



**WOKINGHAM
BOROUGH COUNCIL**

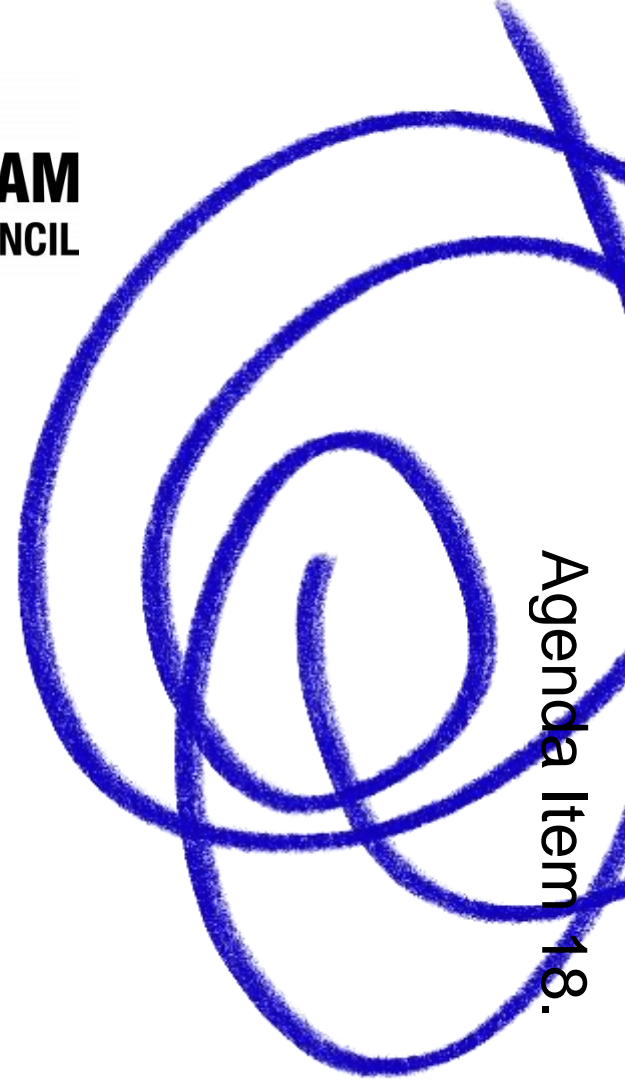
¹³Wokingham Wellbeing Service

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Agenda Item 18.

Today...

- Service overview
 - What?
 - Who/where?
 - How?
- Wokingham Wellbeing Service so far & data highlights
- 14 ● Measuring impact
 - Case study
 - Feedback from service users
- Supporting the Voluntary & Community Sector
- Future Developments Ideas
- Q & A



Purpose of the service

- Provide 1-1 person-centred support for mental health/wellbeing to service users and reduce pressure on other services – particularly Primary Care.
- ➔ Introduce tools and techniques to maintain or improve wellbeing, pro-actively link people with services and community resources and support them to identify and utilise existing support.
- Support the Wokingham voluntary and community sector to identify, and respond collaboratively, to local mental health and wellbeing needs.



Who?

Mild-moderate
mental health
concerns

Ages 18+

Drug/alcohol
use

Non-clinical
support needs

Other social
needs impacting
wellbeing

Loneliness/
Isolation

Carers &
families

Service access criteria

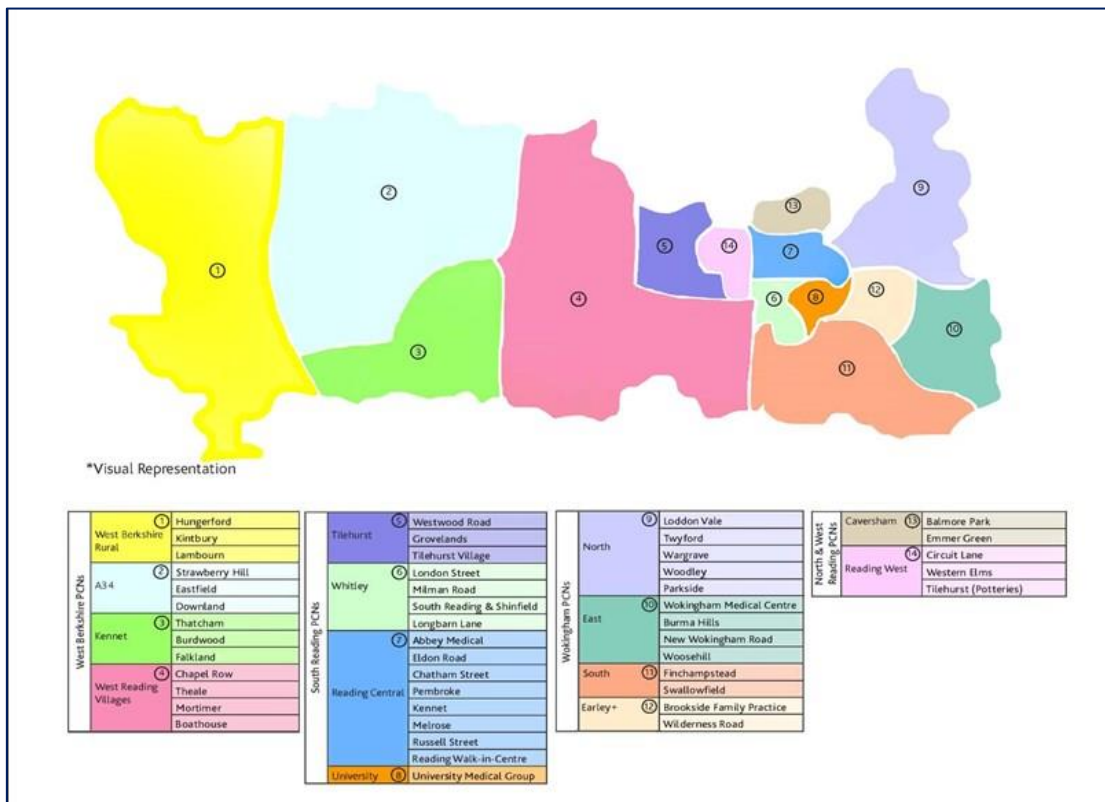
Service users must be aged 18+ and registered with a Wokingham GP practice **or** a resident of Wokingham Borough. They can be:

- People with **mild to moderate** mental health issues (e.g. mild/moderate depression or anxiety)
- 17 ● People who may need non-clinical support for stress, poor sleep, difficulties concentrating or relaxing, feeling overwhelmed etc.
- Those with social issues or practical issues (including drug and alcohol use, abuse, bereavement, loneliness and isolation).
- Those who would benefit from having a broad chat about wellbeing (and need more than a 10 min GP appt).
- Families and carers who are experiencing an impact on their wellbeing or mental health.



Where?

Successful pilot
with further
funding/contract
agreed to work
across all 5
Wokingham
Primary Care
Network areas



How?

- 4 Wellbeing Workers & 1 Project Manager.
- Up to 6 sessions of non-clinical, 1:1 support for service users.
- 19 ● Not counselling or befriending – person-centred, goal-focused practical support.
- Hybrid approach of face-to-face, phone and video appointments. Offered based on service user preference.
- Wellbeing Workers based in GP practices and Waterford House community hub with some remote working from home.

The project so far...

- **February – June 2021** – Project Manager & Wellbeing Workers inducted/trained & first referrals received via GP practices in Wokingham North, East, South, Phoenix & Earley+ PCNs.
- **July 2021** – first Mental Health First Aider Forum & Mental Health & Wellbeing Community Alliance meetings held (more to come on this!)
- 20 ● **September 2021** – referral pathways expanded to include limited no. of VCS partners (CAB, Friendship Alliance)
- **January 2022** – service official full launch – self referrals accepted, professional pathways open to wide range of VCS, primary care & other statutory partners & Mind in Berkshire moved into Waterford House Charity & Community Hub. Wellbeing Workers established on site at GP practices in all PCNs.
- **August 2022** – service now receiving over 100 referrals a month

Highlights: April '21 – June '22

749 referrals received

554 initial assessments held so far

Contact attempted within three-working days for **99.8%** of all new referrals

74% of service users that completed the intervention showed a significant increase in wellbeing

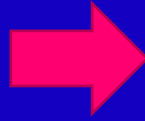
July-September '22 quarterly data to come – 212 referrals received in July-August period

Measuring impact

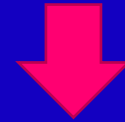
- We complete the short Warwick Edinburgh Mental Wellbeing Scale (SWEMWBS) at each initial session, and a comparative measure at the end of service.
- We ask a number of 'Patient Experience Questions' and aim for a rate of 90% patient satisfaction.
- We will complete surveys with GP practice and other primary care staff, as well as our VCS and statutory partners.
- We also hold Service User Involvement events to gather feedback from those using (and those that may wish to use) our service.

Case study – Stephen (pseudonym)

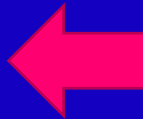
Referred by GP – feeling stressed/anxious due to heavy workload, recent bereavement and pressures of parenting a young child during Covid-19 lockdown.



Having been signed off sick from work Stephen and his Wellbeing Worker came up with a goal: ‘to return to work with a new mindset’. He was able to identify personal needs around having time to relax and accessing resources/tools to put in place when feeling stressed/anxious.



Support from Mind Worker included:
Signposting: ‘mindful music’ workshop, meditation app, Recovery College
Discussion: Time and stress management, scheduling enjoyable activities, relaxation techniques, getting motivated around physical activity.



Stephen returned to his job and reported that he was enjoying work, and structuring his day to incorporate more space for his own wellbeing. He felt better able to manage his workload, visited the gym regularly and worked on some music everyday, which he enjoyed. *Stephen had a significant increase in SWEMWBS score from 18 to 32.*

Feedback from service users

24

“You've been absolutely amazing. I wouldn't still be here if it wasn't for talking to you, I was in a very dark place. You helped me to get my confidence back and back on track. I can now see the light at the end of the tunnel.”

“Brilliant service and a great service that is so needed. I was really happy with how I was treated and how quickly I received support, from the Wellbeing Service, and how quickly the GP helped me. Overall 10/10.”

“I've found the service very helpful. You helped me to concentrate on myself and have given me tools to manage my problems”.

“The service is very useful, it makes you internalise and think about what you do need. Started volunteering which has also helped to have a support network outside of the home.”

GP Practices we are working with...

North

Woodley Surgery
Wargrave Surgery
Parkside Family Practice

Earley+

Brookside Practice
Chalfont Surgery
Winnersh Surgery
Wilderness Road Surgery

Wokingham East

Wokingham Medical Centre
Burma Hills Surgery
Woosehill Medical Centre
New Wokingham Road Surgery

Wokingham South

Swallowfield Medical Practice
Finchampstead Surgery

Phoenix

Twyford Surgery
Loddon Vale Practice

Supporting the VCS

We're also facilitating two virtual events to bring the Wokingham Voluntary & Community sector together around mental health & wellbeing. The ultimate goal is to improve the experience of people accessing mental health support - through responding collaboratively to identified needs in the community.

- **Mental Health First Aider Forum** – quarterly meeting for MHFA-trained professionals and residents in Wokingham to connect/refresh skills/share knowledge & experiences.
- **Mental Health & Wellbeing Community Alliance** – bi-monthly meeting space for VCS group representatives to discuss community mental health and wellbeing needs, challenges and successes.

If you'd like to be involved in either of these projects please contact Claire.Shropshall@oxfordshiremind.org.uk

Mental Health First Aider Forum

5 Forums held so far:

- Flexible structure aiming to be led from within by members – full participation & involvement encouraged. Opportunities for peer support, case reflection and skills refreshment.
- ✎ ● Mind in Berkshire is supporting Forum members to consider developing their own online community and facilitate smaller-group in-person meetings.
- Service users encouraged to complete MHFA training & get involved!

“Particularly when working from home, this is a great opportunity to connect and share. More of the same at future Forums, please!”

Mental Health & Wellbeing Community Alliance

6 meetings held covering variety of topics:

- ✓ VCS mental health & wellbeing landscape in Wokingham.
- ✓ Moving back to in-person/face-to-face working.
- ✓ Supporting those who may be experiencing a mental health crisis.
- 28 ✓ Mental health & wellbeing peer support in Wokingham.
- ✓ Partnership & collaboration.

Future focus – bi-monthly review of emerging trends/patterns for MH & wellbeing needs in the community.

“Thanks very much for this – it’s really very helpful! A very accessible session.”

Future Development Ideas

- **Short Courses**

Exploring Self Esteem

Assertiveness

Managing Strong Emotions

5 Ways to Wellbeing

Managing Stress

- **Peer Support Groups**

Art

Unusual Experiences

Sport

Music

Tea and Chat



30

Any questions?

