

Minute 188 - reponses to queries on health issues

Chichester Wellbeing report November 2017

Chichester Wellbeing hub

- During Q1 and Q2 of 2017/18 Wellbeing Advisors have worked with 381 clients on a one to one basis. 721 people have received information and advice at outreach events.
- With the new telephone system we are able to record the number of calls we receive to the service. In quarters one and two we dealt with 1,388 phone calls to the service.
- During the same period in 2016/17 we saw 573 clients for one to one appointments and 241 at outreach events.
- The proportion of men compared to women has remained the consistent at 32% men and 68% women. It is well known that men are harder to engage with than women so we work hard to engage men through workplaces. This proportion is considered by our commissioners to be very good.
- We received 78 referrals from GPs during 2016/17 this has increased to 112 in 2017/18. GPs are very engaged with the service now. We attend regular outreach sessions at all of the practices located in the outlying areas.
- Clients access the service primarily for support with losing weight, healthy eating and becoming more active. Often there is more than one reason why people use the service and this can be because they need help with emotional wellbeing or reducing alcohol consumption.

In-house services

I have included some stats from 2016/17 for the additional services as we have the full year to report on.

Weight loss workshops

- 167 clients attended the weightloss work shops during 2016/17.
- 2017/18 By the end of the current round at the end of November we will have supported 126 people through the programme.
- 146 (88%) clients achieved at least 3% weight loss during the programme (target 60%)
- In total 111 (67%) clients achieved 5% weight loss during the programme (target 30%)
- 150 (90%) of clients reported improved mental wellbeing
- 145 (87%) became more active as a result of the programme

Pre Diabetes workshops

- 88 people attended a prediabetes course during 2016/17.
- 99% clients reported improved knowledge of how to reduce the risk of developing type 2 diabetes
- 60 people (68%) reported sustained behaviour change 3 months after completing the course.
- At the end of Q2 2017/18 27 clients have attended the courses.

Workplace health

During 2017/18 so far 156 clients were recruited via workplaces compared to 42 in the same period of 2016/17. The workplace advisor worked with more than 50 local businesses to deliver wellbeing activity to their staff. All started with MOTs for all staff, followed by targeted interventions. For example;

- Mindfulness courses,
- Lunchtime talks
- Dementia Friends sessions
- Staff information events

Falls Prevention workshops

24 people have attended a falls prevention workshop since we advertised the programme in Initiatives. The workshop consists of a talk about ways to prevent falls in the home and outside environments and the chance to try 6 simple strengthening exercises that can be done regularly at home. We also refer clients to strength and balance classes in their community. we have also worked with Everyone Active at Westgate Leisure to provide training for some of their staff in the qualification required to do falls prevention work and they are now starting regular classes.

Wellbeing Home

- 20 households in the Chichester district received support for the Wellbeing Home project during 2016/17.
- Households were supported to achieve savings on their energy bills and access grants for heating and insulation.

Commissioned services

Family Weight Management

- The provider worked with 34 families during 2016/17 this has increased from 23 families in 2015/16.
- 29 of the children stabilised their weight during this time
- 100% reported improved physical fitness and emotional wellbeing

Case studies indicate this project has achieved some life changing outcomes enabling children and their families to overcome significant issues in their lives. Schools have reported increased attendance, reduction in bullying, increased confidence in PE, and increased confidence in leading a healthy active lifestyle. Other professionals value the positive impact that the provider has with families which they alone are unable to achieve.

First Steps to Fitness

- 184 people accessed the service during 2016/17 the majority of them were inactive at the start of the programme. This means they were active for less than 30 minutes a week.

- After engaging with the 12 week programme 88% increased their activity levels to 30 minutes a week and 74% increased to 150 minutes a week.

This provider works very closely with the weightloss and prediabetes programmes encouraging all clients to be active alongside their weightloss aspirations.

Cook and eat

- 83 people attended one of 14 cook and eat courses during 2016/17
- All of the courses were held in Think Family Neighbourhood area and were targeted to people on a low income, Carers and older people living alone.

All participants reported increased confidence and skills in the kitchen to enable them to cook low cost healthy food from scratch.

This project also achieves a wider impact for participants by creating a social environment which has led to some individuals having the confidence to attend college or become a cookery leader and run courses themselves.

PREVENTION AND WELLBEING PROGRAMME LOCAL PROGRAMME CONTRACT MONITORING REPORT 2016-2017

Service name	Chichester Wellbeing
Location of case study	
Date of completion	September 2017

1. Referral: What were the reasons for it & where did it come from?

This case is of a 62 year old lady who came to us for help with emotional and physical wellbeing support.

2. What was the intervention at first session? How long was session?

The client has suffered from Post Viral Fatigue Syndrome (PVF) for the past 12 years. She also has an ongoing hip and knee problem and will need a replacement in the near future.

She has always struggled to maintain a healthy weight and over the last few years this struggle has increased due to her prolonged periods spent in bed and her constant physical exhaustion.

The first session she was of very low mood and spent much of the session in tears as she explained her situation. Describing her energy levels as 'a thimble full'.

We went on a journey to make small and manageable changes to her diet to make it more 'healthy'. She wanted to have a significant increase in vegetables and whole foods eaten at regular intervals plus a reduction in dairy products as she believed that they aggravate her stomach. We discussed initially focusing on improving the quality of her diet and increasing energy levels rather than losing weight.

3. Other emerging issues explored in session?

Last year after a number of failed attempts to return to work, she was forced to leave her job deemed 'unfit to work'. After 17 years she felt bereft of friends, purpose and routine and consequently the PVF got worse.

4. Were follow on sessions required? How many? How long?

Over the following couple of months she made friends with whole and healthy foods, she experimented with new recipes for vegetable based dishes and mastered the art of creating interesting and protein balanced salads. She also took advantage of days when she was feeling a bit better and made efforts to get out and do light exercise such as gardening or playing football with her Grandson.

5. Signposting / onward referral?

Already engaged with the pain clinic but talked about her joining their self-help course which afterwards she felt was extremely beneficial.

6. What outcomes were met?

After 2 months the change was really visible. She reported that she now had a 'mug' of energy and for the first time in years had slept through an entire night. Her mood was clearly improved, she felt much more able to take on the tasks of daily family life and whilst her hip and knee continue to be painful, the constancy and level of the pain has reduced.

PREVENTION AND WELLBEING PROGRAMME LOCAL PROGRAMME CONTRACT MONITORING REPORT 2015-2016

Service name	The Family Wellbeing Programme
Location of case study	Chichester District
Date of completion	13/09/17

1. Referral: What were the reasons for it & where did it come from?

This 8-year-old girl was referred by their Family Support worker. The mother was concerned about her daughter's weight and struggled to control her behaviour around food. The mother reported that she would be verbally and physically aggressive towards them. They were also unable to leave this girl and her younger sister alone together as they would fight.

2. What was the intervention at first session? How long was session?

Before the first session was arranged the mother and the family wellbeing keyworker had a long conversation on the phone. She was able to express her concerns and understand what support was able to be offered. During the first session, it was evident to see how much pressure the mother had put onto the child in regard to her weight. The girl also referred to herself as "fat" and not being "normal" and bigger than everyone else. This was not age appropriate behaviour or knowledge. The mother talked very negatively about her daughter. The mother was very nervous and was not comfortable to get involved with some of the introduction games that were done to make the girl feel at ease. The girl was given a folder that she could decorate and keep all her wellbeing information in.

3. Other emerging issues explored in session?

The two sisters were very different in the family. The youngest was very girly, petite and loved pink and dolls. The girl who was referred enjoyed rough and tumbles, loved teenage ninger turtles, and super heroes. The girl thrived off the attention from the wellbeing keyworker and it was clear to see that the mum struggled to understand her due to her different interests. The mother was not confident enough to be physically active with her so she then became more dominant in the house.

The mother said that the girl would steal food and she wasn't able to have just one packet of crisps she would want 3-4 packets in a row. If she did not give them to her then she would become angry and aggressive towards her so she just gave them to her to keep her quiet. She was also having a pint of coca cola every dinner time, and ice cream every night for pudding. The child also insisted that she had cheese on any potatoes she ate which her parents gave her. By building the relationship up with the child and giving her the attention she craved through physical activity, she respected the targets set. These started very simply reducing crisps to one pack a day and then the fizzy drink and the other areas were worked on. The girl always wanted to impress her keyworker and so would achieve her targets. The targets were set

with the parents and so they also learnt how to explain the targets to their daughter and what consequences there were but also what rewards were on offer. The parents started to learn how this process worked and were encouraged to use the strategies for other boundaries that needed to be addressed. During this time the keyworker was also able to express who was responsible for implementing the targets and understand that the daughter was using food as a method of control and they needed to address it not just blame the child.

Sadly a few months in working with this family their father had a stroke, this was a particularly worrying time and the family wellbeing keyworker continued to work with the girl on her own in order to keep everything as normal as possible. During this time physical activity was focused on to build the girls confidence up. She had very good motor skills for her age and had incredible strength. These were two areas which she excelled in but was always told off for as she was too strong to play with her younger sister. The one to one sessions were a great opportunity to praise her for her strengths and be able to utilise them correctly. She was particularly good at basketball. The positive praise from her sessions improved her behaviour in the house and also started to change the parent's perception of their daughter. They started to talk more openly with the family wellbeing keyworker and started to seek advice instead of trying to avoid listening and just blaming their daughter.

The father made a steady recovery and was then at home all day, the mother changed her job and worked during the week and so the father had the care of the children. Although this impacted on their physical activity as he was unable to walk alone for some time he was able to implement the boundaries surrounding food in the house. The family wellbeing keyworker was able to listen to him but be able to get him to realise what was required to help his daughter. As the girl continued to make good progress the family wellbeing keyworker introduced the sister into the sessions in order to get them to play and interact together without fighting. During these sessions, the parents were asked to come out and watch and they were taught strategies how to get the two sisters to play but have their own tasks. By showing the parents these strategies they were able to see their role in making sure the girls interacted positively with each other. These sessions continued to have a positive result and the later sessions the girls were able to play together and join in the sessions without getting jealous of one or other.

Due to the parents telling their daughter that the wellbeing sessions were because she was overweight the wellbeing keyworker emphasised about how much muscle the girl had and how strong she was in order to avoid a negative effect later in life. The girl was so excited about this and would always want to show her muscles and got really excited with exercises that was going to help her get muscles. She was really interested in WWE fighting and in the later sessions would be doing different exercises on the keyworkers arrival to impress them! She became so interested in wellbeing she started to do videos about how to stay healthy and get her friends involved. When she went to a birthday party she took 2 biscuits from the buffet and said, "I am only talking two because that is healthy and my wellbeing lady will be very happy about that!"

The Wellbeing Programme inspired this young girl and has certainly given her the confidence which she needed in herself. In the earlier sessions, the parents did not understand the behaviours of the child and by using physical activity and nutritional targets they were able to understand the strengths of their daughter and to work with her not against her. The young girl was very intelligent for her age and the wellbeing sessions have inspired her to grow up to be healthy and strong instead of feeling like she is "different" and "not normal" which had previously been portrayed to her. She wants to be active and interact with others instead of being socially removed in the house and not wanting to go out and play.

After the summer holidays the staff at school noticed how different her appearance was and also her concentration in school.

4. Were follow on sessions required? How many? How long?

Follow up session have been arranged every month for 3 months

5. Signposting / onward referral?

The family have been signposted to kickboxing held at their local community centre and also judo at school. There are also other referrals in regard to her anxiety and sensitivity to clothing.

6. What outcomes were met

- Reduction in BMI
- Reduction in weight
- Increased confidence
- Increased Cardiovascular fitness
- Improved understanding of nutrition
- Increased self esteem
- Improved emotional wellbeing
- Improved behaviour
- Improved parent/child relationship
- Improved sibling relationship
- Improved portion sizes and nutritional quality of foods

Finn has hypermobility which results in his body being quite rigid, as it overcompensates for his flexibility. We were told that hypermobile children often find it difficult to ride a bike as their core muscles have to work so much harder to keep their body upright. We had tried and failed and were ready to give up when we were introduced to Chris. Chris began working with Finn on building up his core strength on a weekly basis during school hours. He then visited us during holiday time too, and this is when he began, what we thought would be a slow process, to teach Finn to cycle.

Chris has such patience with Finn, and told us he would have Finn cycling by the end of the summer holidays. We thought this was a bit optimistic but off we went with Finn's bike to the Fishbourne Fields and left Chris to it!! Chris had suggested using a handle attached to the back of the bike which proved invaluable as it gave Finn the security, knowing Chris was supporting him. As the weeks went on Finn got more confident until the week he didn't notice when Chris leant the handle on his back rather than supporting him. He carried on cycling with Chris running behind and the look on his face when he realised what he had achieved was quite emotional. He has gone from strength to strength and whilst he is still a little wobbly to begin with, he is happy to cycle places and build his strength and stamina up.

As a family we will be eternally grateful to Chris for what he has, and continues to achieve with Finn. Finn is not the easiest customer and can get quite frustrated when he can't do things resulting in some spectacular tantrums! Chris manages to deal with this so calmly until Finn gives up and does as Chris has asked. Finn has become very fond of Chris (as have we) and really looks forward to his time with him each week. We couldn't recommend Chris highly enough and are so thankful for everything he has done for Finn.

Liz and Jason Grant