



## Leading The Way for Change Award

*Recognising services who have identified and filled a gap that has had a positive impact on those they support*

### **The Pathways to Wellness Team - The Junction Foundation**

Jane Walker, the Junction Foundation nominated the Pathways to Wellness Team for its work supporting children and young people from the age 5 - 18 (25 with additional needs) their emotional wellbeing and mental health, on a 1-2-1 basis and two outreach groups, with a further group planned.

Support can range from challenges around making friends to suicidal thoughts and actions that was established as early intervention and prevention to ease the pressures of more young people needing higher-level mental health support in the future, confirmed by the high referral rate to the service.

Since the start of the project the team have engaged over 600 children and young people. Supporting them to explore their own solutions in a safe and supported space.

Jane says she calls the team 'earth angels' because they do not do anything dramatic, it's all about changing the way people think and learning to love themselves and that mental health is not celebrated the way others may be.

The team strive on positive outcomes, young people set goals and grade themselves on how they feel. There has been some amazing feedback received. Because the team started during covid support was restructured to be delivered online. Now practitioners see children and young people face to face. There have been many children's mental health programs delivered.

By offering the early intervention and prevention model our practitioners have been able to work in a more child focused and preventative way. changing not just current situations but giving a lifetime of skills.

### **Sam Taylor & Debi Bowen - South Tees Hospitals NHS Foundation Trust Volunteer Service**

Sam and Debbie have been nominated by Terry and Yvonne Bytheway for taking volunteering at South Tees to a new level. They have been instrumental in the introduction of literally thousands of people into the world of volunteering.

They have organised the training and the amalgamation of the volunteers into therapeutic care, health care and many other volunteer activities.

Patient experience has been greatly enhanced by the visits of volunteers at their bedside.

Nurses are under extreme pressure to fulfil all their care roles and do not have the time for the niceties such as personal conversation. The volunteers fulfil the responsibilities of enhancing patient experience which helps both the nurses and the patients.

### **Sensory Drop-in Clinic – Adult Social Care & Public Health**

Has been nominated by Kate Metcalf who works for the clinic, for their new innovative service designed to address the gap in sensory accessible service provision by working in new collaborative ways to better meet the needs of service users.

The service provides access to care, health and wellbeing services, and peer support, providing a facility that addresses health inequalities, supports the health and wellbeing needs and aspirations of local people living with a sensory need, as well as improving resilience.

The drop in facility provides better access to support that helps deliver multiple services, providing holistic support in a community setting including physical activity, life skills, specialist sensory equipment, digital inclusion, Eye Clinic Liaison Officer, and Social Prescribers. BSL communication support is available throughout, staff are trained in Deaf and Sight loss awareness, and the drop in location has undergone a specialist Vision Building Audit to ensure it is a safe and accessible

The drop in has supported inclusive and accessible participation with a range of activities tailored to our sensory residents to promote positive health and wellbeing outcomes such as Tai Chi, Chair based dance, slimming world, cooking on a budget, Stop Smoking support, gym inductions and protected gym time and talks in a flexible manner for all needs.

The drop in addresses inequalities and empowers our sensory communities to access a range of health, wellbeing, and social care support, and to participate in activities which would be difficult to access in community settings.

The drop in is promoting the value of collaboration between services and providers in provision of sensory friendly environments to support our sensory communities and embed this as a standard part of accessible service provision. We are now exploring developing the offer further with sensory tailored support and activities available more regularly and developing the Drop In to be part of the 'Safe Place' scheme to support sensory communities to report abuse where communication support and professional support is immediately accessible.

## Woodside Dementia and Wellbeing Hub

Emma McInnes, from Middlesbrough Council has nominated the Woodside Dementia for its work with people living with dementia and their carers, as well as older people seeking some low-level emotional and practical support, by offering a meet up place, an opportunity to take part in activities and events, and a place for support, advice and information from various organisations.

During the pandemic, the service continued to offer local older people living with dementia, a base to come along and chat, enjoy activities and keep physically and mentally active. Many organisations are on hand to support local people. Dementia is a life-changing condition and early diagnosis provides the individual, their carers and families' time for planning care, financial and legal issues and putting arrangements in place to deal with the progression of symptoms. A significant proportion of costs are hidden by the work done by family carers supporting people at home. As well as providing information and advice, the service provides a venue for a number of different organisations to work from, allows people living with dementia and their carers to access additional relevant services within the same venue or during.

The co-located services model means that we would be looking to pull people into the service for additional support, so it wouldn't just be the initial appointment and diagnostic, but also follow up sessions and Cognitive Stimulation Therapy sessions as well as regular support and social activities including singing for the brain, games for the brain, dementia café support groups, arts and crafts and intergenerational activities as well as training for Carers. These activities aim to reduce the isolation that is being experienced by carers and people living with dementia.

The way in which the space is designed has a positive impact on a person with dementia; as they often find it difficult to differentiate between things that are the same or of a similar.

Emma feels staff and volunteers deserve a special recognition for establishing a central point of access for people living with Dementia and their carers in the community. This is a unique place, co-designed with people living with dementia, their families and a range of different services. It offers holistic, person-centred support and friendly and homely environment which is essential when working with people affected by Dementia.

A TEWVT Patient and Carer Participation Group (PCPG) were involved with the service's conception from the beginning of the project. The service helps to deliver the outcomes that, nationally and locally, people living with dementia and their carers have stated that they want, to reduce demand on health and social care services, allowing resources to be targeted where they are most needed. The service acts as a 'one stop shop' to help to make information and support more accessible, enhancing the quality of life and independence of people living with dementia and their carers.

The service's referral pathway encourages all partners to work collaboratively to provide person-centered care for people living with dementia and their carers and supports a whole system approach to integrating care around the person. With its location alongside the memory clinic it helps to improve early diagnosis rates and effective management of dementia, increasing awareness of early diagnosis services and providing simpler and more consistent referral pathways, building strong relationships with GP practices and social prescribing leads and building community resilience.

The 'Lets Talk Dementia' Sessions which were developed in collaboration coping strategies, a Q&A session with an Admiral Nurse and peer support. The sessions also include self-care and carers have the chance to unwind and de-stress.