

Our Health in our Hands

Case studies of voluntary groups
working towards a healthier Redbridge
August 2012



RedbridgeCVS 

NHS

North East London and the City

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RedbridgeCVS is very proud to bring you the second edition of “Our Health in Our Hands” – a collection of case studies showing just some of the innovative health-focused activities that are carried out daily by voluntary and community organisations in Redbridge.

When we produced our first edition last year, the new Health and Social Bill was still making its protracted and difficult route through Parliament to become the Health and Social Care Act, and it is only now that the real work of implementing the government’s planned reorganisation of the NHS is being undertaken locally. Meanwhile, of course, local people tell us that they continue to want excellent health care services which remain understandable, accessible and free at the point of delivery.

The impact of the recession and the difficult economic climate mean that finances are tight for everyone. This includes the new GP-led Clinical Commissioning Group, which is preparing to take on the complex task of commissioning future health services, and the local authority, which is preparing to take on responsibility for the Public Health department that was previously part of the Primary Care Trust.

The voluntary sector doesn’t exist in a vacuum: our services are affected by the tough times too, and we face greater demands from our service users at a time when it is increasingly difficult to access funds. However, voluntary groups in Redbridge continue to inspire and amaze with their dedication and passion – using highly skilled staff and volunteers, innovating in both fundraising ideas and service models, and working closely with local people to find local solutions to local problems.

RedbridgeCVS believes that local health care providers and commissioners can make significantly better use of the resources offered by local voluntary and community groups. By making appropriate referrals for their patients we believe they can save significant amounts of time and money. We know that if patients are able to take part in lunch clubs, activity sessions, self-help groups and expert-patient groups and so forth, their health outcomes can be significantly improved at very little cost to the NHS. We also believe that using the 500-plus voluntary and community groups in Redbridge to disseminate messages about healthy living and how best to make use of NHS services to their thousands of members is a highly effective way of ensuring that all our local communities get access to accurate and relevant information.

RedbridgeCVS works to help local groups to engage with the NHS and to understand how to demonstrate the impact of their work on health outcomes. We are thankful for the support of the local NHS in supporting our Health Partnership work. We have also been pleased with the way that the people responsible for establishing the new NHS structures locally have shown willingness to talk to the voluntary sector about ways that we can work together, both now and in the future. We are always keen to work with GPs and NHS staff who would like to learn more about the local voluntary sector and who want to help us understand their CCCs and CGGs, QIPPs and QOFs. We want to help groups to engage with commissioning – sometimes as communicators and identifiers of need, sometimes as advocates helping to shape services, and sometimes as providers of high quality services. We also want to know how we might best provide information and support to GPs and NHS staff so that they can make referrals to appropriate local groups for the benefit of their patients, these groups and their own workloads.

This document gives just a tiny snapshot of the work being carried out by local voluntary and community groups, and how it supports the work of the NHS and social care services. By working together and understanding each others’ strengths we can ensure a healthier and happier Redbridge.

Ross Diamond

Chief Officer, RedbridgeCVS

Introduction

The government's Health and Social Care Act sets out clear aspirations for the voluntary and community sector as a provider of health services, a source of support for commissioning, and a partner in tackling health inequalities.

Voluntary and community groups in Redbridge contribute greatly towards reducing health inequalities including amongst communities who are socially isolated or face barriers in accessing statutory health information and services. Many voluntary organisations engaged in health and social care see themselves as vehicles for integration and co-ordination of care across boundaries. They also contribute towards NHS' Quality, Innovation, Productivity and Prevention (QIPP) programme as much of their work is focused around the prevention of health conditions, early identification and improving access to health services. The sector is known for its diversity and flexibility, and develops services to meet needs that are not being met by the statutory sector. In addition, voluntary groups help in achieving public health targets by engaging communities on illness prevention and self-management of health conditions as well as adopting healthy lifestyles.

I am happy to present the second edition of *Our Health in Our Hands*, which shows examples of how local communities have taken ownership in promoting and maintaining a healthy lifestyle amongst its members. It includes case studies of nine community and voluntary sector groups working on a range of issues, including drug and substance misuse, HIV, maternal and child health, support services for people with life limiting conditions, and healthy lifestyle programmes. These case studies reflect how the voluntary sector reaches out to communities who face huge health inequalities.

The purpose of this document is to help make NHS and the Clinical Commissioning Group aware of some of the services offered by the voluntary and community sector in Redbridge and how they impact on the health and wellbeing of local communities. It will give them an opportunity to think more about ways they can work with the voluntary sector. The first edition of *Our Health in Our Hands* was very well received and generated great deal of interest amongst NHS colleagues and GPs. I hope this document will lead to joined up working between the new Redbridge Clinical Commissioning Group and the voluntary sector to achieve common goals of illness prevention, improving clinical outcomes and greater patient satisfaction.

Swati Vyas

Health Partnerships Officer

More information

If you need any more information about the groups mentioned in this document or any of the hundreds of voluntary and community groups working on health in Redbridge, please contact:

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One North East London (1NE)

Introduction and Brief History

One North East London (1NE) registered as a charity in April 1991 providing a multi-award-winning treatment programme for addicts wishing to maintain a sober lifestyle. Since 1992 its Relatives service has provided education, counselling and support for anyone affected by another's addiction and in 2008 it introduced NE Teens for young people affected by parental addiction. 1NE has been providing services to the residents of Redbridge for over twenty years. Staff at 1NE are fully qualified counsellors to a minimum diploma level, and have a total of over 150 years' experience of working with addiction.

Services Provided

1NE provides abstinence-based treatment through group therapy. The programme runs 20 groups a week, including relaxation sessions. Clients must commit to attend every day, Monday to Friday, for a minimum of two weeks. Clients are then encouraged to attend for a further four weeks, after which an individual programme is negotiated depending on the needs of the client. For those who have been through the programme and are ready to move on, 1NE provides two afternoon aftercare groups and two long term evening support groups. Independent service user groups provide additional support with the provision of weekend workshops and evening meditation sessions. This is a free service to residents of Redbridge.

For every addicted person there are an estimated six other people affected – it is referred to as 'the family illness'. 1NE has always recognised the devastation that addiction causes within families and since 1992 1NE's Relatives service has been providing education, counselling and support for anyone affected by another's addiction. Services provided include individual counselling, couples counselling for parents of addicts and group support. This service is free regardless of borough of residence.

NE Teens provides support and counselling for children affected by parental addiction. Individual counselling is provided at the Centre and in local schools. This service is free regardless of borough of residence.

Need for the Projects

Alcohol is responsible for around 33,000 deaths per year in the UK and hospital admissions are increasing year on year. 1 in 13 people in the UK are alcohol dependent, and there are an estimated 2.6 million children living in a home where one or both parents are addicts.

Aims and Objectives of the Organisation

1NE aims to reduce the harm of addiction to individuals, families and the local community. The organisation takes a holistic approach to treatment. It believes that by working with the whole family, not only does the addict have a better chance of recovery, the whole family is able to live healthier lives together, breaking the cycle of addiction. Its model of treatment benefits individuals, families and the local community – clients are able to re-establish themselves as fully functioning members of society, families see improvements in relationships, communication and childcare, and the burden of various services is reduced for the local community, such as the police, probation and courts, GPs, hospitals and social services.

Benefits for Health and Social Care Services

- Number of visits to GPs reduced

- Hospital admissions reduced
- Reduction in use of public services such as social services, police, courts
- Reduction in crime
- Service users are able to re-engage in society

Benefits for Users

- Improvement in physical, mental and emotional well being
- Improvement in family relationships

How Does the Group Know that it is Achieving its Aims and Objectives?

- Monitoring clients' progress
- Service User Satisfaction Questionnaires
- Reassessments
- Service User Audits
- TOPs (Treatment Outcomes Profile)
- Service User Forums

During 2011, eighty people accessed its treatment programme, and over forty joined an aftercare group. The Relatives service provided over 1,700 breaks for family members affected by another's addiction including individual counselling, couples counselling for parents of addicts, group therapy and social activities, and the NE Teens service provided education, counselling and support to forty-two young people affected by parental/carers addiction.

Lessons Learnt and Way Ahead

- Abstinence based treatment is essential for addicts wishing to live alcohol/drug free lifestyles
- Families and children of addicts need support
- Long term support enables people to maintain sobriety

INE raised funds to have an extension built on its premises. This will enable them to increase treatment provision to meet the growing demands on our services.

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Community Healthcare Innovations (CHI)

Introduction and Brief History

Community Healthcare Innovations (CHI) was set up in 2007 to design and deliver a range of innovative projects that address what they call The Six Foundations of personal wellbeing: emotional, social, physical, mental, financial and spiritual.

Its approach is driven by the belief in four foundational principles:

- improved self esteem and self confidence is central to personal wellbeing
- people don't want a hand-out, they want a hand up
- each person's journey is unique and programmes must be tailored to their personal needs
- to be effective, a development programme should encompass all of the six foundations

Community Healthcare Innovations' Vision: Health & Wellbeing for All

CHI takes a holistic approach to addressing needs and looks at the person as a whole being but with differing needs, some of which will impact on other aspects of an individual's well-being if not addressed.

Services Provided

Growing Kids Community Allotment

is an innovative growing and community learning space. The main aim of this project is to provide children, families and those responsible for their care living in Woodford and the surrounding area with healthy lifestyle choices – a healthy balanced diet, regular exercise - and to promote community cohesion. All of this is done as local people gain the knowledge needed to produce their own crops and show respect for the environment.

Health Promotion

Various health promotion workshops are offered on topics like cancer, sexual health, reducing heart disease risk, health eating etc.

Smoking Cessation

Advisors at CHI are specially trained to provide expert advice and support in a structured programme in order to give the best possible chance of successfully stop smoking.

Homeless Healthcare

Working in partnership with The Welcome Centre in Ilford and London Borough of Redbridge, CHI provides healthcare to the homeless population in Redbridge. CHI works to improve health outcomes and acts as an advocate to help homeless people access mainstream health services.

First Aid Courses

CHI also runs HSE (Health and Safety Executive) accredited First Aid courses for local residents.



Need for the Project

Redbridge is one of the most ethnically diverse boroughs in London and projections show nearly half of the Redbridge population will be from black and minority ethnic communities.

The prevalence of childhood obesity in Redbridge is higher than the national levels in both Reception (11.6%) and Year 6 (21.2%) in 2009-10. In addition, the percentage of adults undertaking the recommended level of physical activity in Redbridge is lower than the national average. Although the percentage of adults who smoke has fallen considerably over the last decade, smoking still causes around 250 deaths a year in Redbridge. The major causes of premature mortality in Redbridge are circulatory diseases, cancers and respiratory diseases.

CHI helps NHS Redbridge in achieving its aims to reduce levels of obesity in children as well as encouraging and creating opportunities for children and adults to engage in more physical activity. It also contributes towards reducing premature deaths due to circulatory, respiratory diseases and improving cancer survival by increasing uptake of cancer screening by reaching various communities, particularly BME groups.

Benefits to NHS and Social Care

CHI contributes towards achieving public health objectives set out by NHS Redbridge by encouraging children and adults to build a healthy lifestyle and diet.

More health-aware residents will help improve uptake of screening programs and reduce ill-health.

Through CHI, NHS and Social Care services are able to have access to the views and hear about the unmet health needs of communities.

Benefits to Service Users

Food growing provides one of the most accessible preventative services available as it provides physical activity and increased awareness about healthy diet.

Families from diverse walks of life, cultures, ethnic groups and faiths find a common goal in Growing Kids; each person is learning together and making friends, speaking to those who they would otherwise not have met and sharing knowledge.

Residents have greater understanding of lifestyle risks and how to reduce and avoid them; and where necessary are encouraged to preventative health services offered by NHS.

Inequalities in healthcare are addressed in vulnerable groups by identification of significant numbers of clients with long term conditions and supporting them to access mainstream health services.

Way Ahead

- Lease of premises to provide a community hub in the north of the Redbridge
- Increase scope of activities by working in partnership with different organizations

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Introduction and Brief History

Drugline provides a comprehensive range of services for those struggling with addiction as well as offering free, impartial support and information to concerned family and friends. Since its foundation in 1991 and registration as a charity in 1998, Drugline has reached many thousands of people and has expanded its services to include education, counselling and support.

Drugline sees the importance of preventative education and places great emphasis on drug and alcohol awareness education. Drugline's team of outreach educators, qualified professional counsellors and trained volunteers are dedicated to providing services of the highest quality.

Services Provided

Crisis and Support Line

The crisis and support line is run by trained volunteers and can provide vital help and support to anyone who is struggling with drug or alcohol addiction. They can also help with other addictions, such as gambling or over-eating.

They also support, help and provide information to parents, grandparents, carers, partners and children of those with drug and alcohol problems.

One-to-One Counselling

The ability to talk openly and frankly with a trained counsellor is indispensable to the process of coming out of drug and alcohol addiction. Often the substance abuse is only the most obvious sign of wider internal feelings of anger, fear or disappointment. Drugline provides services of trained counsellors to support service users to overcome their addiction.

Family Counselling

Drugline is able to offer family counselling after reviewing the client's needs following an assessment appointment. Its volunteers are trained to explore options, support and give information to the callers. They are also able to book an assessment appointment with the counsellor.

Specialized Drugs Education

A major part of Drugline's work in the community is its Outreach Education Programme for schools. The programme educates young people about addiction, the consequences of drug use and how easy it is to be trapped by the attraction of experimenting with drugs.

Parents' Evenings

Parents' evenings allow parents to also gain some education around the effects of drugs, understand the possible signs of drug use and how to cope if a child does become involved in drugs.

Mentoring Groups

Mentoring involves training students to offer support to younger students. Mentors take part in a ten



week training course that includes understanding the dangers of drugs and sharing this knowledge with others, basic counselling skills, using safe websites and developing listening skills. Should they pass the course they are introduced to the whole school as a Drugline Ambassador and younger students are encouraged to approach them.

Aims

1. To provide confidential support, counselling and information to those affected by drugs, alcohol and substance abuse and to their families and friends, to help them cope better with the issues and problems related to dependency and abuse.
2. To offer a comprehensive range of drug and alcohol prevention and awareness education programmes to schools, youth groups and the wider community.

Benefits for NHS and Social Care Services

Preventing drug misuse saves the statutory services including NHS and Social Care from the costs of supporting those affected by drugs

Drugline has invested in building a team of young people who can provide peer support to other young people, thereby creating a pool of human resources that can be tapped for working with young people on other health and social services related matters

Benefits for Users

The benefits of educating young people about the effects of drugs are endless. Allowing them to identify and understand the consequences of drug use will allow them to make informed choices. Because Drugline also introduces young people to its free crisis support line, should they or someone they know become involved with drugs, they know where to obtain support should they wish to stop.

How Does the Organisation Know that it is Achieving its Aim and Objectives?

Following figures show the impact of Drugline's services during the year 2011:

Received total of 642 calls. Out of these:

- 383 provided telephone support
- 142 Sign posted to another service
- 39 Referred to Drugline counsellor
- 19 Referred to Drugline Drop-in
- 59 calls in progress

There were a total of 50 referrals to Drugline

18,865 students reached out by Outreach team

27 volunteers were trained during 2011 and 48 volunteers are currently active

Way Ahead

Drugline has ambitious future plans, which includes:

- Employing additional schools outreach workers to expand the Education Outreach Programme
- Providing facilities for schools to transport pupils to the Centre for awareness raising workshops on dangers of drugs
- Expanding the Crisis & Support Line

- Providing a Day Centre Abstinence-Based Service
- Providing more counselling rooms and educational workshop areas
- Providing additional training resources and equipment

In the long term, Drugline plans to open satellite contact and counselling facilities in the Greater London area, a mobile road show/travel bus to promote its work around and beyond London and the provision of the first residential rehabilitation facility in this country for addicts and their families, sensitive to the needs of all communities.

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Introduction and Brief History

Haven House Children's Hospice is a charity set up in 2003 looking after children and their families in North central and East London and West Essex.

It provides care for children and young people between the ages of 0 to 19 who have life-limiting and life threatening conditions and who are unlikely to reach adulthood. It helps families by providing a range of services that include day, short break/respice and end of life care, together with therapeutic play in the community.

Services Provided

Short Break/Respice Care for Children and Young People

This can be day care or overnight stays both during the week and at weekends. It includes children for crisis care for social or health reasons and for transition from hospital to home. This may include children who have undergone major surgery and are unable to go directly home.

Preschool Day Care

is a group for parents/carers of pre-school children who have disabilities, additional or complex needs and their siblings. A wide range of play activities are offered that includes singing, sensory and messy play. Carers can use and borrow specialist toys, enjoy a coffee and a chat and speak with a Counsellor. A multi-sensory room is available for the children to use and a qualified therapist provides pamper sessions for parents.

Toy Home Loan

is a free lending service of specialist toys and equipment for children with complex and additional needs to use in the home. These toys can be used to stimulate movement, communication, learning and development. Toys can be borrowed for up to three months.

Community Play Specialist

provides stimulation and fun for the children who access services of Haven House. This includes sensory, stimulating and therapeutic play tailored to each child's individual needs, within a family's own home.

Buddies

are a regular support group for siblings where they can meet, have fun and enjoy outings and workshops together. Siblings can find it hard to deal with their feelings about the illness or death of a brother or sister and individual support is offered for children who need extra support at difficult times. This group uses the Winston's Wish bereavement model.

Music Therapy

The therapist likes to have fun with a therapeutic session using music. It is a great



opportunity for parents and children to participate in a creative experience every Thursday between 11am and 5pm.

Teenage Weekend Packages for 11-19 Year Olds

These start with Friday evening at the Soul Project, then back to Haven House for a weekend sleepover. Activities over the weekend can include a visit to the local cinema, swimming, pampering for the girls, gym sessions or perhaps even a meal out.



Expert Parent Programme

to empower, support and educate parent/carers to provide better care for their children. Work is carried out in conjunction with Interface (Redbridge parent carer forum)

Aims and objectives of the organisation

To ensure that all children who are life-threatened or who have a range of disabilities and complex health needs together with their families in the area are offered a range of caring, competent and high quality services which respond to their needs.

Benefits for NHS and Social Care Services

Step down from hospital to home at a more reasonable price. Ability to provide a place of safety for looked after children with complex medical needs who have life limiting or life threatening illness.

Benefits for Users

Haven House provides care closer to home.

How Does the Group Know that it is Achieving its Aims and Objectives?

- Outcomes measured at request of commissioners: quarterly complaints and complements, safeguarding children training, infection control measures, staff sickness and turnover.
- To re-direct A and E attendances to Haven House
- Promote transitional arrangements for our young people moving to adult care.
- Through the Expert Parent programme Haven House has improved Chronic Disease Management

Haven House reached out to the following during 2010-11:

- 136 families with children who are life limited supported
- 136 Life limited children / young people supported
- 210 total number of families supported including post bereaved
- 300 siblings

- 79 bereaved families
- 97 bereaved siblings

Way Ahead

Haven House plans to do more community work.

Contact Details

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Website

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Introduction and Brief History

Home Start Redbridge was founded in 2001 and registered as a charity in 2004. For ten years it has been training and supporting parent volunteers to enable them to help families with children under-five years of age. Volunteers visit families each week to provide peer support and assist families to move towards independence. Many parents who have received support from Home Start, then go on to volunteer and offer support to other parents who are struggling. It is now a vibrant community resource, helping to develop and deliver effective services for Redbridge parents and their children.

Services Provided

Home-Start offers the following services:

Home Visiting

Volunteers visit families at home and offer informal, friendly and confidential support. The aim is to help parents grow in confidence, access local services and widen their links to local the local community. Weekly home visits to parents to assist them in coping with depression, exhaustion, loneliness, domestic violence, ill health/disability and multiple births

Family Group

The family group offers an opportunity for isolated parents to meet others in a relaxing, welcoming and stimulating environment where they can talk and learn from each other's experiences. Children are also given the chance to encounter play experiences with their peers and which may not be readily available at home and also develop their social skills.

Volunteer Recruitment

Local parents are selected, trained and supervised to provide one to one support to other local parents.

Need for the Projects

Research indicates that mothers of young children are at considerable risk of mental health problems such as depression and that poor maternal health impacts negatively on the health of children. Female carers in England are 23% more likely to suffer from anxiety or depression than women in the general population. The risk factors for depression in parents are:

- Being from a low income family
- Being from a BME community



Home Start recognises that mothers at home with young children are often under undue stress. Feeling unable to cope with caring for their child or children is compounded by other factors, including poverty, ill-health and isolation. By sharing their time and friendship, volunteers offer families an opportunity to develop new relationships, ideas and skills. This usually leads to renewed interest in the children, an

improved response to their needs and a greater confidence to avail themselves of other resources within the community.

Aims and Objectives of the Organisation

Home-Start aims to give support to families who may be struggling to cope with a variety of challenges, including post-natal illness, disability, isolation, bereavement and multiple births, helping prevent these difficulties turn into a crisis.

Benefits for Health and Social Care Services

- Improved access to health and social care services
- Improved children's health, well-being and development
- Contributes towards achieving the government's Every Child Matters Programme targets
- Home-Start volunteers act as a bridge between families and the social care and health services

Benefits for Users

- Reduce social isolation and increase social support networks
- Strengthen parent/ child relationships
- Improve parents' health and well-being
- Parents and carers in Redbridge with children under five, who are marginalised, socially and economically excluded, to feel more confident in their parenting
- Children under five to gain confidence and social skills and be better prepared for school
- Volunteers, many of whom will at one time have been users of our services, to gain skills and experience which will help them contribute to their local communities and ultimately secure employment

"I feel she has changed my life and given me the skills needed to cope, she has been an advocate on my behalf... She gives me the power when I feel beaten and worn out. I can contact her and discuss certain issues with her and she provides me with a 'listening' ear and reassurance."

Grandmother raising her granddaughter alone due to parental drug misuse



How Does the Group Know that it is Achieving its Aims and Objectives?

- Home Start has helped 90 families during 2011 of which, over 75% families were from BME communities and 8% families were with children with disabilities.
- Services like Home Start are always in high demand, especially from families who are going through difficult situations and who urgently need support.
- Research shows that Home Start is effective in connecting with, and remaining with, socially excluded families
- Home Start's informal approach is welcomed by parents who are reluctant or unable to take up other support services.

Home Start has a robust monitoring system and it measures the difference it makes to families and their progress against the issues they present with. It also measures the difference we make for volunteers and their progress in their work with families.

In addition, *The Munroe Review of Child Protection Interim Report: A Child's Journey* (Feb 2011) specifically mentions Home Start and the use of supervised volunteers as having a role to play in offering flexible help to vulnerable families.

Lessons Learnt and the Way Ahead

Last year Home Start Redbridge worked with many families from the most deprived areas of the borough. The main issues for these families mentioned during their service review in 2011, were:

- Isolation (lack of family or friends network support);
- Depression, particularly among mothers;
- Lack of parenting skills or lack of confidence in parenting skills;
- Domestic violence
- Income deprivation and unemployment
- A lack of resources to support children's early learning and the development of their social skills.

Home Start understands that it is vital to work in partnership with statutory, voluntary/community organisations and other family support services so as to develop an inclusive service catering for the needs of all children including those with special needs.

In Redbridge we have been supporting local families since 2002. The majority of our volunteers and many of our trustees are parents who themselves struggled when their children were younger and found Home Start's support helped them to make lasting positive changes in their lives. Home Start aims to continue to meet the existing needs and to develop the capacity to expand the service.

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Interface

Introduction

Interface is the Parent Forum set up in 2008 funded by a small grant from national government. It is made up of parent carers of disabled children and disabled young people. It engages constructively with the Local Authority and NHS in Redbridge and promotes parent participation so that strategic and service planning and delivery better meets the needs of disabled children and young people and their families.

Services Provided

Activities carried out by Interface:

- Contributing towards and taking part in commissioning decisions of local services for disabled children
- Active participation in different consultations conducted on changes to services
- Active dialogue and involvement with children's, health and adult social services
- Networking with other parent forums and organisations both in the voluntary and the statutory sector both locally and nationally as well as Councillors and MPs
- Organising events to raise the profile of disabled children in Redbridge and help parent carers become more knowledgeable and empowered in the care of their children and in interacting with services for their children and more confident consumers of services
- Provision of peer support to parent carers for all communities and faiths present in Redbridge today. Interface provides sympathetic support with issues and difficulties parent carers face within their local communities, cultures and families
- Holding meetings in the local community, for example at school parent evenings and places of worship, to ensure that they reach out to all parent carers.
- Signposting parent carers and supporting them in accessing services for their disabled child/ren
- Work with both mainstream and special schools to ensure that parent carers are supported and know how to deal with issues relating to their disabled child's education.



Need for Interface

The number of children with disabilities in Redbridge is rising: it was 2,742 in 2006 and increased to 3,747 in 2011 (source: School Census).

The needs of disabled children are multi-faceted and require a coordinated approach from different partners like health, social services and education. There is a need to empower parents so that they can advocate for effective services for their children. Parent carer participation has been shown to deliver better outcomes for disabled children and their families and to save money for NHS and Social Services.

Interface's Aims

- Ensure that parent participation matters and is making a real difference to disabled children's services and their lives and those of their families in Redbridge

- Demonstrate to those in charge in the Local Authority and NHS that parent carers are effective partners in making those changes happen
- See disabled children more mainstreamed and less marginalised in planning and development of strategies, policies and services in Redbridge, in line with national policies, strategies and standards and Equalities legislation
- Through all this it hopes to empower parents to feel good about themselves, be confident consumers of services and feel they can contribute and can achieve real change even as individuals.

Benefits to NHS and Social Care

- Huge savings for Social Care and NHS as parent carers provide high level of personal and practical care for disabled children 24/7
- Access to parents' views about services for disabled children and unmet health and care needs of the children
- Can engage parents through Interface to gain insight into barriers faced by disabled children in accessing health, education and social services

Benefits to Service Users

- Parents of disabled children gain new information about the services available for their children
- Provides a platform for parents to share their concerns and come up with solutions jointly
- Parents' voice is represented at different policy forums so as to improve health, education and social service delivery for their children

How Does the Group Know that it is Achieving its Aim and Objectives?

Interface has:

- Established good partnership working with Local Authority and NHS
- Raised the profile of disabled children and their needs and families within Redbridge
- Secured short breaks funding going forward from 2011
- Started to change the culture of lack of mainstreaming thinking and planning for disabled children and their families
- Begun work on clinical care pathways for effective multidisciplinary early diagnosis and early intervention from NHS

Way Ahead

- Interface Redbridge would like more integrated services for disabled children in Redbridge.
- Raise greater awareness amongst parents about changes in service provision and rights of disabled children as well as their parents.
- Ensuring that the needs of disabled children and their families are understood and embedded in new changes to health services and to Special Educational Needs (through planned new legislation)

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Introduction and Brief History

Positive East provides vital services to the individuals, families and communities of East London who are affected by HIV and AIDS. From the earliest days of the HIV epidemic, Positive East has focussed on developing tailored solutions to allow people diagnosed with HIV the best opportunity to maximise their health and well-being. These solutions are delivered in a context appropriate to the individual, through in-house and outreach contact, and concentrates on the broader implications of living with chronic illness including advice on housing, social security, the journey back to work and psychological well-being.

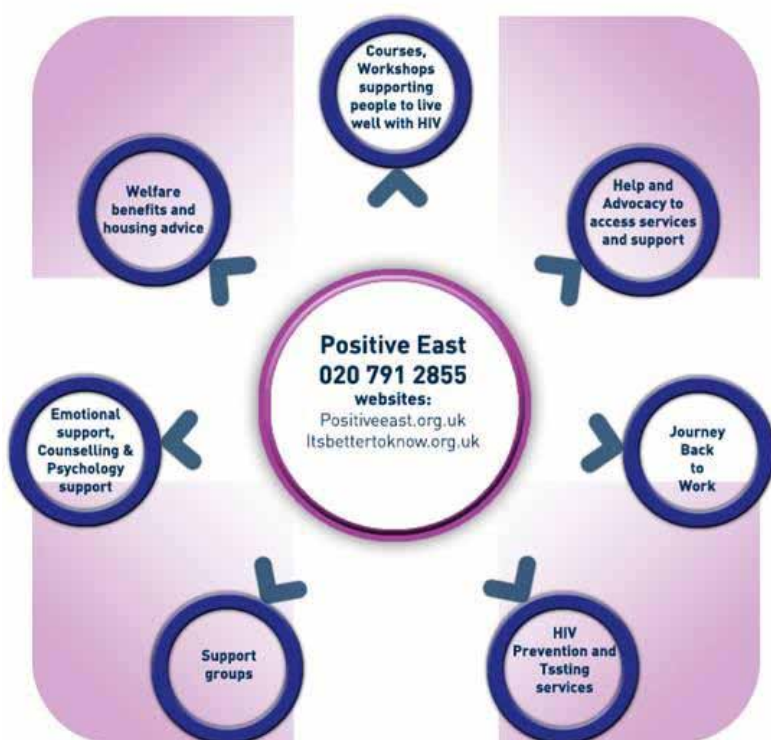
Formed by the merger of The Globe Centre and London East AIDS Network, Positive East provides services for people living with HIV and HIV prevention programmes to the communities most at risk of HIV across the London and for its HIV support services with a particular focus on the boroughs of the Corporation of London, Barking & Dagenham, Hackney, Havering, Newham, Redbridge, Tower Hamlets and Waltham Forest.

Services Provided

The core of Positive East's work encompasses:

- Enabling people living with HIV to fulfil their potential, better manage living with HIV and be able to maximise their health, well-being and independence
- Addressing the high rates of late HIV diagnosis and preventing the onward transmission of HIV
- Challenging HIV related stigma and discrimination, and ensuring that the public policy process adequately represents the needs of people living with HIV

Services offered by Positive East are shown in the diagram below:



Aims and Objectives of the Organisation

Positive East's vision reads 'a world where people living with HIV are able to fulfil their potential, free from stigma and discrimination, living full healthy lives. Further we wish for a world where the onward transmission of HIV is eliminated.'

Benefits for Health and Social Care Services

- By maximising the health and wellbeing for people living with HIV, Positive East reduces the demand and cost for statutory services like the NHS and Social Care services
- Clinicians recognise the role of Positive East in facilitating access to services, bridging the gap between health and social care, clinical engagement, ensuring the efficacy of treatment interventions, preventing the escalation of need, and facilitating speedy discharge from hospital
- Tackles social determinants of health and thereby setting an example for other organizations towards joined up working

Benefits for Users

- Experience and expertise in community based HIV point of care testing helping to reduce late diagnosis of HIV infection and identifying undiagnosed infection
- Holistic support services from Positive East greatly help clients in re-building their lives after an HIV diagnosis
- Positive East services are tailored to needs of clients and where people living with HIV are involved at every step of our service delivery
- Positive East advocates for clients overcoming cultural, linguistic and other such barriers to accessing services. The Charity supports people to be able to effectively engage with clinical services ensuring that people are real partners in their care and ensures the efficacy of medical interventions
- The Charity advocates for people living with HIV in policy forums ensuring that needs of people affected by HIV are taken into consideration while designing health and social care services

Achievements and Challenges

Achievements

During 2011-12:

- Positive East has worked with 1528 people living with HIV who are resident, use hospital services or work in North East London in the period. The main focus for the work of the charity has been about enabling people to live well with HIV through promoting health and wellbeing in addressing a range of practical (advice, advocacy) through to psycho-social (counselling, group support) issues
- 926 people have taken HIV tests at 3 community based HIV clinics in north east London reaching people who may not have otherwise taken a test
- £1,246,629, on an annualised basis, was raised for clients through benefits and hardship awards in the period
- 18,921 service episodes have been delivered with clients in the period
- 485 people accessed our group services or wellbeing courses (this includes both African and Gay mens' groups). The groups covered issues from healthy living, action planning and goal setting, sex and relationship issues etc.
- Positive East's 31 staff and over 100 volunteers all help to deliver Positive East's confidential, impartial and free service from its centre and through outreach sessions in every London Borough in various community settings across East London

Challenges

The communities that Positive East works with are often stigmatised and marginalised because of HIV, a situation exacerbated by poverty and poor housing (East London has some of the poorest wards in the UK). This is against a backdrop of East London having some of the highest rates of HIV infection in the UK particularly amongst the heterosexual community.

Furthermore the recent financial situation and the resulting reduction in public sector funding has meant that to achieve their vision and overcome these challenges Positive East has to set out a plan to support us manage the situation.

Way Ahead

Positive East plans to address the issue of funding cuts by focusing on service delivery that is targeted to those instances where HIV is the issue. In addition, its future service model will include increasing the promotion of self-management and self-reliance with people living with HIV so that limited resources are used on more complex cases.

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Redbridge Open Access Drugs Service (Foundation 66)

Introduction and Brief History

In 2009 Rugby House and Alcohol Recovery Project, two prominent national organisations, merged to form Foundation66, one of the country's largest alcohol-focused substance misuse service providers. Founded on a combined 66 years' experience in the alcohol and drug sector, this specialist knowledge and strong track record have come together to create a stronger organisation, with the capability and resources to provide an even more diverse range of services.

Services Provided

Foundation 66 is totally committed to working with individuals, communities and policy makers to reduce the harm caused by problem alcohol and drug use. It currently supports 6,500 people through a range of integrated services – from outreach through to rehabilitation – across eighteen London boroughs. It actively seeks to develop new and more effective ways of working.

Foundation 66 offers various services tailored to the needs of the local population in the different boroughs where it works. Redbridge Open Access Drugs Service (ROADS) is a harm reduction, needle exchange and onward referral service for adults affected by substance misuse in the London Borough of Redbridge.

Redbridge Open Access Drugs Service offers the following services:

- Drop-in open access service that includes walk in assessment daily from 9.30 am to 4.30pm
- Referral to more specialized services
- Crack, cocaine specific service
- Harm reduction advice and information
- Needle exchange service
- Assessment for substance misuse problems
- Group work for more structure and support
- One to one sessions
- Drug awareness workshops held at community centres
- Alternative therapies like acupuncture and shiatsu
- Support for family, friends and carers
- Screening for Hepatitis and vaccination against Hepatitis B

Aims and Objectives of ROADS

ROADS aim to provide a friendly, confidential service and effective intervention, a presence within the community as the first port of call for residents in need of support. It aims to provide effective substance misuse interventions in Redbridge working in partnership with external services and building effective working relationships and a clear treatment pathway for the clients.

Benefits for Health and Social Care Services

ROADS provides effective substance misuse interventions in Redbridge working in partnership with external services building effective working relationships and clear treatment pathway for the residents of the borough. Social Care services can easily refer clients that require help with substance misuse issues.

Benefits for Users

ROADS works on a client-led basis, allowing clients to decide what course of treatment they would like to follow. Not only does it work with clients, but also carers, partners and concerned others, offering support and advice in both group and individual settings, where necessary.

Lessons Learnt and the Way Ahead

ROADS in Redbridge have created a positive presence, supporting individuals in need and creating strong partnerships with other professionals. The overriding lesson is that partnership work holds paramount importance, as collectively all partners are working towards a common goal – the support and rehabilitation of the service user.

ROADS aims to continue to provide an unsurpassed treatment experience for its clients, by assessing & understanding individual needs, building positive professional relationships, based on trust and incorporating the values necessary for the recovery process to begin. It also aims to continue to provide a quality service to residents of the London Borough of Redbridge.

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Introduction and Brief History

SureWay To Health was established in 2006 by the SureWay Community Seventh-day Adventist Church in Barkingside and Clayhall to meet the health needs of the people in this area of Redbridge. Programmes are held on the first Saturday of every month and it currently has members of the community who regularly attend its programmes.

Services Provided

SureWay To Health primarily exists to promote healthy lifestyles. The organisers achieve this by running seminars and providing free information on various health topics. SureWay To Health also provides free health screening services for diabetes, high blood pressure, BMI and cholesterol levels by qualified nurses. SureWay To Health also runs cookery classes to complement the health promotion and seminars programmes. The following projects have been implemented by Sureway To Health:

Health Expo

The Health Expo consisted of three main stages:

1. Collection of health-related data from visitors in order to evaluate their 'health age' and overall life habits affecting their health. Visitors had the following health indicators measured:
Weight, Height, BMI, Blood Pressure, Glucose and Cholesterol levels, Body Fat Index (using a Body Fat Analyzer) and Fitness level (using a step exercise)
2. Analysis of the life habits and providing supportive suggestions for change of some bad habits.
3. Collection of data related to specific interest shown by the attendants (based on a questionnaire they had opportunity to fill in).

This Expo was just a beginning of a long term project with the main aim of educating the wider community about a healthy life style, as well as to support them in implementing the knowledge in their everyday life. In addition, SureWay to Health is aware how crucial it is for all social and health organisations, charities, clubs and groups which form the backbone of our society, to work as a team in order to reach this challenging aim. With this purpose in mind, follow up events were organised according to the data collected at the Expo.

Meat Free Exhibition

SureWay To Health also put on a meat-free exhibition during Climate Week (12-18th March, 2012). The aim was to raise awareness of the effects of climate change and how to help reduce climate warming through eating

a healthy low carbon diet. Several displays featured the impact of meat production on the environment.

A selection of healthy food



options was displayed with someone there to explain their nutritional benefits with an emphasis on eating healthy food.

Need for the Project

The local Public Health report shows that there is an increase in the number of people with chronic diseases in Redbridge. Tackling these lifestyle diseases is high on the public health agenda. Additionally, SureWay To Health has also conducted a survey in the community and heard the expressed needs of people, which included health promotion and support.

Aims and Objectives of the Organisation

- To promote the values and habits which have been scientifically recognised as prerequisites for maintaining the healthiest possible lifestyle
- To promote and facilitate a healthy lifestyle, that aids in the fight against lifestyle diseases such as cardio-vascular disease, obesity, stress-related diseases, cancer etc. which have been recognised as the main causes of death in the UK.

Benefits for NHS

SureWay To Health has worked with NHS Redbridge on the following initiatives:

- SureWay To Health programs focus on local health priorities and help NHS Redbridge in meeting its targets of improved life-style and prevention of long term conditions
- Support to NHS in conducting Joint Strategic Needs Assessments by engaging with local communities in Barkingside & Clayhall areas that led to NHS Redbridge's strategy formulations
- Actively engages people in public consultations on NHS policies
- Run Health Promotion programs supported by NHS Redbridge Public Health such as the Health Expo.

Benefits for Users

- At the Expo, timely health interventions were made by referring people whose readings were outside the norm to visit their GPs for medical advice. As a result of the survey undertaken it has also been able to tailor the monthly SureWay to Health programme to meet the needs of the community.
- The data collected shows that out of approximately 150 attendants, nearly two thirds had their BMI over the recommended limits, as well as their electronically computed health age older than their life age. This shows how important it is for this event not to remain as a one-off event, but to be seen as part of the efforts to support the positive change towards a healthier community. It achieved its objectives of raising awareness and educating the community on healthy lifestyle in an interesting and engaging way
- Visitors to the Climate Week meat-free exhibition were appreciative of the information on the environment and climate change and wanted more information about how to help the environment and make lifestyle changes.

How Does the Project Know that it is Achieving its Aims and Objectives?

- The monthly programs continue to be supported by members from the community
- Timely health interventions have been made and referred to the GPs
- Individuals have learnt how to cook healthy meals
- Individuals have managed to reduce or come off medication following guidance

Lessons Learnt and Way Ahead

- There is a need for ongoing Healthy Lifestyle teaching program in the Barkingside and Clayhall areas of Redbridge but as health might not be the topmost priority, it takes a lot of efforts to engage local people into the program
- There is a need to have diverse programs taking into account the impact of culture on health given a diverse demographic

In case of continuous community interest, SureWay To Health plans to establish an ongoing support groups like:

- Healthy Food Club
- Fitness club (Fitness4Fun – Walking 4 Health club)
- Go-online and post videos of our cookery demonstrations to capture a wider audience

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RedbridgeCVS supports voluntary and community organisations in a number of ways, including hosting specialist projects such as Volunteer Centre Redbridge.

Volunteer Centre Redbridge

- Raises awareness of the value of volunteering and encourages more people to volunteer, through advertising volunteering opportunities and providing information, advice and guidance to potential volunteers.
- Supports both voluntary and statutory sector organisations in the borough to develop more roles for volunteers, providing guidance and training for volunteer managers to ensure that roles are safe and appropriate.
- Has developed NHS Redbridge's Volunteering Policy and Procedures and supported NHS Redbridge to recruit and manage its volunteers.

The project employs a manager, who oversees service planning & delivery, works with volunteer-involving organisations to develop roles and promote good practice and publicises volunteering opportunities. The project's brokerage worker provides information and guidance to individuals about suitable volunteering opportunities. The project also has its own team of volunteers involved in administrative and promotional roles. It has a high success rate in supporting its volunteers into paid employment through building skills and confidence through their volunteering.

The Volunteer Centre Meets a Real Need

All voluntary sector organisations in the borough rely on volunteers to help deliver their services, since they are all governed by voluntary trustees. Most also involve volunteers in practical roles and service delivery. This means that without volunteers, services, on which many vulnerable people rely, would not be delivered.

For example two of our major local charities, Age Concern Redbridge and Haven House Children's Hospice, involve high numbers of volunteers in roles ranging from fundraising to befriending. Through using the services of the Volunteer Centre to develop roles, advertise for and recruit volunteers, front-line organisations such as these can concentrate on service delivery and access the help needed to develop their volunteering programmes.

The work of Volunteer Centre Redbridge

Volunteer Centres deliver six Core Functions, which are:

- Brokerage
- Marketing
- Developing opportunities
- Good practice work with volunteer-involving organisations
- Strategic development of volunteering – helping to plan how volunteering can support key local objectives, including those of the local authority and NHS.
- Campaigning on issues affecting volunteers & volunteering

Impact of volunteers on health sector service delivery

The Commission on the Future of Volunteering (2008, cited in Neuberger, 2008) has highlighted the following unique benefits that volunteers can offer to the health service sector, which can serve as a basis for investigating potential benefits to service users:

1. Peer support – 'a user voice and expertise as former patients'
2. Ownership by user communities
3. A personal, human touch

4. Actual health benefits to individuals
5. Innovation and fresh perspectives
6. Source of local and other knowledge
7. Community cohesion and strengthening – social capital (Blakeley et al., 2006)

In addition, volunteers may act as intermediaries between health professionals and service users or other agencies. They may be seen as less constrained by professional roles, and therefore able to engender a greater sense of trust and intimacy than paid professionals; in certain settings, such relationships could be advantageous for health and well-being of both volunteers and service users.

Volunteer Centre Redbridge

Volunteer Centre Redbridge has been actively involved in supporting and promoting volunteering within NHS Redbridge. This has included:

- Writing a volunteering policy, developing procedures, documentation and planning training for managers of volunteers.
- Looking at ways to encourage volunteering in consultation opportunities offered by the NHS in Redbridge, including participation in the Readers' Panel.
- Working with the Community Engagement Team to enhance roles for Loxford Polyclinic panel members and recruit to newer panels.
- Developing the involvement of volunteers in the NHS response to possible emergencies and working with NHS Redbridge's Emergency Preparedness Officer to recruit & train volunteers to respond quickly in the event of a major incident, supporting staff members.

Benefits of Volunteering

The benefits of volunteering include:

- Overcoming isolation
- Having a sense of purpose
- Making a contribution
- Learning new skills
- Building confidence
- Making the transition from illness or unemployment to employability
- Not allowing talents to go to waste

In a bid to find out more precisely what impact volunteering can have on health, in 2008 Volunteering England commissioned the University of Wales, Lampeter to undertake a systematic review of published research.

Volunteering was shown to decrease mortality and to improve self-rated health, mental health, life satisfaction, the ability to carry out activities of daily living without functional impairment, social support and interaction, healthy behaviours and the ability to cope with one's own illness.

There was also evidence of volunteers making a difference to the health and well-being of service users, including increased self esteem, improved disease management and acceptance, better parenting skills, mental health, survival time for hospice patients, adoption of healthy behaviours, concordance with medical treatments, and improved relationships with health care professionals.

A further study published by the Corporation for National and Community Service, Office of Research and Policy Development, 'The Health Benefits of Volunteering: A Review of Recent Research', (Washington, DC 2007), identified that whilst it is undoubtedly the case that better health leads to continued volunteering, volunteering also leads to improved physical and mental health. Thus they are part of a self-reinforcing cycle.

Volunteering can provide a sense of purpose, as found in a study of older adults, where formal

volunteering moderated the loss of a sense of purpose among older adults who had experienced the loss of major role identities, such as wage-earner and parent. (Greenfield and Marks, 2004)

In general, volunteers report greater life satisfaction and better physical health than do non-volunteers, and their life satisfaction and physical health improves at a greater rate as a result of volunteering. At the same time, older volunteers experience greater increases in life satisfaction and greater positive changes in their perceived health as a result of their volunteer activities than do younger volunteers. (Van Willigen, 2000)

Benefits from Volunteers and Volunteer Centre Redbridge

In times of recession-related redundancy, volunteering helps people to:

- Keep skills fresh
- Gain experience
- Make CVs stand out
- Fill time productively
- Meet people, network and avoid social isolation

It is unsurprising then that increasing volunteering in Redbridge has been a target of our Local Area Agreement, supported by all signatories, including NHS Redbridge.

How does the project know that it is achieving its aims and objectives?

The project provides regular monitoring reports to the Chief Officer, Board of Trustees and funders, indicating progress against pre-agreed objectives. We are also working towards a nationally recognised accreditation scheme for Volunteer Centres.

We are seeing numbers of enquiries from potential volunteers rising every week, continually register new organisations seeking our help to recruit and manage their volunteers and have successfully placed nearly 80 local people in vital volunteering roles since the Volunteer Centre reopened in November 2010. We hope and aim to build on this success in the coming months.

About us

RedbridgeCVS is an umbrella body that works with over 500 voluntary and community organisations in the London Borough of Redbridge.

Mission

Our mission is to promote a strong, effective and independent voluntary and community sector in Redbridge.

Funders



Contact Us

For more information about voluntary and community groups providing health and care services in Redbridge, contact:

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