



chcp

Social Accounts 2017/18
City Health Care Partnership CIC



Our social accounts show how we generate social value through our work with patients, colleagues and communities. The social accounting process measures what we do to 'give back' more than we are contracted to deliver.

Each year we choose a few areas, teams or projects to be measured for our social accounts, to give an idea of how much social value we are creating. This is just a snapshot of the work that goes on day in, day out to support people in our communities to live healthier, happier lives.

Andrew Burnell,
Group Chief Executive

Social Accounting: what are we measuring and why?

Our independent social accountants measure against our Social Investment Strategy and corporate social responsibility agenda as well as our business objectives.

The accountants measure our Social Return on Investment (SROI) by looking at **social, environmental and economic outcomes**. Although it's not measuring financial results, SROI uses monetary value as an easier way to represent these outcomes.

The accountants use face-to-face meetings, phone calls, emails, questionnaires, polls and research techniques to produce an accurate report.

This year's accounts looked at four areas: **Blues Boys, WeightWise, the Multi-Disciplinary Team** for severe frailty and our **Volunteer Hub**, as well as **CHCP Foundation** charity, which is measured each year for benchmarking purposes.

The full Social Accounts were approved by the CHCP CIC Executive Board.

Blues Boys

Why the project exists

The Blues Boys project was intended to improve the knowledge of our health visitor service in Hull about men's transition to fatherhood, particularly paternal postnatal depression, and make the service more inclusive of fathers in the future.

This project was funded by The Queen's Nursing Institute and led by Rebecca Price, 0-19 Practice Development Lead.



new dads experience post-natal depression but it's generally hidden

Health visiting is often seen as a service for mothers and babies, but health visitors are in a prime position to support fathers as well as mothers in their transition to parenthood. The Blues Boys project aimed to promote the recognition of the mental health needs of both parents through pregnancy, birth and beyond.

51 health visitors have so far taken part in the 'Engaging Fathers' training programme

This has increased ambition and confidence to create a more father-inclusive health visiting service in Hull. Fathers struggling with anxiety and depression have been identified where before they would not have been. The project also influenced the midwifery service to be more inclusive of fathers and children's social services departments have changed their systems to capture more information about fathers and their relationships with their children.

Changes have been made in how the service communicates with fathers and how their presence at contacts is recorded, resulting in a greater appreciation of how many fathers are present at health visitor contact visits and engaged in their baby's development.

"For me, creating this project was a simple ethical decision. Asking the question 'why are we not doing for men what we are doing for women?' gave a very simple answer: there is a big gap in the health visitor service for fathers. By acknowledging the presence and needs of fathers, we have brought about significant change in recognising paternal postnatal depression and other factors around dads' wellbeing."

Rebecca Price
0-19 years Practice Development Lead -
Specialist Public Health Nursing Service





Social Value

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Improving the early detection of paternal post-natal depression, changing the language in patient information literature and giving fathers greater recognition leads to better understanding, attachment and bonding in new families. This can lead to greater stability and can have a positive effect on child development.

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Social Return on Investment for Blues Boys

£1 : £21.18

**This means that for every £1 spent,
£21.28 of social value is created**

Steve's story

At the birth visit, the health visitor spoke to the baby's mum, Samantha, about her emotional wellbeing. Samantha had symptoms of anxiety, but she said she felt ok but that her husband Steve was 'stressed'.

The health visitor spoke to the couple about their emotional wellbeing following the birth of their baby.

Steve described how he was feeling: 'resentful of impact on life' 'turned life upside down' 'not bonded' 'overwhelmed'.

The health visitor spent time with the couple, allowing Steve to talk about these issues. She offered them advice about how to manage stress, what they were both experiencing and the changes to the couple's relationship.

Steve was thankful for having been offered the time to talk and be listened to in a non-judgemental way. He was **signposted to both his GP and the Let's Talk counselling services**. The health visitor arranged her next visit to the family at 8am so that Steve could see her before he had to leave for work.

At the follow-up visit Steve said he felt 'so much better' for just talking about the issue and not bottling his feelings up. **He has made an appointment to see his GP.**

Tier 3 Specialist Weight Management Service

Why the project exists

This is a service for adults with morbid obesity (BMI 30+). It provides a tailored programme that focuses on the 'whole person' rather than simply weight loss, patients' unique personal targets for weight loss and their overall wellbeing, self-esteem, self-belief, confidence and motivation for living a better life.

In Hull, Tier 1 weight management covers health promotion, Tier 2 tackles lifestyle changes, Tier 3 includes specialist weight management services (such as Weightwise); Tier 4 is bariatric surgery.

Weightwise includes dietitians, consultants, clinical psychologists, psychological wellbeing practitioners and personal care co-ordinators. Patients are reviewed every quarter by the team during this two-year programme and Weightwise is seeing more and more people following efforts to grow the service.

Treatment options can last anywhere from six months to two years depending on patient needs and can include:

- **sessions with specialist diabetes/ eating disorder dietitians**
- **hands-on practical cooking sessions (including home visits)**
- **courses in food portioning, binge eating disorder and emotional eating**
- **clinical psychology food/mood groups**
- **practice supermarket shopping sessions**
- **strength and conditioning personal training programme (Hull University Partnership)**
- **CBT, stress control, counselling, transactional analysis and peer-support sessions**
- **personal care co-ordinator sessions (for motivation, adherence, goal setting)**



The Weightwise holistic approach encourages patients to take control and responsibility for their own overall wellbeing and provides tools, techniques and coping mechanisms for adopting a long term healthy lifestyle.

“Many obesity patients come to Weightwise with the attitude that ‘someone needs to sort out their weight problems’. There is often a lack of recognition that it is the responsibility of the patient themselves to take control. Unless a patient has a change of mindset, taking hold of their weight and other underlying health and mental health problems will be difficult, if not impossible to tackle”

Heidi Henrickson,
Operations Manager – Public Health Yorkshire



Social Value

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Weight loss can improve physical and mental health and help people to take back control of their lives. It reduces the risk of heart disease, stroke, hypertension and diabetes as well as other life-changing conditions. WeightWise has helped 71 people lose 5% of their body weight; one person lost 23%.

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Social Return on Investment for WeightWise

£1 : £17.23

**This means that for every £1 spent,
£17.23 of social value is created.**

Jane's story

Jane found out about the Weightwise service at a point in her life when she was feeling quite negative about herself and had asked her GP about local weight loss services. She found it particularly reassuring that Weightwise offers tailored advice that would take her medical conditions into account and that the exercises she was encouraged to carry out would not make things worse. Jane talked about how uncomfortable she would be attending a gym class by herself and how she found the peer support provided Weightwise incredibly motivational and beneficial.

She very much enjoyed the **physical activity programme** that focused on cardio, strength, functionality and flexibility. The gym-based classes offer peer support from people who have similar health issues in common and Jane appreciated this

but what she really enjoyed was the comradeship. She feels that **Weightwise has provided first-class mental and physical health support.**

She described input from a dietician as incredibly helpful and “eye opening” in terms of the knowledge she gained about nutrition, portion size and ‘good’ fats, among a host of other things.

Since being discharged from Weightwise, Jane has continued to walk more as part of her daily routine, and attends the gym regularly with her new circle of friends. Jane talks about how much better she feels about herself in general and how incredibly proud she is of her own achievements.

Multi-Disciplinary Team (MDT) – severe frailty

Why this service exists

A multi-disciplinary team is a group of health and social care professionals and experts in different areas with different professional backgrounds, who are united for the purpose of planning and implementing programmes of care for patients with complex medical needs. **The MDT in this report works with the top 2% of frail adults in Hull.**

Frailty means it's difficult to bounce back **after a physical or mental illness, an accident or other stressful events.** People living with frailty are likely to have a number of different issues that have a large impact on health, confidence and wellbeing.



The CHCP frailty MDT service started life as a pilot but has become an important part of the re-designed frailty service in Hull, based at the brand new Jean Bishop Integrated Care Centre. Their remit is to prevent unnecessary A&E visits and hospital admissions and reduce non-attendance at outpatient appointments for the frailest people in the city.

They visit patients at home to identify those struggling with health and social issues such as mobility, personal care, social isolation, medication issues, financial problems, housing, hearing/sight deterioration, dementia

and much more. The co-ordinators network with community health, voluntary and charitable organisations so they can make appropriate referrals and signpost frailty patients for help.

They facilitate MDT frailty meetings where community health, social and voluntary partners and hospital specialists can identify those patients most at risk and plan the care that's best for them.

They ensure medication reviews are happening regularly so that patients take the best drugs for their conditions.

“It’s very much driven by the Make Every Contact Count (MECC) initiative. Some people do it naturally; however, time constraints with busy professionals can frustrate the system. With the Frailty pilot and now the MDT approach in place at the ICC there are real signs of progress. We’re seeing better information sharing and joined-up thinking. People are working differently.”

Andrew Burnell
CEO, CHCP CIC



Social Value

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The impact of spending quality time (up to an hour) with each patient, reducing the burden on GPs, reduction in missed outpatient appointments, unnecessary A&E visits and hospital admissions is significant. The service is not only benefiting patients, it's also having a positive effect on carers, family members and the wider NHS.

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Social Return on Investment for MDT Frailty

£1 : £56.80

**This means that for every £1 spent,
£56.80 of social value is created.**

Mary's story

Mary is 91 years old and is severely frail. Her case was discussed at an MDT review meeting as Mary, who lives alone in a bungalow, had been contacting the GP Surgery weekly for a variety of reasons. It was clear to those who had spoken to her she was feeling socially isolated and was suffering badly with pain caused by arthritis.

The MDT co-ordinator visited Mary and was able to refer her to a **pain management clinic**; she started **acupuncture treatment** to help with her arthritis pain. Mary was also referred to **Age UK** and **Silverline** for befriending and will receive a weekly call.

Mary was having problems with her hearing aid so the MDT co-ordinator referred Mary to **'Hear To Help'** who visited her quickly and unblocked a tube in her hearing aid.





Volunteer Hub

Why this service exists

The Volunteer Hub was established in 2017 to streamline and centralise the recruitment and management of volunteers and has brought together recruitment, training and deployment so volunteers can move across roles easily according to their skill set, experience and training. The aim is to enhance and add value to our community health services.

CHCP volunteers have a 'passport' so they can easily move between volunteering roles. The hub centralises recruitment, statutory checks, training, legal matters, safeguarding and HR requirements and shares information about skills, availability and areas of expertise so services have quick and easy access to available volunteers.

Volunteering is working well across CHCP CIC and the plan is to steadily bring in more services as the hub establishes itself.

These services have already benefited from the programme:

- Empower, previously known as 'Expert Patients Programme' where expert patients empower, support and train other patients in the self-management of their chronic conditions
- Macmillan Volunteers, who take part in befriending activities, become chemo friends and dementia supporters
- Wellbeing – differently abled, addressing the physical health inequalities experienced by people with learning disabilities, including at a large-scale event showcasing services and support available
- Cafés at Bransholme Health Centre and Morrill Street Health Centre
- Let's Talk Stress Management and allotment therapy to help reduce stress and anxiety. The Allotment hosts 'Men In Sheds' local support group once a week
- Supporting patients at Beverley Community Ward with drinks, snacks and quizzes



"I have always worked with volunteers throughout my career in health care and I believe strongly in the value they bring, often in unexpected ways. In many cases, the volunteer benefits as much as the beneficiary of the volunteering. It can expose individuals to new activities, new challenges and new ways of thinking. I am aware of several instances where volunteers have gone on to become employed in their field of interest, sparked by their will to volunteer."

Mike Johnson,
Senior Operations Manager



Social Value

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Having a centralised process means volunteers can work across all of CHCP, avoiding duplication, volunteers stay longer because they can take up varied roles and they feel valued and recognised. The work of Empower has reduced GP and outpatient appointments and A&E attendances for those taking part.

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Social Return on Investment

£1 : £21.76

**This means that for every £1 spent,
£21.76 of social value is created.**



Marguerite's story

After being diagnosed with a chronic health condition that meant she couldn't work or drive, Marguerite looked for **volunteer work** to help her begin to take more control of her life and to share her experience of chronic ill-health with others in a similar position. Marguerite has been a **volunteer for Empower** for 14 years and she describes her experiences whilst at Empower as 'life-changing'.

People have shared their stories about their fears, anxiety, depression, frustration and their hurt at the attitudes of others who do not understand what it is like to live with a chronic illness. She said, "We have laughed and cried together, empathised and supported each other. It has been a wonderful (and sometimes, painful) experience for which I am so grateful. Being a volunteer with CHCP is a two-way experience, you gain as much as you give!"

Marguerite would definitely recommend CHCP Volunteering because she knows there are many people out in the community who do not have the support they need.

"As a volunteer, I am free to befriend and support those who are lonely, afraid and not coping. Volunteering helps with growth and development, improves confidence and communication skills and you feel satisfied that you've made a difference to a person's life."



Why the charity exists

The Foundation was set up to help CHCP CIC to fulfil its social objectives and use resources as well as possible; it also gives colleagues the opportunity to run a small business as all Trustees are CHCP employees who volunteer their time. The Foundation raises funds in a number of different ways and is also supported financially by CHCP CIC.

Although the Foundation offers small grants, staff sponsorship and other one-off donations, this report looks at the social impact of the small grants scheme. This offers up to £1,000 to voluntary and community organisations in the areas where CHCP CIC provides services and who are working to improve the health and wellbeing of their communities. Up to £15,000 is awarded each year.

Social Value

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Social Return on Investment

£1 : £49.07

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This means that for every £1 spent,
£49.07 of social value is created

2016/17 - £1 : £38.38

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2015/16 - £1 : £37.16

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2014/15 - £1 : £36.38

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2013/14 - £1 : £33.90

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2012/13 - £1 : £28.15



Shevington Gardening Club

The club gives people of all ages and abilities opportunities to understand and enjoy horticulture and to provide support and information to the local community in Shevington, Wigan.

The grant of £1000 from CHCP Foundation will help to **create allotment plots and facilities**, including 10 raised-bed plots, for

residents of Shevington. Land has been leased from the parish council and the site will accommodate 50 standard plots, a shared polytunnel and the raised beds for children's groups and less able allotment holders. Many residents have been on a waiting list for up to seven years.

Individuals and families will be able to grow fresh vegetables, fruit and herbs and the site is right next to a large council housing estate; the club is hoping to attract new plot holders from those residents. **Workshops (including cookery demonstrations)** will be on offer to give ideas on how to use the produce. All plot holders will benefit from the exercise, from working in the open air and from the satisfaction of “growing your own”. The club also plans to offer three raised-bed plots to local schools and to work with an existing and active dementia support group to provide a ‘buddy’ system.

Allotment holders tend to eat more healthily simply because ‘free’ vegetables and fruit are available. They also tend to distribute excess produce amongst family, friends and neighbours, which not only benefits those people but it gives the giver a feeling of wellbeing and self-worth.

Children working with parents or friends on a plot are more likely to continue this interest into adulthood. If they are also involved in cooking the produce, they are also **more likely to eat healthily in later life**. All plot-holders, especially those who volunteer to help to manage the site, will develop new skills. The new plots will be available to local residents for many years.





Springhead Football Club

Based in Hull, Springhead Football Club offers coaching to children and young people aged between 5 and 19. They promote fitness and wellbeing, develop football skills and help improve confidence among participants. Activities are all undertaken in an environment of good fun and team spirit.

Their grant of £500 from CHCP Foundation has helped the club to improve facilities at their pitch facilities and training ground. This

work includes a new palisade fence, renewing electrics and updating the changing facilities, with new facilities for disabled people. Having suffered vandalism recently, the grant has made the training ground and pitch a safer environment for all to enjoy.

The club has attracted new members and existing members are enjoying the benefits of the better facilities. More children and young people are taking part in health and wellbeing activities.



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www.chcpic.org.uk