

Appendix 4 - Measuring the wellbeing impact: summary of Narrowing the Gap II monitoring (services 3.2, 13.1 and 14.1) - February 2020

Narrowing the Gap (II) Service 3.2 - Social prescribing

This service is delivered in partnership by Age UK Berkshire (AUKB) and Reading Voluntary Action (RVA), and funded jointly by the local authority and the Berkshire West Clinical Commissioning Group. The service is for:

- Reading residents / people registered with GP practices in the North and West Reading CCG and South Reading CCG areas
- aged 18+
- referred by nominated health and social care professionals

Reading Voluntary Action receives all Social Prescribing referrals, and supports all those under 55 and those over 55 lacking social contact. Age UK Berkshire supports older people with one or more long-term health condition plus an age related need for practical support and/or financial advice.

The aim of the service is to support people with a range of social, emotional and practical needs, preventing the escalation of those needs, particularly where this is likely to lead to inappropriate or unnecessary use of statutory care services. The service is intended to improve emotional and physical wellbeing as well as supporting individuals to take greater control of their own health and social care needs.

Tier 1: A signposting service for patients, their families and health/social care practitioners to access details of voluntary and community services and activities

Tier 2: A Social Prescriber (SP) will meet the patient, ideally at their GP surgery but frequently at other community venues or at home, for an initial appointment lasting 60 - 75 minutes. The SP will encourage the patient to talk about any aspects of their life that are impacting on their health and wellbeing. The SP will use an outcome star (Wellbeing or Older Persons Star as appropriate) as a tool to guide a holistic conversation, inviting the patient to assess where they are on the journey of change. The SP team will keep in touch by phone and arrange a follow up appointment to complete a 2nd star after 3-4 months.

Tier 3: SP “plus” for more complex cases, mostly for older patients who have long term conditions, are house bound etc., will usually include an initial appointment at home. In addition to the standard service, SP “plus” will offer follow-up visits and support to complete forms, attend appointments and activities.

From June 2018 to November 2019, the service accepted 303 referrals (and declined 43).

Satisfaction scores are very high (80%+) but based on a low number of returns. Both providers use outcome stars to measure the impact of their service at the point when clients are discharged from Level 1 or Level 2. From the start of the contract to date, AUKB reports an average 3 point improvement in people’s ‘feeling positive’ scores, and a 1 point improvement in each of people’s sense of their ability to ‘stay well’ and ‘look after self or others’. AUKB has, however, noted an increasing number of referrals for people with memory problems, who find it difficult to complete the outcome star evaluations.

RVA reports an average 26% improvement in people’s ‘feeling positive’ scores, plus an average 13% improvement in ‘managing symptoms’ scores and an average 5% improvement in ‘looking after yourself’ scores.

Narrowing the Gap (II) Service 13.1 - Peer supporting and reducing social isolation for frail / elderly adults

A partnership of Age UK Berkshire (AUKB) with Age UK Reading (AUKR), Engage Befriending (part of the Mustard Tree Foundation), Get Berkshire Active (GBA) and The Globe Community Mission delivers a service for:

- Reading residents
- Aged 50+
- At risk of social isolation because of frailty or long term health conditions / living with current or emerging care and support needs

This includes:

- support to take part in group activities which promote wellbeing and provide opportunities for social interaction and peer support
- some home visiting / contact for people who face particular challenges in leaving the home
- empowering people to take better care of their wellbeing, including through peer support where appropriate
- support to identify and access relevant services offered by other providers
- outreach to raise awareness of the service

From June 2018 to November 2019, the service had supported the following numbers of residents.

Provider	Individuals* supported to end of Q6
Age UK Berkshire	157 <ul style="list-style-type: none"> • 32 Out & About service • 83 Face-to-face befriending • 42 telephone befriending
Age UK Reading	115 <ul style="list-style-type: none"> • 55 face-to-face befriending • 49 telephone befriending • 11 both face-to-face and telephone befriending
Engage Befriending	128 people befriended (some supported to engage in group activities)

	also)
Get Berkshire Active	263
The Globe	409

* some individuals may use the services of more than one of the providers. GBA and Globe figures may include returners each quarter, but the numbers for the other providers are cumulative

Age UK Berkshire measures the impact of its services on users' emotional wellbeing using the Warwick-Edinburgh Mental Wellbeing Scale. Completed scores show improvements in clients' self-assessment across all domains, although the scale is not completed for all users, e.g. when people stop using the service for within the first 6m for health reasons. Service user satisfaction scores are very high. A new tool to measure this was implemented in Q4 and the latest findings show:

- 67 % strongly agree that they have enough people available to talk to.
- 67% neither agree or disagree that having contact with a befriender has helped to improve their health and wellbeing.
- 100% agree that since being visited by their befriender they have things they look forward to.
- 67% agree that since being visited by their befriender they have felt less isolate
- On a scale of 1-5, (1 = being dissatisfied and 5 very satisfied), 67% were very satisfied with the service provided by Age UK Berkshire

Age UK Reading completed a client satisfaction survey in Q6, which generated the following feedback:

- When clients were asked about the frequency of telephone calls/visits 85% felt the frequency was just right and 15% felt that the frequency wasn't enough.
- Regarding feeling less isolated since being telephoned/visited 73% said they felt less isolated.
- When asked how well they got on with their befriender 100% of clients said they got on well or very well with them.
- When asked how they would feel if the service was discontinued, 46% used words like "devastated/bereft/very upset/very sad" as opposed to less emotive words such as "disappointed".

Age UK Reading completes an initial wellbeing questionnaire when clients first join the service. Of the new clients surveyed that have joined the befriending service in 2019, 100% reported having more social contact and feeling less isolated.

- New clients were also asked if they had things to look forward to, 67% agreed compared to 33% in the initial survey.
- When asked if clients felt they had enough people available if they needed to talk to someone, 100% agreed compared to 33% in the initial survey.

All of Engage Befriending's delivery under this contract is in the form of face-to-face sessions, including some facilitation of small group meets. Funding largely covers the costs

of a co-ordinator to manage and drive up quality. The service invites service users to self-assess their wellbeing at the start of the service then after 3m and 1 yr. The questions were revised in Q4 to align impact measurement across the partnership. Engage is maintaining or improving scores across all domains, i.e.

- I have enough people available to talk to
- Having regular contact with a befriender has helped to improve my health and wellbeing
- Since being visited by my befriender I have things that I look forward to
- Since being visited by my befriender I have felt less isolated

Service user satisfaction scores for Engage Befriending are consistently high (with an average score of 4.8 out of 5 in Q6).

Get Berkshire Active (GBA) has delivered a range of physical activity opportunities, including seated exercise, walking netball and short mat bowls. The programme has developed in response to partner / user feedback, including impact measures per lifestyle questionnaires. GBA has been flexible and agile in their approach, working with a wide variety of partners to enhance engagement, wellbeing impact and quality of sessions offered. Partners include sheltered housing, leisure services, and other voluntary and community groups.

The Globe service is co-ordinated by a core team of three volunteers. However, the service is very much user-led with those attending the weekly club actively engaged in developing and delivering it. A wide range of wellbeing topics have been covered by invited speakers and there is a regular exercise session within the club. There is also now a modest home visiting service for those unable to get to the club, as well as trips out organised for the group. Satisfaction and service impact scores are consistently high, with a number of 'satellite' activity groups now taking place as people become more confident and identify buddies to provide peer support.

Narrowing the Gap (II) Service 14.1 - Peer support and reducing social isolation for adults who have experienced mental ill health

Reading Borough Council and the Berkshire West Clinical Commissioning Group have collaborated to commission Together for Mental Wellbeing to delivers a local service under the banner of Berkshire West Your Way for:

- Adults (aged 18+)
- Who have experienced mental health difficulties

65% of service delivery is for Reading residents, and a further 17.5% of service delivery will be to residents in each of West Berkshire and Wokingham.

The service includes:

- A peer mentor development and training programme
- Support to develop self-management and coping strategies
- Support to access employment or volunteering
- Support to access training or education
- Supported referrals into specialist housing, benefits, debt or finance services as appropriate
- Support in accessing and maintaining access to activities to reduce social isolation
- Signposting and referral into other voluntary/community organisations including the Recovery Colleges
- Enabling the development of an empathic supportive community so that people who use the service help to keep one another well, reducing demand both on statutory services and on family/informal carers
- Facilitating a co-produced social and activity programme which is designed to meet any highlighted needs from service users, peer mentors and commissioners.
- Supporting service users to complete and review person-centred support plans such as the Mental Health Recovery Star and Plan
- Supporting service users to plan and execute a clear exit strategy for those leaving formal services.

From June 2018 to November 2019, 218 new referrals were accepted into the service. In addition, 87 individuals originally accepted into the service under the previous contract continued to access many of the groups.

Where Warwick-Edinburgh Mental Wellbeing scales were completed, service users showed an average improvement in their wellbeing across all domains. The average increase in scores in Q6 was 4.8 for individuals receiving 1:1 support, and 3.3 for those attending the self-management group (with 3 being regarded as a significant change in this context).

All attending the self management group reported improvements in their perceptions of:

- Confidence
- Ability to manage own mental health
- Sense of control
- Sense of acceptance
- Sense of hope.

In addition, most reported they were engaging more in social activities

Everyone exiting 1:1 support this quarter reported progress towards or with:

- achieving their identified goals
- developing new skills
- physical health
- connections with friends, family and community
- confidence
- emotional wellbeing

5 of the 6 clients were either satisfied or very satisfied with the service.