

TITLE OF REPORT: Live Well Gateshead evaluation

Purpose of the Report

1. To inform members of the Health & Wellbeing Board about the findings from the evaluation of Live Well Gateshead, ask for comments and endorsement of the recommendations outlined below for the re-modelling of Live Well Gateshead.

Background

2. Live Well Gateshead aims to improve health and wellbeing and reduce health inequalities through; improved service integration, promotion of healthy lifestyle behaviours and addressing the social determinants of health.
3. Commissioned in October 2014, it provides 1:1, group based and capacity building support for individuals, families, and communities.
4. An evaluation (July 2015-July 2016) was undertaken through Fuse (www.fuse.ac.uk) as part of an embedded researcher post by Mandy Cheetham from Teesside University.
5. Qualitative methods were used to collect data in 1:1 interviews with 25 wellness service users and 9 staff. 6 focus groups were conducted, 3 with LWG service users, and 3 with parents and Gateshead residents not using LWG services. The purpose of the focus groups was to identify potential barriers and facilitators to access.
6. Analysis of routine monitoring data was undertaken to understand patterns of referral, uptake, goal setting, and any reported changes.
7. Observations of training and group based sessions, and informal discussions added further information to contextualise the findings.

Findings

8. The findings suggest that the service is operating at many levels to bring physical, social, emotional, nutritional and educational benefits helping participants to:
 - Increase levels of physical activity
 - Access leisure/gym facilities
 - Eat healthily
 - Lose weight
 - Reduce alcohol consumption
 - Improve mental health and wellbeing
 - Learn new skills and build community cohesion.

9. Wider benefits include: reduced social isolation and stress, increased self-efficacy and confidence.
10. Participants identified that the following things help in making the wellness service successful:
- Clear communications and marketing
 - Co-ordinated, referral pathways especially with GP input
 - Confidential, non-judgemental, holistic 1:1 support from trained coaches
 - Group-based sessions where peer support and friendships are encouraged
 - Understanding that change takes time
 - Opportunities to become volunteer buddies
 - Access to activities which are affordable and appropriate in terms of time, location, transport links, level.
11. In addition to the 1:1 service, the Community Capacity Building Team were valued for:
- Developing and sustaining community groups
 - Inter-organisational communication
 - Developing networks
 - Promoting integration
 - Enabling groups to build stronger more cohesive communities, using local assets
 - A source of support, information, contacts, funding and practical advice to navigate systems
 - Providing the encouragement to make things happen.
12. Overall LWG is valued by individuals and communities, but further work is needed to develop the offer for families and ensure that LWG runs as an integrated whole. There was evidence of fragmentation, siloed activity, and poor communication between the elements.
13. Multiple KPIs, incomplete data recording and the complexity of the scorecard, impede the capacity to make sense of how the different parts of the service are actually operating. A review of the KPIs is underway and the findings are being used to inform the re-modelling of Live Well Gateshead.

14. Recommendations for the re-modelling of Live Well Gateshead:

Current practice

- Ensure initial contact and the assessment process for all users is smooth and efficient, in particular to provide assurances about confidentiality.
- Review efforts to target groups, including young people, carers, men and Black and Minority Ethnic communities.
- Use staff and service user feedback to inform practice. Celebrate successes.

Future developments

- Involve stakeholders in discussions about re-modelling LWG to learn from what is working well.
- Engage stakeholders to develop the LWG offer for families, building on existing examples of effective practice.
- Increase step up / step down options including volunteering and mentoring opportunities.
- Explore with stakeholders the possibilities and risks of co-locating staff in community hubs.
- Engage schools, children, teachers and parents in LWG, using evidence of what works.
- Senior leaders to work together to address fragmentation in the system and ensure co-ordinated, integrated systems and structures moving forward.

Data collection:

- Improve routine data collection to measure health gains and use this information to inform practice and drive up performance.
 - Review and reduce the volume of Key Performance Indicators (KPIs) to enable meaningful judgements about performance. Commissioners to build in shared responsibility for KPIs.
 - Identify an independent data lead to produce regular activity reports about LWG from the Data Collection and Recording System (DCRS).
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