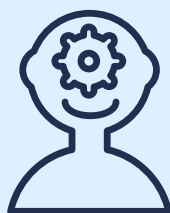
We have received referrals for almost **1800** individuals

We have made over **9500** contacts (both over the phone and face to face) totalling nearly **200,000** minutes!



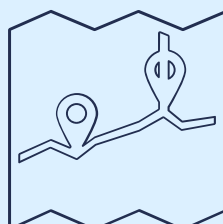
We have made over **750** connections to organisations, services and assets in our community

Mental wellbeing was the primary support need for **35%** of the people we have worked with

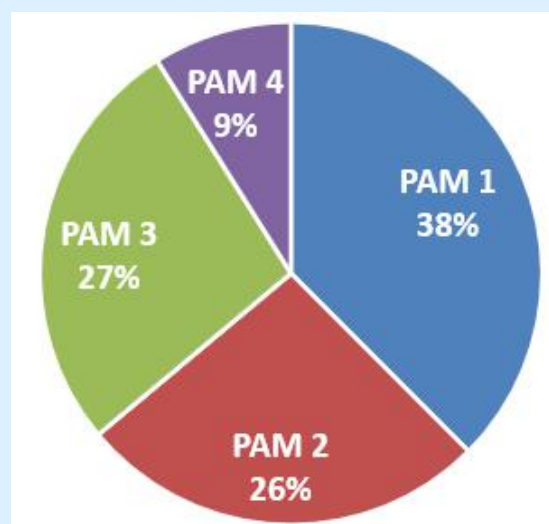


**18%** of individuals needed support with their physical wellbeing and **14%** needed support with lifestyle choices and behaviours

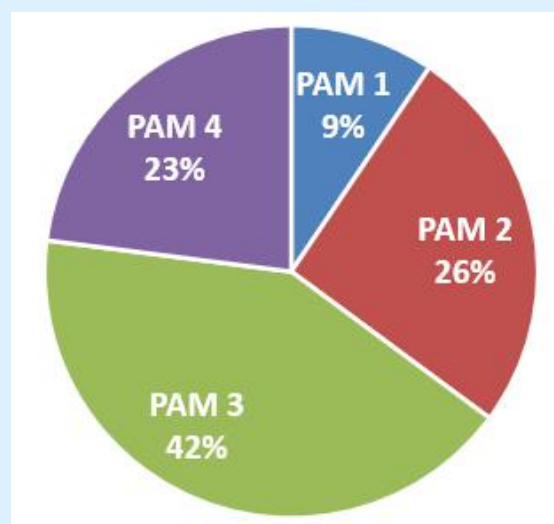
**22%** of individuals have been successfully discharged whilst **56%** are still on their journey with us



**64%** of individuals started their journey with us with low activation levels (either a PAM Level 1 or 2)



**65%** of individuals ended their journey with us with higher activation levels (either a PAM Level 3 or 4)





*I was helped to move which has made a great difference. Support worker was lovely and understanding and did everything to help me. I am so grateful for her help*

*Excellent service. Helped me and guided me in the right direction when I felt overwhelmed and out of control.*

### Victor

Victor was a very anxious gentleman who shared with his Link Worker that his anxiety was linked to issues from his childhood that he felt he had "carried his whole life".

Victor was caught in a lethargy spiral; the less he did, the lower his energy levels were and the lower his motivation to do anything.

Victor and his Link Worker started by setting small goals, such as to walk 100 steps in his garden, to try and increase his energy levels.

Victor was struggling to achieve these goals so his Link Worker reviewed what matters to Victor and they changed focus.

Victor wanted to concentrate on managing his anxiety in the moment and his Link Worker shared information about breathing exercises.

Since then, Victor has been setting and achieving his own goals and his Link Worker has noticed an increase in Victor's positive self talk.

The work he has done with his Link Worker has put him in a good position to engage in talking therapies with LifeCycle, with whom he is now connected.

### Terri

When Terri was first connected to her Link Worker she was teary, feeling lost and had been through a recent traumatic bereavement. She had no family or support network around her. She was not engaging in any meaningful activity and in particular she shared with her Link Worker that she was "dreading Christmas".

Since working with her Link Worker, Terri has been connected to support group in Sunderland (due to their not being one nearby that suited her needs). Her social network has increased and she is going out for a Christmas meal with new peers.

Terri is looking to do some voluntary work over Christmas period. In the New Year she is hoping to up a support group for grieving parents in the local area.

*My experience with your service has helped me a lot it helped me talk about my health problems and give me the encouragement to move forward and try and get back in to doing the stuff I enjoy*

*I've had long-term problems with my mental health and to be listened to and empathised with is a fundamental part of recovery. In addition to sound advice and creating small targets Social Prescribing was able to support and guide me through troubled waters*

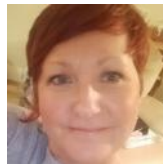
*This service is a great resource. It opens up opportunities to valuable links.*



We have had quite a few new faces join us and a couple of departures since our last Newsletter. We currently have a team of 24 working across South Tyneside with more newbies set to join us in the New Year. Time for roll call...



Amber Gill  
Link Worker Coach



Kath Lowe  
Link Worker Coach



Sophie Hopkins  
Health & Wellbeing  
Coach



Anais Allerton  
Link Worker Coach



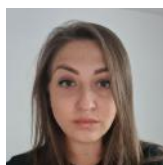
Kelly Anderson  
Psychosocial Link  
Worker



Thomas Delaney  
Link Worker Coach



Andrew Johnstone  
Link Worker Coach



Kelsey Kelly  
Care Coordinator



Vicky Gilmore  
Psychosocial Link  
Worker



Andrew Riley  
Health & Wellbeing  
Coach



Leigh Craig  
Care Coordinator



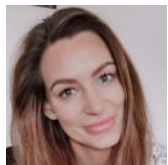
Zara Heatley  
Care Coordinator



Emily Robertson  
Psychosocial Link  
Worker



Louis Davies  
Link Worker Coach



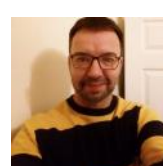
Emma Neuman  
Link Worker Coach



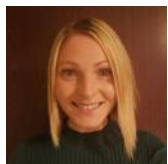
Nic Marlor  
Psychosocial Link  
Worker



Jennifer Anderson  
Link Worker Coach



Pete Nichol  
Link Worker Coach



Joanne Black  
Psychosocial Link  
Worker



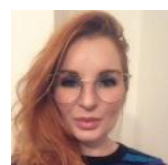
Sarah Smith  
Care Coordinator



Jud Hindess  
Psychosocial Link  
Worker



Sarah Rippon  
Psychosocial Link  
Worker



Katie Clouston  
Care Coordinator



Susie Thompson  
Psychosocial Link  
Worker

## Work with us

At First Contact Clinical our job is to enable healthy change in the people and places that need it most. We are looking for people to join our teams who want to help us to do this.

Our teams believe that people are capable of change, are experts in their own lives and have individual strengths, needs and preferences. Our teams believe that people feel empowered in the presence of empathy and in the absence of judgement – when they are listened to, understood and valued. As a First Contact Clinical worker your aim is to support the people you are working with to identify and draw on their strengths and those of the people around them, enabling them to make healthy changes. We are looking for you to bring your unique self and life experience to this work which is a key asset in doing this role well. We recognise that we are people first and professionals second. We will provide full training and ongoing supervision to ensure you have the opportunity to continuously develop and reflect on your practice. If you are interested in other people and working with them to enable healthy change then we want to hear from you!

Visit

<https://firstcontactclinical.co.uk/About-Us/Job-Vacancies>

to see our latest vacancies