

Community Development in Action



Southern Health and Social Care Trust
Community Development
Annual Progress Report 2017/18

Introduction

I am delighted to present this report on another successful year of community development activity within the Southern Trust.

Community Development (CD) is recognised as a key approach in addressing health and wellbeing inequalities and empowering service users, families and communities to get involved in promoting their own health and wellbeing and ensure the most effective use of resources.



As a Health and Social Care Trust we want to see strong, resilient communities where everyone enjoys good health and wellbeing, care about each other and have pride in where they live. No single organisation can meet this challenge on its own, so we need to work in partnership with families, communities, voluntary and other statutory organisations such as local councils through community planning. This will maximise all the resources and energy available locally to achieve better health and wellbeing outcomes for those living in the Southern Trust area.

This report highlights progress led and supported by the Promoting Wellbeing (PWB) Division for the year ending March 2018.

This progress aligns to:

- **Health and Wellbeing: 2026 - Delivering Together**
- **Making Life Better - A Whole System Strategic Framework for Public Health (2013-2023)**
- **Regional Health and Social Care (HSC) Community Development Management Framework (2012-2017)**
- **The Trust's corporate objectives**
- **Local council Community Plans x 3**

We hope you enjoy the small selection of community development activities highlighted to provide a flavour of the wider Southern Trust's Community Development action plan and the progress made during 2017/2018.

Carolyn Agnew, Head of User Involvement

Our progress at a glance

- ◆ **Provision of community development support to 64 groups**
- ◆ **Development support for 5 new groups**
- ◆ **Support for 39 different partnerships**
- ◆ **87 Community Sector Training safeguarding courses (1,051 participants)**
- ◆ **Community Development and Promoting Wellbeing Awareness delivered to 145 staff and students**
- ◆ **17 community development skills training courses delivered to 16 groups with 137 participants**
- ◆ **2,500 referrals processed through Access and Information per month**
- ◆ **40 groups supported to secure £548,598.36 from external funding agencies**

Community Development in Action

Meet the Team

Meet the Team

The Promoting Wellbeing Division has six Community Development Workers based across each of the locality PWB Teams:

Armagh & Dungannon PWB Team



Tracey Powell



Jacqueline Connolly



Lisa McAliskey



Debbie Smith

N Carlin (until Dec 17)

Newry & Mourne PWB Team



Deirdre Magill



Morgan Brannigan (from March 2018)

M Cully (until October 2017)

Team changes

During 2017/18 we said goodbye to two of our community development workers:



Marian Cully retired in October 2017, after almost 16 years working with the Trust as a community development worker, initially in the Armagh and Dungannon area and then in Newry and Mourne. You can read about Marian's work in supporting Positive Aging Day on page 15 of this report.

We wish Marian a long healthy and happy retirement.

Nuala Carlin has taken up a post with Southern Regional College on its Youthscape - Youth Programme. During her time in Craigavon and Banbridge Nuala made a significant contribution. You can read about her work supporting the Mental Health and Young Men Multi Agency Subgroup 'Lads and Dads' event and the carers and families of those attending the Linenbridge Day Care Centre on pages 19 and 22 of this report.

We wish Nuala every success in her new post.



Team Awards



Congratulations!

Congratulations to Fergal O'Brien, PWB Manager for the Newry and Mourne PWB Team on his MBE awarded for social work services to the community.

Summary of achievements 2017/18

Children, families and young people

During 2017/18 community development support was provided to **18 groups and 13 partnership projects** across the Trust area. This included Early Years partnerships, Parent and Toddler groups, youth groups, children with disability, women's groups and other groups including BME support networks and those working with children, families and young people.

In addition **87 Child Protection** training courses were provided to a range of groups with a total of **1,051 participants** through the Community Sector Training (CST) project which is an increase of over 40% on last year.

Mental Health and Disability

During 2017/18 community development support was provided to **18 groups and projects** supporting people with mental health, physical, sensory and learning disability across the Trust area. The PPI Development Officer continues to provide support to the Mental Health Service Users and Carers Improvement Group (UCIG) and links continue between this group and the Trust's PPI Panel.

Older People

Community development support was provided to **28 older people's groups and 6 partnership projects**. The Trust continued to fund the N&M Senior Citizen's Consortium to provide support to older people's groups in the N&M area. Good Neighbourhood for Aging Well Action plans have been developed and implemented by the local implementation groups in each of the 5 pilot Age Friendly areas. The Trust also worked in partnership with the council and other partners on the Newry, Mourne and Down Age Friendly Alliance to deliver a further **Positive Ageing Event that was attended by 250 people**.

Summary of Achievements 2017/18

In addition the **Access and Information Service**, which is being developed to provide advice and information on the range of services available to older people, has been rolled out further within the Trust to include continence and regional emergency social work referrals. The service is now processing approximately **2,500 referrals per month**.

Staff Training and Development

Community Development, Promoting Wellbeing and PPI Awareness training continues to be delivered to Trust staff teams on request and at the Student Social Worker Induction Programme twice a year. For 17/18 **26 staff** and **119 students** received face-2-face training in CD and PWB and **274 staff** trained in PPI. PPI Awareness e-learning was completed by **792 staff**. This brings the overall total of Trust staff now trained in PPI to **3,172 which is more than a quarter of the work force**.

The Promoting Wellbeing Division worked with colleagues in the Social Services Training Unit, Ulster University and NISCC to submit a NI Professional in Practice Specialist Award in Social Work to NISCC. The submission has now been approved, subject to final amendments, and it is hoped that the new post qualifying community development award will be available in the Autumn 2018.

Training for Trust Volunteers: A rolling programme of mandatory induction courses continues to be provided to Trust Volunteers in addition to role specific training to ensure that volunteers are supported in their volunteer role.

Training for Community and Voluntary Groups: Community Development Workers provided training to a range of voluntary and community groups that included committee skills and capacity building. A total of **17 courses** were delivered to **137 participants (16 groups)**.

Furthermore in the Armagh, Banbridge, Craigavon (ABC) council area, Trust Community Development workers operated in partnership with Good Relations and Community Development staff in the ABC Council to develop community support workshops across the area. These workshops provided training on topics such as good governance, safeguarding, charity commission, and completing funding applications.

These workshops will be rolled out in 2018/19.

Partnership working

This is at the heart of community development and the Promoting Wellbeing Division acknowledges the support received by many of the agencies it has come into contact with over the last year. In total CD Workers represent the PWB Division on **39 different partnership boards and working groups** and have been liaising with the new councils with regard to community planning.

Summary of achievements 2017/18

Finance and procurement

While the Trust contributes in excess of **£6 million** per annum, through contracts and small grants with voluntary and community sector providers, funding still remains a major issue for local groups. However with the support of CD Workers an additional **£548,598.36** was secured by **40 different groups** from external funding sources.

Communication

The Promoting Wellbeing Division continues to circulate relevant information to the voluntary and community sector via its main circulation list and locality mailing lists. This year, in preparation for the new General Data Protection Regulations (GDPR) coming into force on 25th May 2018, we are contacting all those on our mailing lists to enquire if they wish to receive further communications from us.

Those who do not respond will be removed from our mailing lists, however reinstatement can be requested by emailing: esme.brown@southerntrust.hscni.net



Join our
mailing
list

If you would like to be included on our voluntary and community sector mailing list, please contact Esme Brown:

Tel: 028 3756 4472

Email: esme.brown@southerntrust.hscni.net

Full contact details for the Promoting Wellbeing Division services highlighted are listed at the back of this report.



Leadership and Corporate Commitment

Leadership and Corporate Commitment

The Southern Health and Social Care Trust recognises that community development can encourage, guide and support development and innovation which supports the Trust's corporate objectives, and in particular:-

- | | |
|---|--------------------------|
| ♦ Supporting people to live long healthy active lives | ♦ Improving our services |
| ♦ Making the best use of our resources | ♦ Working in partnership |

As a cross cutting theme underpinning Health and Wellbeing 2026 - Delivering Together, the Volunteer Plan for HSC, Caring for Carers, Making Life Better, and the statutory duties to involve and consult and to promote health and wellbeing under the Health and Social Care (Reform) Act (NI) 2009 it continues to be an important strategy within health and social care within the Southern Trust as we develop and improve our services in an increasingly challenging environment.



Within the Southern Trust the director responsible for community development is **Melanie McClements, Interim Director of Older People and Primary Care.** Melanie is also the lead director for PPI and carers.



The **non executive director** for **community development** is **Mrs Hilary McCartan.**



The Head of User Involvement and Community Development, Carolyn Agnew reports to the **Assistant Director of Promoting Wellbeing, Gerard Rocks (Acting.)**

The Community Development Workers are located within the Promoting Wellbeing Teams in each of the Trust localities providing community development practice support to local community and voluntary groups across all programmes of care.

These teams working to the **Community Development National Occupational Standards (CDNOS)*** assist Trust staff to use community development approaches in their day-to-day work as well as working with individuals and groups within the local voluntary and community sector to develop and sustain community infrastructure.

In addition there are a number of externally funded projects that have community development practitioner leads such as Neighbourhood Renewal which has been extended until March 2019. The Trust, continues to plan and report against the key areas in the HSCB/PHA Community Development Performance Management Framework (2012 - 2017) until a new community development framework for HSC has been approved.

*The full published version of the Community Development National Occupational Standards, along with a 4-page summary and poster can be downloaded from the Trust's website <http://www.southerntrust.hscni.net/about/3655.htm> or SharePoint.



Leadership and Corporate Commitment

In October 2016, a 10 year approach to transforming health and social care was launched, ***“Health and Wellbeing 2026: Delivering Together.”***

This ambitious plan was the response to the report produced by an Expert Panel led by Professor Bengoa tasked with considering the best configuration of Health and Social Care Services in Northern Ireland.



A number of Transformational Implementation Group (TIG) work streams have been established to deliver the ambition set out in Delivering Together including a Community Development (CD) Work Stream, which has been tasked to share the learning from effective community development practice and grow this practice over time in order to improve health and wellbeing and reduce inequalities.

The CD work stream team, chaired by Mary Black, Public Health Agency (PHA) includes representation from across the statutory, community and voluntary sectors. The team has sought to build on the rich history of Community Development practice in Northern Ireland and this experience.

In June 2017, the first symposium on community development and health and wellbeing was held in the Riddell Hall, Belfast. This provided an opportunity for the team to:

- ◆ position the draft community development framework in the NI context and the transformation agenda
- ◆ share the work to date and key concepts underpinning the framework
- ◆ test these out against current community development approaches and participants' experience

Following the symposium, a series of local community engagement workshops were delivered during August - November 2017 in partnership with local government together with Health and Social Care Trusts.

These workshops help facilitate people to share expertise and explore critical success factors needed to nurture the growth of community development practice as a means to tackle health inequalities and improve health and wellbeing.

PHA Community Development Symposium in New Life City Church Belfast on 21 February



The engagement workshops relevant to the Southern Trust were held in Banbridge, Cookstown and Castlewellan. These were all attended by senior PWB staff, PWB Managers and community development staff who provided presentations on local good practice examples of community development in action.

A report on the outcomes from these workshops was published in December 2017 and a second symposium was held in February 2018. The final report on the process is due to be published in May 2018, following which the new community development framework for HSC will be presented to the Transformational Implementation Group.

Users and Carer Involvement and Community Engagement

Personal and Public Involvement

‘Putting Service Users, Carers and the Community at the heart of all we do’

The Health and Social Services (Reform) Act (Northern Ireland) Order 2009 places a requirement on all health and social care bodies to effectively involve local people in plans and decisions about service provision in their area. The Southern Trust has developed a robust framework and governance structure to enable it to deliver on its obligations.

Measuring the Effectiveness of our Approach

In September 2017, the Public Health Agency (PHA) forwarded a PPI Monitoring Report which provided feedback on the mechanisms and processes the Southern Trust has in place for embedding PPI and progress made.

This report was based on evidence gathered through:-

- ♦ **the Trust PPI self-assessment monitoring return (submitted 1/06/17)**
- ♦ **information collated during the verification monitoring visit (20/06/17)**
- ♦ **additional evidence supplied by the Trust**

The format of the monitoring visit this year consisted of two parts:

- ♦ **interview with members of the Trust’s PPI Panel which was attended by seven service users and carers**
- ♦ **interview with Trust’s Non Executive Director, Assistant Director and Head of Service for PPI**

Experience and feedback from the previous monitoring rounds was incorporated into the redesign of the overall monitoring approach. Alongside this, the PHA endeavoured to align this to an Outcomes Based Accountability (OBA) approach.

The intention was to try to focus more on the outcomes, or the difference that the involvement of service users, carers and the public had made.

Monitoring for the 2016/17 period set out to consider:

- ♦ **what have we done - which is set against the PPI Standards and KPI’s**
- ♦ **how well have we done it - what we have achieved against the recommendations arising from previous year’s reports**
- ♦ **what difference it has made**



Recommendations for Improvement

There were a number of recommendations for improvement which are detailed in our PPI Annual Report 2017/18. which is available to download at

<http://www.southerntrust.hscni.net/about/1600.htm>

The Trust has written to the PHA welcoming the Monitoring Framework as an external audit process. This Framework highlights areas of good practice and identifies areas for further development in embedding PPI across the organisation, in addition to, outlining its continued progress against the recommendations as per existing resources. It has however highlighted that recommendations specific to the Trust would better enable us to improve our PPI practice.

The Public Health Agency report concluded that:-

“The Trust has continued to invest in PPI resources, expertise and guidance and the outcomes of this continue to be evidenced in relation to the practices and support mechanisms available to staff to undertake PPI.”

User and Carer Involvement and Community Engagement

Personal and Public Involvement

PPI Training

The regionally developed **Engage and Involve PPI Awareness e-learning module** has been made available on the Trust e-learning platform since April 2016.

The Trust has also developed an introduction of the Quality Improvement e-learning module that includes a PPI Awareness section.

- During 2017/2018 **792 staff completed PPI e-learning**
- Face to face PPI Awareness was also delivered to **177 staff** and **97 student social workers**
- In addition **511 staff** completed other training to support PPI practice e.g. 'Customer Care', 'Making Every Conversation Count', 'Patient Client Experience' and a further **558 staff** completed other relevant training such as community development awareness, coaching and leadership programmes



This brings **the overall total of Trust staff** trained in PPI to **3,172** **which is more than a quarter of the workforce.**

PPI Panel



The Trust's Service User and Carer Personal and Public Involvement Panel (PPI Panel) continues to meet on a quarterly basis working with the Trust and the PPI Team, to ensure that the mechanisms and policies in place to embed PPI across the Trust are implemented and fit for purpose. Each year the Panel develops an action plan and reports against progress made. Minutes of the PPI Panel meetings and copies of its action plans and progress reports can be found on the '**Involving You**' section on the Trust website.

During 2017/18 the PPI Panel:-

- ♦ **Welcomed 2 new members**
- ♦ **Participated in a range of PPI forums both within the Trust and regionally**
- ♦ **Co-produced the PPI Strategic Framework, which together with the Patient Client Experience (PCE) framework feeds into the overall Trust's Quality Strategy**
- ♦ **Reviewed and up-dated the PPI Toolkit which is used as a regional PPI resource**
- ♦ **Co-produced a number of PPI resources including:**
 - ♦ **PPI Training and Resource Booklet for staff**
 - ♦ **PPI Cycle fact sheet**
 - ♦ **Advocacy Booklet**
- ♦ **Participated in the PPI monitoring and verification process June 2017**

Tackling Inequalities in Health and Wellbeing

Older People - Armagh & Dungannon

The Great Oaks

A new older peoples' group has been established in Derrynoose, Keady

The group, known as the Great Oaks, was established to meet the needs of older people living in this rural community.



A number of local residents made contact with the Trust's Community Development Worker and the Community Safety Coordinator for Older People from Armagh Banbridge and Craigavon Borough Council (ABC) to support the development of the group.

To gauge interest an information event was then arranged for older people living in the area. At the event a number of workshops were delivered covering topics such as physical activity and safety in the home. Attendees were asked to reflect on their experiences as an older person living in the area, and what activities they would like to participate in.

The information collated was then used to devise a short term action plan. Following the meeting a group was established and a seeding grant secured from the Council enabled them to cover start-up costs.

The group now meets on a weekly basis at the local community centre. Since their inception they have organised a range of activities including day trips, talks on accident prevention and health and wellbeing, and activities such as arts and crafts.

Further funding has been obtained from ABC Council to support running costs and the delivery of a range of programmes.



Kathleen Kelly, Committee member said:-

"We have been able to arrange a number of events and activities for members. To date our meetings are well attended and are a great opportunity for older people in the area to socialise, learn something new and stay active."

Tackling Inequalities in Health and Wellbeing

Older People - Armagh and Dungannon

Keeping Warm

The Community Development Worker in the Armagh and Dungannon locality worked alongside the Good Morning Neighbour Project Co-ordinator to deliver 'Keep Warm' packs to older people from across the locality.



The packs were made available through the Public Health Agency's (PHA) 'Keep Warm' scheme. The scheme aims to provide support for those most at risk that are unable to adequately heat their homes during the winter, including older people and those with chronic illnesses or disabilities made worse in cold weather. The packs contained a range of items including thermal underwear, a gilet and a blanket.

Those who received the packs avail of regular calls from the Good Morning Neighbour Project. The project delivers a 365 days a year morning calls throughout Armagh, Banbridge, Craigavon and Dungannon council areas with home visits in the Armagh and Dungannon council areas. The service which is volunteer led focuses on helping older and vulnerable adults live for as long and as safely as possible in their own homes.

The Good Neighbour visits help to reduce isolation, loneliness and the fear of crime for some of our oldest and most vulnerable people. Other services provided through the Good Morning scheme include home safety checks on smoke alarms, carbon monoxide detectors, panic alarms and other home safety issues.

For further information
on the
Good Morning Neighbour Project
email: youcanhelp@live.co.uk



Tackling Inequalities in Health and Wellbeing

Older People - Craigavon and Banbridge

The Craigavon Good Neighbourhoods for Ageing Well Local Implementation Group continues to support a mix of Urban and Rural Older peoples groups, allowing issues to be raised and solutions to be reached through sharing good models of practice.



Over 10+ Older peoples Groups took part in this year's programme including:

Richmount Rural Community Association Seniors Group who delivered a Film Night and Information Session. The existing EldersGroup hosted the event and provided information on the service provision of the group and what it had to offer. Over 20+ Older People attended the Information Event and 25 attended the Film Night.



Loughshore Care Partnership (LCP) (an umbrella group with five older peoples groups) successfully delivered five events in local venues creating a space for older people to re-engage with old friends and also to meet new people. The programme ran for four weeks in six different locations with approximately 130 participants.

St Mark's Senior Citizens (Portadown) is a new group who participated in this year's programme. They delivered an 8 week programme with a variety of sessions that focused on reminiscence and fellowship. One of their aims was to promote their facility and increase their membership. Twenty participants attended with an increase in membership of 5% on the previous year.

St Marks doing Chi mi



LCP
Aghagallon group



Tackling Inequalities in Health and Wellbeing

Older People - Craigavon and Banbridge

Jethro Seniors hosted an Information and Networking event on 13th February. Information was shared through the Local Implementation Group and the focus of the event was to promote social inclusion of older people into the community. Taster sessions and stalls were laid out on the day and people had the opportunity to avail of "Singing for the Brain", Health Checks, importance of good Eye, Dental and Foot Care with approximately 120 people attending on the day.



Dolly Mixtures group at Jethro



Killicomaine Jubilee Club completed a 12 week Health and Well Being Programme focusing on Healthy Mind, Healthy Body. Participants were treated to information and advice on what services and support groups were available and how to access these. The programmes received good support in the community with good promotion and had approximately 25-30 participants in the weekly sessions.

All of the groups involved in the Good Neighbourhoods for Ageing Well agreed that they would like to take part in another promotion calendar as they felt it valued their work and promoted their activities in the area, whilst helping to attract new members. Five hundred promotional calendars produced and distributed in the Craigavon locality.

This programme is co-designed with the community and delivered by and with the support from Community Development teams in the Trust and Council with funding from the PHA.

The ethos of the Good Neighbourhoods for Ageing Well is to address social isolation and to empower older peoples groups to become more connected to each other.

Tackling Inequalities in Health and Wellbeing

Older People - Newry and Mourne

Positive Ageing Event

Positive Ageing Day is an annual event which aims to address social isolation among the elderly population living in the Newry, Mourne and Down District Council area. The event also aims to champion and profile positive ageing examples from the district.



One of the PWB Locality Team's CD Workers is part of a multiagency steering group to ensure the event is successful. The partnership consists on members from SHSCT, Newry, Mourne & Down District Council (NMDDC), Volunteer Now, Senior Citizens Consortium, the Confederation of Community groups & University of the Third Age (U3A.)

The CD Worker coordinates the development of the action plan and supports the group to identify and access funding opportunities.

The focus for 2017/2018 was to transform attitudes towards ageing and connect older people to the range of services, groups and activities available in their communities.

This year's exciting celebration day provided a **range of 60 stand holders** from the community, voluntary and statutory sector offering information, advice and interactive demonstrations ranging from free health checks to planting herbs **to over 250 older people on the day.**

Newry & Mourne Older Peoples Forum

Newry & Mourne Older Peoples Forum (NM OPF) is a group of individuals and representatives from stakeholder groups who provide representation to the voice of older people in the Newry and Mourne area in the development of an Age Friendly district.

The group takes action to ensure that all aspects of local planning, policy and practice consider the social inclusion of people in later life and that respect and inclusivity is enabled through collaborative partnerships.

The CD worker advises the forum on matters relating to health and wellbeing. This has resulted in the creation of a new Health and Wellbeing communication group with OPF members and directors of Acute and Older People and Primary Care in SHSCT. This exciting development means that at least on a quarterly basis the forum has the opportunity to speak directly to the decision makers and then work through any emerging issues older people are facing in relation to health and wellbeing both from a medical and social care perspective. Recent issues raised by members at this group included end of life care at Daily Hill Hospital (DHH) and discharge planning/management in DHH. NM Older People's Forum was the local good practice example of community in action presented at the PHA's CD Engagement Workshop in Castlewellan in October 2017.

Tackling Inequalities in Health and Wellbeing

Older People - Newry and Mourne

Newry & Mourne Senior Citizen's Consortium is funded by the Trust to provide support and advice to older people's groups in the Newry and Mourne area.



Tackling Inequalities in Health and Wellbeing

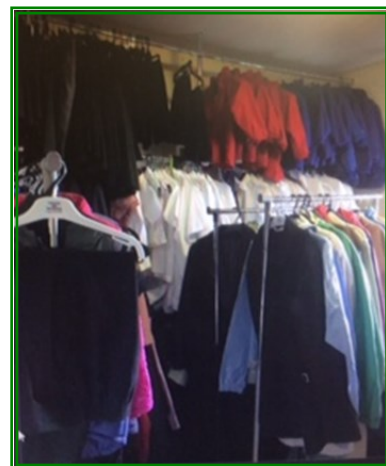
Children, Families and Young People

School Uniform drives in Armagh & Dungannon

CYPSP Dungannon Forum

The high cost of school uniforms for young families struggling with finance was one of the emerging needs that arose from Dungannon and Armagh Children & Young People Strategic Partnership (CYPSP) Locality forums.

The Dungannon forum worked in Partnership with St Joseph High School, Coalisland to support the setup of a school uniform fair. St Josephs' Coalisland set up a few donation rails for the collection of unwanted items of School uniform in June 2017. The items were then displayed for two days in August 2017. Parents were requested to make a small donation for any chosen items which went to school funds. The uniform fair was advertised in the school and local area, and the text message system was used to notify all parents.



Parents Comments:

"The text message reminder was great."

"Great idea for families on low income, should do this at the end of every year."

"It was great to get my sons school blazer, A new blazer is so expensive new."

Armagh foodbank

Do you have any unwanted or unused items of school uniform or PE kit that someone else could make use of?

Armagh Foodbank is collecting these items to go to new homes.

Clothes from all primary and secondary schools in Armagh accepted.

If you would like to donate any items, please leave these at:

Armagh Food Bank, Armagh Elim Pentecostal Church, Drummanmore Road (off the Portadown Road), Armagh between 10am – 10.30am any Tuesday or Saturday (or by appointment).

For more information contact: Tracey Walker on Tel: 07801 562375 or Email: info@armagh.foodbank.org.uk

Please only donate items that are in good condition that someone else can make use of.

Armagh Foodbank

Armagh Foodbank established a school uniform drive in January 2017 to help alleviate pressures of families struggling financially to buy school uniforms highlighted through the Children and Young People's Strategic Partnership (CYPSP) Locality forum. The Foodbank receives donations of uniform items for all schools across the Armagh area. Volunteers within the Foodbank ensured the uniforms were clean and stored to allow different age group and schools easy access. The Food bank advertises this service on their Facebook page and through local schools and community organisations.

Tackling Inequalities in Health and Wellbeing

Children, Families and Young People

Little Bud's Playgroup remains open after a successful funding application to the Early Years Pathway fund.

Little Bud's Playgroup was established in the grounds of Mount St Catherine's Primary School in Armagh in 2011. The need for this play group arose from a consultation with young families from the area, many of who were unemployed and wanted to return to education and employment. The Playgroup is run by a voluntary management committee which includes parents and staff of the local primary school.



The Playgroup had feared closing its doors this June as an unsuccessful funding application in 2017 meant they could not continue to support the required three staff as well as keeping fees to the minimum required in an area of high deprivation.

The Committee was supported to re-apply for the Pathway funding.

Briege Delaney Playgroup Leader said,

“Securing funding from Early Years Pathway fund has meant we will continue to provide a high level of care to the young families of our area at a minimum cost. We will support three staff to be trained in Eager and Able to learn programme.”

The playgroup has places for 20 children, and runs from 9.00am to 12.30pm. The playgroup caters for children from two years and ten months to primary school age.



The Playgroup links families to support services such as Employers for child care, Citizen Advice and Belfast Central Mission, by hosting information sessions.

Tackling Inequalities in Health and Wellbeing

Children, Families and Young People - Craigavon & Banbridge

Southern Area Outcomes Group Lads & Dads Event

The CD Worker in CB PWB Team is a member of the Banbridge Locality Planning Group (LPG) which was established in 2012, bringing together a range of community, statutory and voluntary organisations with a remit for children and young people in the area. The group aims to improve the well-being of children and young people through a multiagency planning approach with one of the priorities for 2015 - 2017 being to improve mental and physical health of children, young people and young parents.



The LPG agreed to work in partnership for a Lads & Dads event in Banbridge Leisure Centre on 16th September 2017, in order to promote positive mental health & wellbeing and to promote resilience amongst young men and parents. Through statistical evidence and qualitative data from the LPG members, they agreed that support for lads and dads was important to inform on local support services and to try new activities. Attendees also had the chance to identify further activities/programmes to help shape local services in their area.

How much did we do ?

- ◆ 2 hour activity session held at Banbridge Leisure Centre from 12 - 2pm ending with lunch
- ◆ 20 services/organisations set up information stall relevant to the health and wellbeing of young men in the Banbridge locality area
- ◆ Activities included archery, bouncy castle, climbing wall, drumming, talks by PIPS and special guest Pat McKibbin, Q & A with Pat, Lego Walk, PSNI motorbike, health checks and smoothie making on the Sustrans bicycle

How well did we do it?

- ◆ Partnership of 8 services/organisations in the Locality Planning Group
- ◆ 180 attendees at the event
- ◆ 7 full body health checks carried out
- ◆ 74 smoothie made on the Sustrans bicycle
- ◆ 55 completed evaluation forms

Is anyone better off?

- ◆ 55% of respondents agreed they were likely or very much more likely to join activities/programmes in the area which can maintain or improve good mental health
- ◆ 80% of respondents felt they were more informed to refer themselves or a friend to get help from a mental health organisation



The kids loved the Lego!

Drumming was brilliant

Tackling Inequalities in Health and Wellbeing

Children, Families and Young People - Newry and Mourne

South Armagh

The team has begun a process of engagement with residents and groups in the Newtownhamilton area. A multi-agency steering group has been established by the CD worker to co-ordinate the collation of, and response to, analysis of the communities health and wellbeing needs. The intention is to develop links and work closely with the communities living in the area, and co-produce a community needs survey. This survey would point the way to development of services and other responses in an area undergoing rapid social change.



Working closely with CYPSP, Council and regional voluntary/ community groups, a family fun day was planned for International Children's day. The aim was to promote community cohesion and deliver important health messages. Families from different ethnic groups, who in some cases are not currently engaged with primary care services are particularly marketed. It is planned that this and other events will help foster engagement with services as well as reflecting the cultural diversity of the area.

*Community Development Worker
Morgan Brannigan pictured with the Tooth Fairy*

South Down

A 'Friends of ' school group in South Down has been advised of options regarding development of play space, which may develop into a larger partnership with a sporting club and community association within this rural area. The group is currently considering options for a fund raising strategy.

Work with BME Groups

Links have been made with partners such as Surestart and a series of Men's Health events has been planned for South Armagh. These events comprise health fairs, international cafes and healthy eating events, with specific reference to people from BME backgrounds, in an effort to overcome barriers in receiving health and wellbeing information.

Work is being developed with a Bulgarian Roma community to assist them in the process of acclimatising to our systems and structures. Partnership with PSNI has been developed in order to 'de-mystify' some of our procedures and to promote good relations between this group and statutory agencies. Co-ordination between welfare agencies within the Trust has been helpful in ensuring that unmet needs are being identified and addressed across the Trust area. Findings will be submitted on an ongoing basis to the Regional BME (Black and Minority Ethnic) Forum to ensure that emerging needs are tracked.

A sports club were young males, including Travellers, have previously encountered inaccessible health promotion opportunities is being helped to develop its structure. It is hoped this will aid acquired funding to enable the continuation of a much appreciated inclusive community resource into the future.

Tackling Inequalities in Health and Wellbeing

Disability - Armagh & Dungannon

Don't Box Me In Support Group



Young People who volunteered with Barnardo's 6th sense project have come together to form their own independent group. This innovative group of young people took part in a study with Queen's University Belfast, '**Don't Box Me In.**'

This study looked at the transition for young people with a disability through childhood into adult life. The study showed the lack of opportunities for young people with a disability to take part in music, drama and multimedia.

Don't Box Me in allows all young people to come together and take part in activities which will help them express their feelings, connect with each other and break down barriers to participation and discrimination.



The enthusiastic committee comprises both young people who have a disability and those without. They have taken part in learning committee skills, and have developed a 'Blue Sky Action Plan.' Part one of this took part in the Tommy Makem Arts and Community Centre in Keady from October 2017; this was funded by the PHA Mental and Emotional Wellbeing & Suicide Prevention programme.

The Young people set the framework for the Group meeting and their plans, along with the creative direction of Performing Arts Facilitator Teresa Stewart, set the tone for a really enjoyable all-inclusive fun time where all joined in. The young people chose the theme '**Ask US**' for their performance.

The Group works in partnership with '**IncredABLE**' to support young people with care needs. The Trust's Community Access team has referred young people to the project.

One young man said: ***"I'm really enjoying the activities especially the animation."***

One mum said: ***"My daughter has blended in well and has already made new friends in the group even though she would not have known any one previously."***



This project ended in February when their performance was captured on DVD. The DVD was shown at a SHSCT Child Care Partnership event and was very well received.

The group is working on their present project which has been funded by The Big lottery Awards for All Funding. It shows the similarities between Young people with a disability and those without as well as how different forms of Arts can overcome barriers to communication for all.

This production will also be videoed and form the basis of a report on how the '**Don't Box me in Support Group**' will progress and provide future activities. Particular relevance will include, type of programmes, premises/adaptations needed, running cost, funding, outcomes, the possibility of accredited courses, future links and sustainability. The Group plan to expand to cover the whole Southern Trust area, ensuring this service is received by all young people. For further information, please email: dbmioct17@gmail.com

Tackling Inequalities in Health and Wellbeing

Disability - Craigavon and Banbridge

Linenbridge Family and Friends

One of the Trust's Community Development Workers has been working with a small group of carers to rejuvenate this carers support group which had been inactive for a number of years. A survey was developed to find out what information and activities carers of those attending Linenbridge needed to support them in their caring role.

A letter and questionnaire were distributed to 37 families.

Of these 17 families responded Carers identified the following:

- ◆ Information on short breaks;
- ◆ Information on Self Directed Support;
- ◆ Regular Coffee mornings as an opportunity to meet;
- ◆ Opportunities to meet other carers in organised activities such as: relaxation, walking, dancing, pilates, cookery, flower arranging, arts & crafts, theatre & positive mental

Funding secured from the carer's development budget was used to develop a programme to meet these needs. The programme designed in partnership with carers included a number of workshops on the following:

- ◆ Carers Rights
- ◆ Self Directed Support
- ◆ CPR
- ◆ Choking
- ◆ Pilates
- ◆ Improving Benefit Up-Take
- ◆ Chi Me
- ◆ Relaxation
- ◆ Cookery
- ◆ Floral Arrangements



An average of 5 carers attended each workshop and feedback indicated that:

- ◆ The workshops have made a number of families more aware of the supports and entitlements available to carers
- ◆ A number of carers have now been signposted to a social worker to receive an up-dated Carers Assessment

The CD Worker has provided the group with a greater awareness of committee roles and responsibilities. Capacity building was demonstrated as the group continued to roll out the programme of workshops during February and March.

Tackling Inequalities in Health and Wellbeing

Mental Health and Disability - Newry and Mourn

Davina's Ark



Davina's Ark, originated from an inspiring young woman whose life was affected by addiction and its effects. Davina's experience during recovery highlighted the need for ongoing support in the addiction post treatment period. Davina displayed great courage, determination and understanding of the needs of others travelling the same journey as herself until her tragic and untimely death in June 2011.

Inspired by the vision of Davina, a group of professional addiction counsellors resolved to set up a counselling service to aid and address the unmet needs of those in rehabilitation and their families.

This gap as defined by Davina's Ark is

'that period during rehabilitation where people in addiction remain vulnerable, at risk of relapse and prone to self harm and even suicide.'

A Community Development Worker from the Newry and Mourn PWB Team began working with the senior management team in Davina's Ark in 2017. The purpose of the relationship was to support the growth and sustainability of Davina's Ark by applying a community development approach.

A number of key meetings were held between the Chief Executive Officer (CEO) , Board members and CD worker.

A new group action plan was established to help redirect the focus of the organisation into building on existing and forging new relationships within addiction sectors and external key stakeholder groups.

With community development support the existing referral pathways and data collection toolkits were evaluated for effectiveness and updated and changed accordingly.

A fundraising strategy was developed and implemented looking at small, medium and large grant funders.

Further information on the service can be found at the following website link: www.davinasark.co.uk

Disability - Newry and Mourne**N&M Multiple Sclerosis Society**

This group requested community development support to assist the committee map current small grant schemes. They were particularly interested in funding that could support them to provide persons, living with Multiple Sclerosis, much needed arts therapy and physical activity programmes.

Community Development support was provided to:

- ◆ **Scope applicable grant schemes**
- ◆ **Identify suitable application for groups needs**
- ◆ **Support Treasurer to complete a small grant application**
- ◆ **Proof read application in advance of sending**
- ◆ **Link NM MS Society to wider promoting wellbeing activities such as physical activity and Fit 4 U programmes**

As a result of this support, the group:

- ◆ **Is now linked to the wider Promoting Wellbeing Division services and those in the local community**
- ◆ **Has a good understanding of health and wellbeing/community development services within the area**
- ◆ **Treasurer has gained new skills in developing grant applications**
- ◆ **Was successful in a grant application to provide yoga and art to 40 persons. This means the group is able to sustain itself for the next 12 month period**
- ◆ **Is now on the Community Development mailing list and receives further information about events, support services in the local area**

“As someone living with MS, I find the group is a great support. It has helped me to become more connected with my local community and improved emotional wellbeing both for me and my family.”

Community Planning

“Community Planning is a process led by councils in conjunction with partners and communities to develop and implement a shared vision for their area, a long term vision which relates to all aspects of community life and which also involves working together to plan and deliver better services which make a real difference to peoples’ lives.”

The Southern Trust is a partner in the Community Planning processes and structures with:

- ♦ **Armagh City, Banbridge and Craigavon District Council**
(wholly embedded within geography of SHSCT)
- ♦ **Mid Ulster Council** (straddles SHSCT and NHSCT)
- ♦ **Newry Mourne and Down Council** (straddles SHSCT and SEHSCT)

Whilst each of the three councils approached the leadership, governance and implementation frameworks for their community plans separately, the Trust and our HSC partners have influenced the inclusion of overarching outcomes. These outcomes reflect the strategic direction for health and social care and common themes with respect to health and wellbeing which are embedded across the plans. These common themes include:-

1. Early intervention and prevention
2. Tackling health inequalities
3. Embedding community development approaches
4. Collaborative working
5. Community engagement and involvement in building sustainability



These themes are in line with strategic direction for health and social care as set out within the Trust's own vision and priorities, the Programme for Government, the Bengoa report and 'Health and Wellbeing 2026: Delivering Together', 'Making Life Better', etc. and the Trust has established an internal cross directorate steering group and three locality working groups to coordinate Community Planning and Making Life Better.

The community planning partnerships in each of these council areas have now published a Community Plan and are working to establish the mechanisms for the development and implementation of action plans for each of the agreed themes.

Further information is available from the Community Planning Leads in each Council:

Mid Ulster District Council - Contact: Martina Totten

Tel: 03000 132 132 Email: martina.totten@midulstercouncil.org
<http://www.midulstercouncil.org/communityplan>

Armagh City, Banbridge & Craigavon Borough Council - Contact: Elaine Gillespie

Tel: 028 4066 0644 Email: communityplanning@armaghibanbridgecraigavon.gov.uk
<https://www.armaghibanbridgecraigavon.gov.uk/resident/community-planning/>

Newry, Mourne and Down District Council - Contact: Johnny McBride

Tel: 0300 013 2233 Email: johnny.mcbride@nmandd.org
<http://www.newrymournedown.org/living-well-together>

Coalisland and Dungannon Neighbourhood Renewal

During 2017/18 the neighbourhood renewal health programme continued in the Coalisland and Dungannon area. Programmes provided included:

FareShare Food Cloud



Through a partnership developed with local retail businesses in the area a successful Food Cloud was established to address the issue of edible surplus food which supermarkets may have within their stores. The scheme was tested in partnership with Tesco and led to edible surplus food at store level being redistributed directly to families in need within the Neighbourhood Renewal areas. The weekly Food share supported the distribution of fresh but surplus grocery products with over 50 recipients in the Neighbourhood Renewal area benefiting from the scheme.

Food Values

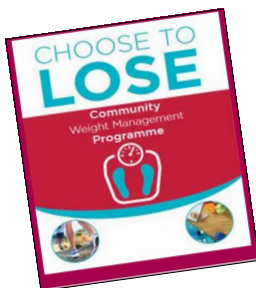
Food Values is a short programme offering advice on how to get better nutritional value for money when shopping for food and budgeting for healthy grocery products. Neighbourhood Renewal (NR) Community Health Champion's supported the delivery of two Food values training programmes in Western House, Coalisland. The Programme encourages participants to read labels, make cost effective meals and includes supermarket tours to utilise newly acquired skills. An information Food values awareness session was delivered to 20 young people encouraging them to identify healthier choices.



Smoking Cessation

A smoking cessation programme was delivered in partnership with SHSCT, September 2017. Unfortunately uptake on the programme was low with limited reduction in smoking levels in the NR area, however, smoking levels remain high and further work in relation to smoking cessation will remain a priority.

Choose to Lose



Choose to Lose is a Community Weight Management Programme designed to encourage a fun and easy, step by step approach to weight loss. Participants enjoy 12 fun and motivating group sessions, packed full of advice and tips on how to make realistic lifestyle changes. Each sessions contains 75 minutes of combined nutrition, education and physical activity. A successful Choose to Lose programme was facilitated by the NR Health Coordinator, September – December 2017, with significant weight loss noted by the group.

Community Planning

Horticulture programme

It is widely recognised that regular contact with plants, animals and the natural environment can improve physical health and mental well-being. When we grow food and flowers, we are engaging with the natural world at a pace that provides a welcome antidote to the stresses of modern life, particularly for those facing hardship, inequality and exclusion. For those who live with challenging physical or mental health problems, gardening and community food growing can be especially beneficial. Such activities can relieve the symptoms of serious illnesses, prevent the development of some conditions, and introduce people to a way of life that can help them to improve their well-being in the longer term. A number of horticulture programmes were delivered in partnership with a local Garden Centre across the Neighbourhood Renewal (NR) area. Participants engaged in the gardening and horticultural elements by planting the flowerbed at the entrance to Coalisland, planted and maintained the flowers at Western House as well as growing vegetables that were used at the Friday Drop in to provide lunch for all participants. The Men's Shed also developed a dedicated horticulture programme which included the installation of a poly tunnel and successful gardening opportunities on the site. The horticultural programme also attracted new members to join the Men's Shed. The social and emotional aspects from all these programmes are extremely beneficial to all participants

Walking programmes

Walking programmes were delivered through the Community Health Champions in the neighbourhood renewal areas. Walking groups improve the walkers' blood pressure, heart rate, total cholesterol, mood and other aspects of health with added benefits from the social interaction of engagement through the group and with other individuals. Many of the participants continued with the walking after the programme ended.

Defibrillator Installation

A partnership between Mid Ulster District Council, Coalisland Residents Community Forum (CRCF) and Neighbourhood Renewal enabled the installation of a community defibrillator in Western House Coalisland. Local community champions were identified and trained in the use of the defibrillator and the programme was launched in November 2017.

*Relaxation programme*

A 12 week relaxation programme was delivered September - November 2017. The programme was aimed at supporting vulnerable people to cope with everyday situations and deal with stress through positive interventions.

Coalisland and Dungannon Neighbourhood Renewal***Community Health Champions***

contribution includes:

- **Delivery of two Walking programmes, two Food values programmes and one Food value information session**
- **Assisting at the weekly 'Drop in' in Breakthru and Western House where there was an average of 27 participants**
- **Western House Food share distribution to 50 families and distribution of 50 winter warmer packs**
- **One Community Health Champion trained as Designated Officer for safeguarding and one trained in Mental Health First Aid**
- **Signposting 52 residents and promoting child safety week to 30 parents**

Men's Shed Project - Social inclusion project

South Tyrone Men's Shed general programme is the ongoing project to restore the old convent school building. There is approximately a core of 10 men using the shed daily and another 15 have participated in other programmes. The shed is open Tuesday-Thursday 10am - 4pm as a general drop-in for a chat and a cup of tea. A range of programmes was delivered over various days and evenings in the week to suit the participants schedules.

Programmes included a Men's Health Event, Boccia, Pharmacy programme, Christmas Wreath Making and, in partnership with Mid Ulster Council Wood, Carving and Pottery information sessions developed into two by six week programmes. The year 2017 also saw the addition of a horticultural polytunnel at the Shed to support an intergenerational gardening programme. Potential for a social enterprise project for the Shed is also being explored.

Young Carers Project

The Young Carers Project provided a 6 week course in Chi Me and an information event for carers in the Coalisland area. A total of **25** Carers attended the Chi Me course which included complementary therapy technique sessions. The information event held in Western House Community Hub was attended by **40** carers.

Citizen Advice (CA)

Through a partnership approach with SHSCT and MUDC Dungannon CA provide a weekly advice clinic in Western House, Coalisland to support issues linked to poverty and health inequalities by offering advice on a wide range of categories, including benefits, debt, the consumer, employment and housing issues. In 2017 the weekly clinic expanded from a half day to a full day session.

Coalisland and Dungannon Neighbourhood Renewal**Steps to Stress**

A Stress Control 6 week programme was held in Western House, February 2018. The Stress Control programme was devised by Dr. Jim White in Glasgow and is now used widely around the world. The class runs once a week for 6 weeks and teaches skills and techniques for managing stress. Topics covered include: an overview of what stress is, controlling your body, controlling your thoughts, controlling your actions, getting a good night's sleep and planning for the future.

**Breakthru**

In 17/18 Breakthru delivered programmes to 59 young people who now have increased knowledge and understanding of the impact of substances on self, family and community and through Peer Education have shared their learning with others.

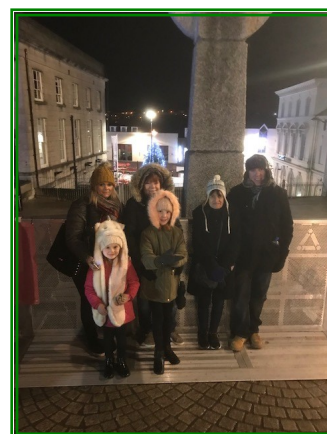
Pre and post evaluations demonstrated their increase in knowledge about the effects/risks of drinking alcohol/taking drugs. Prior to the intervention 50% knew a little/ something with 73% knowing quite a bit/a lot afterwards.

In terms of attitudes and understanding harm 55% thought alcohol was a bit harmful before interventions and 90% thought it was harmful or very harmful after. One hundred percent of participants thought heroin was harmful or very harmful in both pre and post evaluations. Only 50% of participants see Cannabis as harmful/very harmful and this did not change significantly in post evaluations. This is perhaps reflective of statistical evidence and the pattern we see in all our work where cannabis is the most frequently used illegal substance.

Following interventions 100% of participants would be likely or very likely to get help if they thought alcohol or drug use was a problem.

**Family art in Milltown**

In addition 240 youth engagements through diversionary activities have taken young people off the streets and provided positive activity including; Xbox games, participation in the Youth Advisory Forum, pizza nights, walking, basketball, trip to Craigavon lakes, a tour of the Belfast Murals, Fishing, 3 day Community Spirit outdoor activity project, community fun days, arts and crafts.

**Family outing to the Armagh Christmas Market**

Coalisland and Dungannon Neighbourhood Renewal

Detached work targeted known hot spot areas where young people are particularly at risk and some are engaging in underage street drinking and drug use. Some of these young people have taken part in diversionary activities and have made use of the Outreach Centre which reopened on the 15th of June providing a safe space to hang out and have fun. A successful young women's health and wellbeing programme also took place at Outreach. To date a total of 342 young people have come through the doors since opening.



Divisionary trip to the Peace Walls in Belfast



Lilac delivered complementary therapies to 70 clients suffering from long term conditions to support their health and wellbeing and help them cope with health problems and daily living.

Sad News

It was with much sadness that the Trust lost an esteemed colleague in December 2017. Marian Dorman worked for 5 years as Neighbourhood Renewal Health Coordinator in the Coalisland and Dungannon area. Her knowledge of both the local community and the many difficulties faced by some of its residents afforded an extra dimension to her community development work which resulted in several key success for the project. Her continual personal commitment to improving the health and wellbeing for people living in the Coalisland and Dungannon Neighbourhood renewal areas was always evident. Marian worked with a quiet determination and resolve to help and support those most in need. She brought a delightful gentle but resolute approach to help the most vulnerable in the community, always going the extra mile to ensure that each project was delivered and supported.



One of her greatest achievements was acknowledged in the NR Health Project by winning the Co-Operation Ireland **"Pride of Place"** Award in 2015 for recognition in tackling inequalities in health by targeting both those most in need and those most at risk of developing or experiencing health problems. Her success in impacting on the health and well-being of those people living in the Neighbourhood Renewal Areas will leave a legacy of improved lifestyle choices, increased health literacy, reduced social isolation and greater uptake of health services throughout the community.

The extent of the project's outreach, through Marian, to so many impacted groups of people is recognised in the partnership approach she adopted, generating support from so many agencies, volunteer support groups and individuals to ensure the project impact is felt across the community, giving hope for a long and healthy future in the Coalisland and Dungannon area.

Neighbourhood Renewal - Craigavon and Banbridge



The Verve Healthy Living Programme has continued to provide healthy lifestyle opportunities and motivational support with regards to positive lifestyle and behaviour change of residents in the three Craigavon Neighbourhood Renewal Areas.

One of the new health and wellbeing programmes this year, as a result of Neighbourhood Renewal Funding from Department for Communities, has been the community gym hosted at Fitzone Foundation. To support this new programme, the Verve Health Trainers were trained and gained a Level 2 gym instructor qualification.

Some comments from the service users include:



“The Health Trainer has helped me to start the healthy, active life that I wanted to achieve but needed a positive focus to give me the push that I wanted. With the Health Trainer’s help I can now look forward to a positive, healthy mind and body.”

“I am a lot fitter and more confident. I feel that the changes I have made to my lifestyle have been of great benefit and I feel motivated to continue to maintain the changes in the future.”

“The health trainer service has helped me make changes in my diet and mind set in relation to exercise and has helped me to want to progress beyond the course itself.”

“It has shown me how to exercise properly, eat responsibly, what foods to eat and at what time. It has also given me a lot of enjoyment and motivated me and gave me confidence.”



Newry and Mourne Neighbourhood Renewal

Thanks to on-going funding received from the Department for Social Development (DfC) the Southern Health and Social Care Trust was able to coordinate and deliver health programmes within Newry's nine Neighbourhood Renewal areas.

Some of the highlights of the year are listed below:-

Soccer Coaching Training Programme:



Seventeen volunteers received Level 1 qualifications delivered by the **Irish Football Association (IFA)**. Participants received training in techniques to deliver a more professional understanding of coaching, acquired a greater knowledge of football drills, child protection in sport along with first aid and techniques for evaluating and progression.

Those trained will use their new knowledge when working with children/adults within their communities. On average they contribute approximately 4 hours volunteering (per person) weekly.

Over a 12 month period this equates to over **3,500 volunteering hours**.



Newry and Mourne Neighbourhood Renewal

Healthy Eating Schools Programme:

In partnership with Newry's N.R. Education & Health Sub Groups financial assistance was awarded to 8 schools to provide a healthy eating programme to a total of **2,987 pupils** and was delivered over a 3 month period.

One school reported: *"A number of pupils deemed to be underachieving in the area of maths with the help of a designated member of staff they coordinated the purchase of fruit for their fruit snacks. Through their weekly tasks of completing orders, organising cash, making payments, predicting change and looking for bargains, the aptitude and attitude towards this aspect of maths has improved immeasurably amongst these pupils. Whilst it was very much a by-product to the theme of promoting healthy eating, this has been a very valuable pupil gain arising from this funding and we are very grateful."*



Newry and Mourne Neighbourhood Renewal

Green Gym Programme:

One hundred and sixty children were involved in 4 environmental friendly programmes delivered by The Conservation Volunteers, Belfast. The children learnt about environmental conservation and ways to improve local surroundings. These programmes benefited their mental health, boosted self-esteem and confidence through learning new skills and completing new tasks.

Action Cancer Big Bus Service:



Action Cancer: Conducted 1 visit in each of the 9 Neighbourhood Renewal areas where a total of **271** people attended

Breast Screening: **197** women were screened, **10** of which necessitated further investigation. All resulted in benign outcomes

Health M.O.T.S: **74** people availed of this service on board the Bus and **25** people were advised to visit their G.P. for further investigation with **14** presented with high cholesterol & **11** with high blood pressure

Period Covering	Breast Screenings conducted on board the Big Bus	No. of people who required further investigation	Health M.O.T. conducted on board the Big Bus	No. of people who required further investigation	Outcomes
Apr - Jun 2017	44	2 women	18	9	4 high cholesterol 5 high blood pressure
July - Sept 2017	None	None	None	None	<i>There were no visits conducted during this period due to refurbishment of Big Bus vehicle</i>
Oct - Dec 2017	65	2 women	24	6	4 high cholesterol 2 high blood pressure
Jan - Mar 2018	88	6 women	32	10	6 high cholesterol 4 high blood pressure
Totals	197	10 required further investigation	74	25 referrals	14 high cholesterol 11 high blood pressure

Newry and Mourne Neighbourhood Renewal**Multicultural Health & Wellbeing Event:**

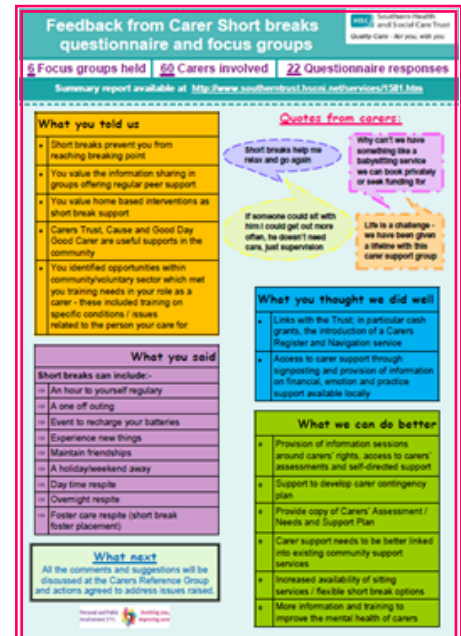
The Multicultural Health and Wellbeing Event took place in Barcroft Community centre on Saturday 17th June 2017 and was organised in conjunction with the Polish Community, Confederation of Community Groups, Barcroft Community Association and co-ordinated by the Trust's Promoting Wellbeing Support Worker. Over 17 stand holders exhibited representing community, voluntary and statutory sectors. They provided information advice and interactive demonstrations ranging from free health checks (conducted by Cancer Focus N.I.) to arts & crafts, face painting and beauty therapy etc. Entertainment was provided by Newry Accolade Choir and "Just Try" Band with food, fruit and refreshments provided free of charge by Subway and Tesco. Over 200 people from a number of families were in attendance.



The Carers Reference Group

The Carers Reference Group is chaired by the Assistant Director for Older People's Services and includes carers, carer support organisation representatives and key Trust staff, who work together to shape and develop services for carers to ensure they are supported in their caring role.

During 2017/18 a comprehensive engagement process was undertaken to find out about carers' knowledge and experiences of support services and what they thought would help them in their caring role. This process consisted of a questionnaire, 6 focus groups and 8 workshops eliciting the views of 195 carers.



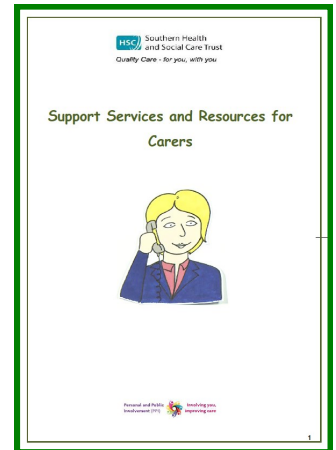
The main concerns identified by carers are issues that we have been working to address:

- ♦ **The need for financial, emotional and practical support and regular information and where to access this locally**
- ♦ **The challenges in understanding the system and navigating health and social care services**
- ♦ **Carers Assessments to be carried out by well trained staff with an understanding of carers issues and provide effective, sensitive support**
- ♦ **The impact of the caring role on the carer's own health and wellbeing, and in particular mental and emotional wellbeing**
- ♦ **Need for replacement carer cover and contingency planning for the 'cared for' person**
- ♦ **Availability and accessibility of day opportunities, day care and volunteer placements for cared for person**
- ♦ **Training and support to be become more involved in shaping health and social care services**

We will use this information as the basis for the development of our new Carers Action Plan for 18/19 which will be finalised at a co-production workshop with carers, carer representatives and Trust staff in May 2018.

The Carers Reference Group

Meanwhile, as there would appear to be limited knowledge of the supports and resources available for carers across the Southern Trust area, the Carers Reference Group has developed a booklet to provide an overview of the existing carer support information, services and resources so that carers can follow up and access the support they need.

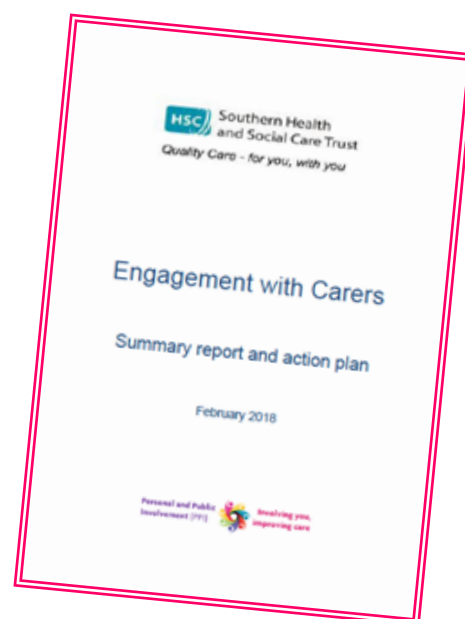
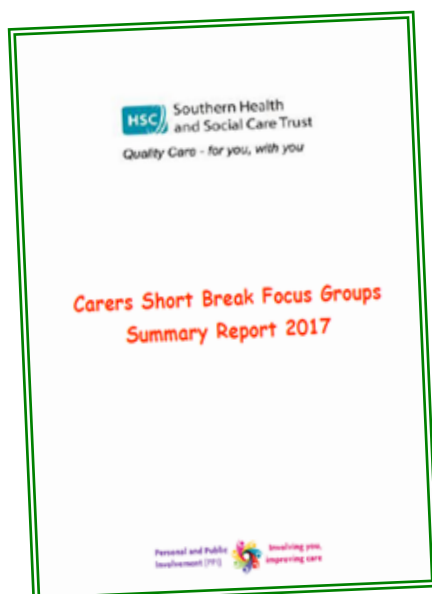


If you are interested in joining the Carers Reference Group and available to attend four meetings a year from 10am -12.30 pm, we can provide:

- ♦ **Support and training**
- ♦ **Reimbursement of out of pocket expenses**
- ♦ **The opportunity to learn more about and influence**
- ♦ **the Trust's carer support services**

Copies of the reports and feedback flyers for the workshops and focus groups and other carer information including applying to join the Carers Reference Group can be downloaded using the following link: <http://www.southerntrust.hscni.net/services/1581.htm> or you can contact the Carers Coordinator **Tel:** 028 3083 4252

Email: carers.coordinator@southerntrust.hscni.net



Trust Traveller Action Group - Supporting Minority Ethnic Communities

The Traveller Action Group (TAG) continues to meet every three months to share information on support services for Travellers and to make sure these services are suitable to meet Traveller needs and that Travellers are aware how to access them.

Chaired by the Assistant Director Promoting Wellbeing, there is representation from other departments within the Southern Health and Social Care Trust, local Traveller Support Groups, Early Years Toybox, Traveller Education Support Service, Housing Executive, Public Health Agency and local Councils.

Traveller Support Group workers feed back to Travellers on the progress being made by the group and bring issues from the Travellers they work with to the meetings for discussion.

Progress during 2017/18 includes:

- ♦ **Implementation of action plan under 6 key areas covering: Collaboration and Joint Working; Early years support and Educational attainment; Employment and Skills; Traveller friendly services and reducing stigma; Targeted programmes and Monitoring Evaluation and Research**
- ♦ **Continued delivery and promotion of Roots of Empathy programme in primary schools attended by Travellers**
- ♦ **Provision of early intervention, family support and mental health training opportunities**
- ♦ **Support and mentoring provided for Travellers who completed the Community Health Champion and Health Trainer programmes in 2015/16. One further Traveller received accreditation as a Community Health Trainer**
- ♦ **Coordination of meetings for the Traveller community with Dr Hannah Russell and Colin Caughey, NI Human Rights Commission following launch of 'Out of Sight, Out of Mind; Travellers' Accommodation in Northern Ireland publication**
- ♦ **Meath Travellers Workshop 'Traveller Living History' exhibitions successfully showcased in Craigavon & Newry**
- ♦ **First Southern Trust wide Traveller Led Cross Border Women's Group facilitated by Nell McDonagh, Meath Travellers Workshop**
- ♦ **Co-production of Pregnancy Information Booklet for Travellers**



Further details can be found in the Traveller Action Group Progress Report 2017/18 which is available on the Trust website:

<http://www.southerntrust.hscni.net/services/2185.htm>

Community Sector Training

Building 'safeguarding aware' communities

Community Sector Training (CST) works in partnership with the community to ensure groups have easy access to good practice safeguarding training for all volunteers and staff.



Community Sector
Training

This is a vital support for community and voluntary groups, which helps them create a safe environment and gives them knowledge on how to respond when they have concerns about a child or adult. Training helps to build their capacity with guidance on how to develop policies and procedures to protect children or adults at risk of harm. Community Sector Training also strengthens groups' ability to access external funding and extend the range of community services and activities they offer.

Comments from those who attended this training included:

"Absolutely found this course invaluable. It was extremely informative and the speaker made the course enjoyable."

"The videos were very powerful and an excellent way to actually see the different forms of abuse."

Delivery

In 2017/18, our community-based trainers delivered **87 courses** for **1,051 participants** from over **236 groups**. The majority of these programmes (76 courses) were in Safeguarding Children, including full, refresher and basic awareness courses, as well as training for the designated person for child protection.

Awareness of adult safeguarding

This year we piloted a new course on adult safeguarding for community and voluntary groups. The programme sought to deliver accessible, appropriate training which will enable groups to meet the minimum safeguarding expectations as per the regional adult safeguarding policy.

Over a three month period, **11 courses** were delivered to **39 participants from 133 groups**. Ninety eight percent of participants rated the training as very good or excellent and they reported a marked increase in their awareness of adult abuse and how to report. Twenty six percent of respondents indicated that they would be making changes within their own group as a result of the training - putting in place policies and procedures, assessing risk and increasing awareness.

Community Sector Training

A further **18 staff attended training for community development workers**, equipping them to better support and advise groups on their governance responsibilities. Community Sector Training will continue to offer both of these courses as part of its core programme, supporting the prevention work stream of the Local Adult Safeguarding Partnership (LASP.)

Total numbers trained through Community Sector Training since the project's inception now stands at 14,552 staff and volunteers.



Staff Training and Development

Training is an invaluable resource in relation to community development, underpinning principles such as individual and collective empowerment and offering knowledge and understanding to enable change. It can be used in many different ways, e.g. developing or maintaining healthy preventative lifestyles, supporting people to better manage their own or others' chronic or long term conditions, facilitating the contributions of service users to the design and delivery of new and innovative services or supporting Trust staff to work more effectively with their client group.

Staff Training and Development

New post qualifying community development award for social work



The Promoting Wellbeing Division supported the Social Services Training Unit by releasing one member of staff on a part-time basis to carry out the field work and make preliminary submissions for a new Professional in Practice (PiP) programme. **The Social Work and Community Development Approaches Programme** will commence in September 2018. This full one year programme (three modules) is relevant to all Social Work staff and provides a deeper understanding of CD approaches in Social Work practice, supporting new agendas around engagement and co-production. It will also provide opportunity to demonstrate transformational leadership by identifying ways in which the occupational space of social work can co-exist with community development. On successful completion, candidates will achieve a full Specialist Award.

I want to formally thank you for your inspiration, hard work and substantial commitment in getting this programme developed and approved. Without your innovative thinking and drive the need for this programme would not have been captured. I congratulate you and look forward to the programme going from strength to strength with many social workers having enhanced skill in delivering service using CD approaches in the future providing enriched experience for service users, carers and communities.

Head of Social Services Workforce Development and Training Team

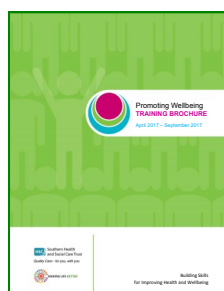
Community Development Awareness for staff

Community Development Workers continue to provide Community Development Awareness training to staff teams on request. During 2017/18 Community Development Awareness was provided to **30 Social Work students and new staff** and Evidencing Community Development in Practice Learning was also provided to **26 Social Work Practice Teachers**.

Capacity building for voluntary and community groups

Trust CD workers continue to provide capacity building training to voluntary and community groups to assist with group development. During 2017/18 a total of **17 sessions** were provided to **16 groups (137 participants)** assisting groups to develop skills in areas such as governance, committee skills, action planning, and fundraising. In addition CD workers provided one to one support for individuals or groups as required, in response to identified needs. This included policy development, charity registration and returns, monitoring returns, recruitment of new members, staffing issues, capacity building and group development.

Promoting Wellbeing (PWB) Training



The PWB Department continues to provide a portfolio of training relating to health improvement including, mental health, suicide prevention, accident prevention, physical activity and sexual health. From 1 April 2017 - March 2018 a total of **158 training programmes** were delivered in relation to health improvement (**2066 participants**.) Further details of PWB training courses are available in the PWB Training Directory which is up-dated and circulated on a quarterly basis.

The Health Improvement Annual Report 2017/18 is available to download from the Trust's website (see page 47 for link)

Community Development approaches across directorates

Working in partnership with local groups and communities to identify needs and issues, develop capacity and resource, plan, develop and reshape service delivery are critical in improving health and wellbeing. These working partnerships also help reduce the health disadvantage and inequality experienced by many communities across the Southern area. The following are just some examples of community development approaches taken across the Trust directorates.

Mental Health and Disability

Supporting people and communities to live healthy lives and improve their health and wellbeing



The Southern Trust through its Mental Health and Disability Directorate is one of the partners in the Cooperation and Working Together (CAWT) 5 year EU - funded I Recovery Project which is due to commence in the Autumn 2018. Over the next four years, the cross border Innovation Recovery project will support and encourage people to take more control of their own recovery from mental health issues.



The recovery colleges will provide education as a route to recovery, with courses devised and delivered collaboratively by people with their own experience of mental illness together with mental health professionals. By adopting this educational approach, alongside or as an alternative to more traditional therapeutic options, it is planned that those participating will be better enabled to understand their mental health better. Ultimately, people will be supported to recover and to be able to create a satisfying and meaningful life for themselves.

There will be a total of three recovery college area locations across Ireland/Northern Ireland, each with a broad catchment to ensure access for those geographically or socially isolated. Furthermore, using technology, the recovery college services and courses will also be made available online, thus extending the impact of the project more widely.

The three areas which will have new recovery college services are:

Area 1 West: Derry, Coleraine, Letterkenny, Strabane and West Donegal

Area 2 South: Cavan, Monaghan, Sligo, Leitrim and Fermanagh

Area 3 East: Dundalk, Louth, Belfast City, Armagh and Newry

During the project lifetime, 8,000 people will participate in mental health recovery education programmes. Three hundred mental health practitioners from statutory, voluntary and community sectors will be trained in recovery orientated methods. Additionally, 500 staff from non-mental health services will be trained in mental health awareness and compassionate care of those suffering from mental health illness.

Brenda Toal (*pictured 3rd left*) has been appointed as I Recovery Project Manager and is based in Ward 6, St Luke's Hospital, Armagh.

For further information contact: Brenda at

Tel: 0044 28 7127 2100

Email: brenda.toal@southerntrust.hscni.net

Web: www.cawt.com/irecovery



Community Development approaches across directorates

Children and Young People's Services

Supporting people and communities to live healthy lives and improve their health and wellbeing

The Children and Young People's Strategic Partnership (CYPSP)

is a multiagency strategic partnership, consisting of senior leaders of all key agencies across statutory, voluntary and community sectors who have responsibility for integrated planning and commissioning for improving outcomes for all children and young people in NI.



The Structure The Children and Young People's Strategic Partnership consists of four levels and includes participation from Children, Young people and their families. The CYPSP has mandated the Southern Outcomes Group to implement outcomes based planning for the Southern Trust area:-

Southern Outcomes Group

Chaired by Paul Morgan Director of Children and Young People, SHSCT.

The Group is a partnership of senior leaders across all sectors with a focus on early intervention, building preventative places and improving outcomes for children. They share information, knowledge and expertise about the OG area, as well as identifying and removing barriers to more effective collaboration and partnership working, identifying opportunities to share budgets and making connections with other planning processes for children and young people.

Six Locality Planning Groups

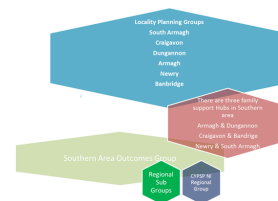
Locality Planning Groups are a Partnership of front line leaders and staff across all sectors from the local neighbourhood/locality. Their work focuses on Early intervention and improving outcomes for children and young people. Each Locality Planning Group reports to the Southern Outcomes Group by sharing information, knowledge base and expertise about the local area.

Three Family Support Hubs

A multi-agency network of statutory, voluntary and community organisations that provide early intervention services, or work with families who need support. The network accepts referrals and use their knowledge of local service providers to signpost families with specific needs to an appropriate service which is focused on:- Children/young people/families who do not meet the criteria for statutory social services; and Children/young people/families who are exiting statutory social services but continue to require support. A total of 787 families were supported last year in Trust Area.

Community Development approaches across directorates

**Outputs and links to Report Cards
are shown below:-**



Annual £100,000 investment in Practical Family Support Services across the Trust

Delivered a Disability Awareness Workshop on Inclusive communities (view video) in Armagh and Disability Inclusion workshop in Newry and launched Disability directory of local services for young people and their families and Directory of good practice and inclusivity toolkit - 70 attendees; 38 summer activities advertised

<http://www.cypsp.hscni.net/wp-content/uploads/2018/09/Scorecard-18.4-Building-Inclusive-Communities-Armagh.pdf>

Delivered a Main Man Workshop to promote mental health and wellbeing among men - 55 participants

<http://www.cypsp.hscni.net/wp-content/uploads/2018/06/Scorecard-18.1-The-Main-Man-SAMHN.pdf>

Workshops on Internet Safety to Young people and Parents and Healthy Relationships for young people - 55 people participated in the Healthy Relationships Programme

<http://www.cypsp.hscni.net/wp-content/uploads/2018/09/Scorecard-18.6-Healthy-Relationships-Training.pdf>

Support for Newcomer families and development of an interagency group to support Roma Families

School Uniform Fair (see page 17)

<http://www.cypsp.hscni.net/wp-content/uploads/2017/12/Scorecard-17.10-School-UniformDrive.pdf>

International Children's Day Celebration in South Armagh to promote diversity and good relations - 150 people attended

Young Minds Matter Conference - 293 young men participated

<http://www.cypsp.hscni.net/wp-content/uploads/2017/12/Scorecard-17.13-Young-Minds-Matter-Conference.pdf>

Lads and dads Event (see page 19) - 180 Attendees

<http://www.cypsp.hscni.net/wp-content/uploads/2017/12/Scorecard-17.11-Lads-Dads.pdf>

Toxic Childhood conference - 150 professionals attended

Keady Engage Youth Club - 19 Young People with Disability attended/ 3 volunteers

Milk Shake and Maths Sessions - 12 Young Men obtained GCSE in 2017 and 2018

<http://www.cypsp.hscni.net/wp-content/uploads/2017/12/Scorecard-17.8-Milk-Shake-and-Maths.pdf>

<http://www.cypsp.hscni.net/wp-content/uploads/2018/09/Scorecard-18.8-Milk-Shake-and-Maths.pdf>

Portadown Gets Active Project–Easter 2018: - 71 children & 43 peer mentors took part

<http://www.cypsp.hscni.net/wp-content/uploads/2018/06/Scorecard-18.2-Portadown-Gets-Active-Easter-2018-1.pdf>

93 children and 35 volunteers (including 20 Peer Mentors) took part in Summer 2018

<http://www.cypsp.hscni.net/wp-content/uploads/2018/09/Scorecard-18.7-Portadown-Gets-Active-Summer-2018-1.pdf>

**Collaborative working has resulted in two successful Peace IV applications
To support youth and young people's projects**

Community Development approaches across directorates

Older People and Primary Care

Supporting people and communities to live healthy lives and improve their health and wellbeing



The Southern Trust through its Older People and Primary Care Directorate is one of the partners in the Cooperation and Working Together (CAWT) 5 year EU - funded mPower Project which is due to commence in the Autumn



The Southern Trust through its Older People and Primary Care Directorate is one of the partners in the Cooperation and Working Together (CAWT) 5 year EU - funded mPower Project which is due to commence in the Autumn 2018.

The project will operate in the border counties of Republic of Ireland, Northern Ireland and Scotland and aims to create a cross border service for older people (aged 65+) living with long term conditions. From late 2017 to December 2021, the mPower team will work with communities to enable people to take the steps needed to live well, safely and independently in their own homes, by self managing their own health and care in the community.

Within Southern Trust the project will operate in the Newry /South Armagh area. An mPower Implementation Lead and 2 Community Navigators based in John Mitchel Place, Newry will be employed to work with people to develop wellbeing plans connecting them to activities in their community as well as to technology to enhance support for health and wellbeing.

The personalised wellbeing plans will focus on supporting self-management.

They will include:

Social prescribing - connecting people to local activities and services which support health and wellbeing

Digital Health Interventions - integrated home and mobile monitoring solutions, digital health and wellbeing apps and video enabled care solutions.

Over the next 4 years, mPower will support 360 people through the development of wellbeing plans and complete 650 digital or e-health interventions.



Member of the Scottish Parliament Shona Robison, Cabinet Secretary for Health and Sport, joined with partners and funders from Ireland, Northern Ireland & Scotland to formally launch the €8.7m mPower project in Edinburgh recently. CAWT is a partner in this NHS Scotland-led project. HSE, Southern and Western Health and Social Care Trusts and PHA representatives attended the launch event in Murrayfield.

Community Development approaches across directorates

Cross Directorate

Southern Local Adult Safeguarding Partnership Community Development Approach to Adult Safeguarding



The Northern Ireland Adult Safeguarding Partnership

The Northern Ireland Adult Safeguarding Partnership (NIASP) and the Local Adult Safeguarding Partnerships (LASPS) provide strategic leadership and direction to organisations involved in the spectrum of adult safeguarding activities.

The priorities in 2017/2018 have continued to reflect the NIASP strategic plan 2013-2018 and corresponding objectives which are outlined in the NIASP work plan for 2017-2018.

The Southern LASP is made up of three work streams: **prevention in partnership**; **protection in partnership** and **training in partnership** and its priority is to nurture a partnership approach between the community, voluntary, independent and statutory sectors spanning the continuum of adult safeguarding. The Southern LASP annual report is available on the Southern Trust Website: <http://www.southerntrust.hscni.net/Safeguarding.htm>

Some Key Achievements in 2017-2018 LASP Prevention in Partnership

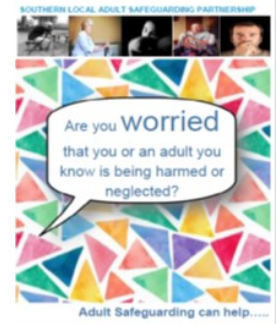
The Promoting Wellbeing division, through the Community Sector Training (CST) Project developed an awareness programme and a toolkit for Community Development Workers across the Southern LASP to enable them to support local community and voluntary groups and networks to understand their responsibilities under the Adult Safeguarding policy and procedures. This included support for developing an Adult Safeguarding policy appropriate to their needs and signposting to relevant resources and other sources of support, in particular, *Keeping Adults Safe*.

Furthermore, the development of an additional level 1 Adult Safeguarding awareness programme for small community and voluntary groups has enabled small groups to understand adult safeguarding and their responsibilities under the adult safeguarding policy and procedures. Further detail on the training and outcomes is featured on page 37 of this report. Volunteer Now delivered 3 sessions of free adult safeguarding awareness (level 2) training for community and voluntary groups and 2 (level 3) training sessions for managers. Local information sessions on the role of the Adult Safeguarding Champion were also delivered and further extended training for ASC Skills Development was also available.

Community Development approaches across directorates

Cross Directorate

The LASP prevention work stream launched a public information leaflet to raise awareness of “**What is adult Safeguarding?**” Leaflets are available from the Adult Safeguarding Team for wide distribution within the Southern LASP area.



LASP Protection in Partnership

The LASP Protection work stream has highlighted the issue of modern slavery and in partnership with Freedom Acts training was delivered to key staff working within the Southern area Emergency Departments. Further information is available from the SHSCT adult safeguarding team or Freedom Acts.

LASP Training in Partnership

A Key NIASP objective, to review general and specialist Adult Safeguarding training, directed the focus of the LASP training work stream to deliver a workshop for Adult Safeguarding Trainers, who deliver Level 2 training within the Southern LASP Area. The workshop was attended by 43 trainers from 26 voluntary, independent and statutory organisations.

The workshop provided an opportunity for trainers to reflect on training styles, innovative methods for delivering training and in particular refresher training. Topics included identifying strengths in training and opportunities to improve delivery of presentation.

The afternoon focused on a series of ‘snapshot’ key messages:-

- ◆ **learning from investigations in care homes**
- ◆ **identification of domestic abuse**
- ◆ **how to include service users and carers within training and development**
- ◆ **and the use of Family Group Conferencing as an intervention in complex cases**

It is envisaged that further workshops will be coordinated in the incoming year. Details are available through LASP partners.

LASP Work plan 2018-2019

During 2018-2019 the LASP will continue to nurture the partnership approach between the community, voluntary, independent and statutory sectors. The LASP will support organisations gain access to relevant training and opportunities to learn via peer education or equivalent training for adults at risk of harm.

If you have any queries regarding the implementation of the new Regional Adult Safeguarding Policy or the role of the Adult Safeguarding Champion please contact the Trust Adult Safeguarding Specialist for support on 028 3756 4424.

Contracts and Income Generation from external funders

The Southern Health and Social Care Trust has a long productive history, of working in partnership with a range of organisations in other sectors. These partnerships work together with the aim of working towards the long term goal of improving the health and wellbeing of the population of the Southern Area. The Trust commits approximately £6m per annum to Community & Voluntary Sector (CVS) providers via its contract services. This excludes Supported Living Schemes, meals and day care provided in Residential Nursing Homes and any funding currently provided via granting.

External funding

In addition to its core funded services, the Promoting Wellbeing Team has also secured funding from external providers to provide additional support to specific disadvantaged communities.

During 2017/18 this amounted to **£379,709.12** - the breakdown is as follows:

- ◆ **Department for Social Development - Health and Wellbeing programmes in designated Neighbourhood renewal areas across the Trust area**
- ◆ **Public Health Agency - Traveller health and wellbeing training programme**
- ◆ **Local Commissioning Group - Carers development programme**

Income generation

Community Development Workers support organisations to access funding from a wide range of providers. This may be in terms of supporting groups to position themselves better through organisational or strategic development, helping to identify or clarify need, or practically sitting down with groups to translate their ideas into (hopefully) successful applications. During 2017/18, a total of 65 applications were supported, 47 of which were successful, 9 unsuccessful, 1 was withdrawn and 8 are still pending an outcome. The total amount of funding secured from the successful applications was **£548,598.36 benefitting 40 different groups.**

Carers Cash grants

The Promoting Wellbeing Team, through its Carers Coordinator, also manages the generic carers cash grants programme. A carers cash grant may be awarded to a carer who is experiencing stress as a result of their caring role if this is identified as an outcome of their Carers Assessment.

The Trust receives £20,000 recurrently for this programme and this year was able to contribute a further £24,152.80. This is in addition to the Carers Cash Grant programmes managed separately by Mental Health and Learning Disability Divisions.

During 2017/2018 the Promoting Wellbeing Division supported the following:

Voluntary Contracts	£604,107.97	25 groups
External funding	£369,894.32	3 programmes
Income generation	£548,598.36	40 groups
Carers Cash Grants	£44,152.80	318 Carers
TOTAL	£1,566,753.45	65 groups / 318 carers

Information, communication and Technology

Access and information - ICT Supporting Older People



The Access & Information Service (A&I) is a central point of contact for the receipt and management of referrals for people over 65 years of age. A frontline service established in 2012, Access and Information provides older people across the Trust area and their carers better access to information, skilled help, advice and support in relation to their health and social care needs, connecting the caller to the right service first time.

Access and Information is a rapidly growing service, approximately 2,500 referrals are now processed per month.

Based in Mullinure Health and Wellbeing Centre on the St. Luke's hospital site Armagh, the Access and Information Service consists of 16 administration staff, team lead, and the older persons lead who sit within the Promoting Wellbeing Division of the Older People and Primary Care Directorate of the Southern Trust.

Staff with professional oversight knowledge screen referrals via phone, face to face or email based on the Trust's sub-eligibility criteria and collate information via 'PARIS' (the community information system) prior to forwarding them to the appropriate team (duty desk) for action. Access and Information currently process referrals relating to Social Work, Occupational Therapy, District Nursing, Reablement, Continence, and regional emergency social work.



Access and Information also process the intermediate care service step up referral, to prevent hospital admission, which provides rehabilitation at home via multi-disciplinary teams and facilitates discharge from acute and non-acute hospitals. Access and Information hold the escalation that collates daily reports to enable this.



The Information Hub was established in the autumn of 2013 and is part of the Access & Information Service. The aim of the Hub is to enhance communications between Acute, Non Acute and Community Staff within OPPC which involves collating, analysing and relaying patient specific data to inform discharge planning.

By linking Acute / Non Acute with the Community the Hub aims to ensure all clients over 65 years have a smooth and seamless experience across all relevant Trust services.

During this years 'winter pressures' and crisis in the Emergency Department; A&I staff seized an opportunity to further develop the Information Hub service. This provides a conduit for the transfer of patient information between primary and secondary care via agreed procedures. This minimises professional time spent on telephone follow up ensuring patient information is in the correct place first time and supports acute colleagues in the 'control room' at Craigavon Hospital by assisting with complex multi- disciplinary problem solving and discharge planning. This occurs due to A&I's unique position for both central point of contact for older people and knowledge of wider Trust teams/systems and the local community and voluntary sector infrastructure.

Access and information - ICT Supporting Older People

A&I also participated alongside other Trust colleagues in the European Union Partnership experimentation - Sunfrail Care Model (www.sunfrail.eu) which involved piloting a screening questionnaire focusing on identification, management and prevention of frailty and multi morbidity of people over 65 years old. Completion of this tool generates alerts on conditions and suggested pathways for intervention and uses self - management approaches to empower and enable older people to live well in their own homes.

Benefits of Access & Information Service

- ◆ Enable Older People to regain/maintain their independence and exercise choice and control
- ◆ Addressing local need and delivering safe, high quality, responsive H&SC service respecting the dignity and individuality of those who use the service
- ◆ Standardised and streamlined processes for referral management and integrated care pathway (using the Trusts sub eligibility criteria)
- ◆ Resource for Professionals, Staff, Service User, Families, and Carers (Holistic and Person Centred)
- ◆ Referrals processed through CIS (Paris) which frees up professionals time
- ◆ Signposting, redirecting and referral on to services within the Community and Voluntary Sector using co-produced and managed Directory's of service
- ◆ Co-located i.e. on site Professional Staff support and advice at point of contact
- ◆ Development of a Trust Directory of Services to include Community and Voluntary contacts/ services across the SHSCT area for service users, carers, staff and service providers to enhance accessibility and user friendly information at point of need
- ◆ Linkages with wider Promoting Wellbeing Team and resources

In summary, the Access and Information service:

- (1) **Connects** older people to what is happening locally
- (2) **Transforms** individual health and wellbeing which is less reliant on traditional services that are not sustainable towards more co-produced, co-delivered and self management approaches
- (3) **Enables** cost efficiencies longer term

For further information on the Access and Information Service:

Telephone: **028 3756 4300** (Mon - Fri: 9.00am - 5.00pm) **028 9504 9999** (out of hours)

Email: access.information@southerntrust.hscni.net

By Letter: Access & Information Service,
Mullinure Health & Wellbeing Centre,
Level 2,
Loughgall Road,
Armagh
BT61 7NQ

Information, Communication and Technology

Promoting Wellbeing Division - Mailing list and information resources

The Promoting Wellbeing Division continues to maintain and update its email circulation list of all the main Community and Voluntary networks from across the Southern Trust Area. This allows us to continuously disseminate a range of information on training, funding opportunities as well as cascading a whole host of other information relevant to the sector.

If you or your group would like to be included on our mailing list, please contact:
esme.brown@southerntrust.hscni.net

Very many thanks for the prompt response to my emails. You provide a brilliant service which is much appreciated.

The Brain Injury Foundation July 2017

I would be grateful if I could be added to mailing list. If I am on the mailing list I will be able to let people in the area know about upcoming events and what happening in their area. I may also attend some of these events and provide an information stand.

Connections NI Project

Just to say many thanks for your practical help much appreciated.

Armagh Child Contact Centre Feb 2018

The Promoting Wellbeing Team has also been involved in developing a number of information resources including:

- ◆ Neighbourhood Renewal Newsletters
- ◆ Up-dated PWB Staff Directory
- ◆ Up-dated PWB Services Flyer
- ◆ Quarterly PWB Training Directory
- ◆ Volunteer Annual Report - *Making a Difference*
- ◆ PPI Annual Report - *Involving and Improving*
- ◆ Trust Traveller Action Group Progress Report
- ◆ Carers Annual Report-*Recognising, Supporting and Valuing Carers*
- ◆ Carers Useful contacts poster
- ◆ Carers Support Services and Resources Booklet
- ◆ Health Improvement Annual Report

All of these resources can be downloaded from the Trust's web-site www.southerntrust.hscni.net

 Southern Health and Social Care Trust
 Quality Care - for you, with you

Promoting Wellbeing Teams

The Promoting Wellbeing Teams work together with Trust Staff, local communities, service users, carers and partner organisations to:

- Develop and deliver services and actions to improve health and wellbeing.
- Build capacity and increase people's skills to identify health needs and issues.
- Support local initiatives that improve health and wellbeing through community development and health improvement approaches.

Services include:

- Cancer Health and Wellbeing service
- Carer Support
- Community Development
- Community Sector Training
- Cook It & Choose to Loose
- Facilitator training and support
- Early intervention & Parenting Programmes
- Health Champions & Trainers
- Health Clinic for Young People
- Home Accident Prevention
- Mental Health Promotion
- Neighbourhood Renewal
- Personal and Public Involvement (PPI)
- Physical Activity & Fit 4 U programmes
- Social Health Improvement
- Stop Smoking Support Services
- Suicide Prevention Training and Support
- Traveller and other BME Support
- Training and advice
- Volunteering
- Workplace Health Improvement
- Youth Health Improvement

Contact your local Promoting Wellbeing Team for further details:

Head of User Involvement and Community Development: St Luke's Hospital, Armagh: 028 37 564469
 Head of Health Improvement: St Luke's Hospital, Armagh: 028 37 564467
 Armagh and Dungannon PWB Team: St Luke's Hospital, Armagh BT61 7NQ: 028 37 564496
 Newry & Mourne PWB Team: John Mitchell Place, Newry: BT34 3BU: 028 3083 4325
 Craigavon & Banbridge PWB Team: Brownlow Health & Social Care Centre, BT65 5BE: 028 38 34 4973
 PWB Specialist Cross Directorate Lead: Moylin Resource Centre, Brownlow, BT65 5BE: 028 38 317156

PWB Resources: PWB.Resources@southerntrust.hscni.net
 PWB: <http://www.southerntrust.hscni.net/124.htm>
 PPI: <http://www.southerntrust.hscni.net/about/1600.htm>


 Personal and Public Involvement (PPI)


 Involving you, improving care


 MAKING LIFE BETTER

Information, Communication and Technology

Useful Contacts

Useful Contacts SHSCT Promoting Wellbeing Division

User Involvement and Community Development

Head of Service: **Carolyn Agnew** Tel: 028 3756 4469

User Involvement Development Officer: **Vacant**

Community Sector Training

CST Coordinator: **Ruth Allen** Tel: 028 3756 1441

cst.training@southerntrust.hscni.net

Access and Information

Older People Lead Brief: **Ingrid Stewart** Tel: 078 2555 0543

Manager: **Mairead Kirk** Tel: 028 3756 4370

Armagh and Dungannon PWB Team

Manager: **Neil Gillan** Tel: 028 3756 4471

Community Development Workers:

Tracey Powell Tel: 028 3756 4495, **Jacqueline Connolly** Tel: 028 3756 4494

Volunteer Coordinator: **Kate Johnston** Tel: 028 3756 4498

Newry & Mourne PWB Team

Manager: **Vacant** Tel: 028 308 34368

Community Development Workers:

Deirdre Magill Tel: 028 308 34322, **Morgan Brannigan** Tel: 028 308 34257

Volunteer Coordinator: **Donna Sloan** Tel: 028 308 34270

Carers Coordinators: **Patricia McCrink & Majella Gorman** Tel: 028 308 34252

Neighbourhood Renewal: **Madaleine McCrink** Tel: 028 038 34348

Traveller Support: **Stella McLoughlin** Tel: 028 308 34272

Craigavon & Banbridge PWB Team

Manager: **Donna Haughian** Tel: 028 3756 3953

Community Development: Workers:

Debbie Smith Tel: 028 3756 3951 **Sinead Taylor** Tel: 028 3756 2261

Neighbourhood Renewal: **Geralyn Maguire** Tel: 028 3756 3950

Volunteer Coordinator: **Gerardette McVeigh** Tel: 028 3756 3949

All named staff can be emailed at: firstname.surname@southerntrust.hscni.net
with the exception of: jacquelinej.connolly@southerntrust.hscni.net