B2: Promising practice connecting health and housing: Socially excluded groups and complex needs

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Regenda

Chair:  Amy Beddis  
*Regional Policy Officer*  
National Housing Federation
Paternalism to Co-production

Barry Roberts
Director of Innovation and Sales
As a leading health and social care provider we have been providing services for communities for 40 years through effective engagement.

Our services for people with complex needs include:

- Substance Misuse
- Mental Health
- Learning Disability
- Primary Care
- Employment
- Community engagement and co-production

We are proud to be a social business.
A definition of commissioning

Commissioning is the means by which you understand the needs of an individual or a community so that you can build a platform for procurement.
Integration and co-production are key

Health and Social Care Bill requires CCGs to:
- Promote integration
- Tackle health inequalities
- Commission for whole communities
- Involve public in commissioning arrangements and decision making
- Involve Health and Wellbeing Boards in plans
- Take account of Joint Health and Wellbeing Strategy
- Contribute to Joint Strategic Needs Assessment
How do you achieve this?

Ask Us!
What is Connected Care?

- Connected Care is about doing things differently
- An innovative model of community led-commissioning, involving communities in design and delivery of services
- Transforms business with community
- Delivers government priorities – Big Society, Localism, integration, prevention and early intervention support
- Designs and delivers integrated, co-produced neighborhood services
Our approach

Scoping

Community engagement & partnership working diagnostic

Engagement

Commissioners
Community
Frontline staff

Outcomes

Service reconfiguration
Community-led commissioning
New forms of social action
Models of joint working / integration
How we are supporting clinical commissioning

- Building on our services and community engagement expertise

- Working with communities
  - Involve local people in planning services.
  - Reduce costs through redesign of care pathways.
  - Engage with whole communities not just patients.
  - Highlight gaps and duplication in existing provision
Achieving success

Positive impact – 11 areas to date

- Locally developed models of integration e.g. redesigned job roles, information sharing, new integrated teams, single information points
- Over 200 community researchers recruited and trained
- New social capital – new community activists, social enterprises, local groups and charities providing services
- Better capacity within services to engage with communities that are hard to help
- Overall better use of resources
- New community-led social enterprises in Bolton and Hartlepool
Long Term Conditions

- **Improving access to psychological therapies (IAPT)**
  LSE analysis found that 25-45% of service users had a co-morbidity with a LTC e.g. heart failure, respiratory conditions such as COPD.

- **Liverpool and Manchester: LTC pilot**
  - Provides new and innovative ways of delivering a motivational holistic wellbeing service.
  - Supports people with heart failure and respiratory disorder, with the aim for them to better self-manage their condition.
  - Based on our unique Rightsteps® model
  - Aims to reduce costs and pressure on A&E staff.
Working with commissioners, providers and communities to turn lives around.

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Wellbeing, Health and Place Project

Stephanie Harrison
Executive Director, Customer Services
Introduction

• Background to the project
• Why is wellbeing important?
• How did we measure wellbeing?
• What did we learn from the project?
• Next steps
Why did we start our journey?
Background

- **Meeting of minds**
  - Our Life met with six Chief Execs of North West-based RSL’s
  - Desire to work together on improving wellbeing and health
  - Highlight positively the role RSL’s can play

- **Our Life Research**
  - Commissioned research to better understand our position
  - Gap analysis undertaken
  - Interviews with key staff
  - Current projects submitted for analysis
Why is Wellbeing Important?

- **What is wellbeing?**

  “A dynamic state, in which the individual is able to develop their potential, work productively and creatively, build strong and positive relationships with others, and contribute to their community. It is enhanced when an individual is able to fulfil their personal and social goals and achieve a sense of purpose in society.”

- **Impact on health**
  - Self esteem and confidence are seen as key to health behaviour change

- **Impact on communities**
  - People with good mental health are more likely to be in employment, be educated
  - Poor wellbeing/mental health can lead to ASB, rent arrears
Impact on Big Society and Localism
Social determinants of health

Poor social and economic circumstances
- Education
- Housing
- Employment

Poorer health and wellbeing
- Low-level mental illness
- Addictions and poor diet

Illness and disease
- Diabetes
- Stroke
- Depression
Social landlords build resilience

Poor social and economic circumstances
- Education
- Housing
- Employment

Improve social determinants
- Tackle worklessness
- Financial inclusion
- Good housing

Promote wellbeing
- Connect
- Take notice
- Keep learning
- Give
- Be active

Greater resilience
How did we measure well being?

We used the five ways to well being framework

- Connect – with the people around you
- Be active – go for a walk or a run
- Take notice – be curious, reflect on your experiences
- Keep learning – try something new
- Give – volunteer your time
What did we learn from the project?

- Each partner had a different perception of well being
- Not all partners had a clear vision or a strategy - Regenda
- Projects/initiatives often lacked targets and evaluation – Regenda
- RSL’s have the ability to dramatically improve well being as we work on whole communities and not just individuals
- Lack of clarity on whether this work is core business or not
- 180 separate well being related projects/interventions
Be Active
What did we learn from the project?

- Five clear recommendations
  - Strategy and leadership are essential. Need to move from a wellbeing wash to a clear strategy. You also need to understand wellbeing before you start trying to tackle it. All projects/initiatives must have clear outcomes and targets.
  - Promote the five ways to well being in our communities and start people talking about it. This will help to have greater impact with what we do.
  - Measure the impact of what we do – cost/benefit. Clear evidence is required if we are going to make a coherent offer to health.
  - Look at the service delivery model so that well being drives the work that you do.
  - Build partnerships in public health – understand their priorities and drivers and present them with the evidence of the difference RSL’s can make.
You need a clear direction of travel
What did we learn from the project?

We do fantastic work!!!

- Regenda operates a dream scheme that works with young people to help them improve their local area, neighbourhood planning
- LHT – own and manage a health centre
- Plus Dane – leaving hospital joint care package, budgets devolved to neighbourhood forums
- In Communities – pay for out of school activities, run horticultural and environmental projects, set up Rock Schools and music events
- Halton HT – Rep on Shadow Health and Wellbeing Board, New Shoots project (low priced fruit and veg), Beyond the Garden Gate (budgets devolved to the community)
- Stafford and Rural – ESOL- English speakers of other languages have helped 243 people learn English and integrate
Next Steps

- Develop our strategy and learning from partners
- Get our residents talking about well being
- Build partnerships with public health and commissioners
  - National Housing Federation/Housing for Health Worlds
  - Northern Housing Consortium/A Foot in the Door
  - Direct contact with Directors of Public Health
  - Contribute to JSNA’s
- Getting our message out to a wider audience
  - Showcasing our findings at CIH Conference in June
Tool Kits
For further information

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Thank you for attending and please don’t forget to complete our online feedback questionnaire. You will be sent an email shortly or use the QR reader on your Smartphone. Thank you.