WELCOME BACK
National Work Streams & Support

Jane Smillie
Vocational Rehabilitation Project
NHS Education for Scotland

Jane Smillie – Project Lead
Our Role

- Job Share post

- Fiona Begbie – OH Nurse, background in Education.

- Jane Smillie – OT, MH background, worked in Condition Management since 2003.

- Jointly funded by NHS Education, Health Improvement Scotland (HIS) and Scottish Centre for Healthy Working Lives (SCHWL)
What are we doing?

• Learning Needs Assessment (LNA) available at: http://www.smart-survey.co.uk/v.asp?i=32461goerj

• The Knowledge Network – Good Work, Good Health

• MSc – Queen Margaret University, Edinburgh delivering 2 MSc modules

• Mapping of existing education provision in Vocational Rehabilitation

• Employability Training – Accreditation

• Grants

• Quality Improvement tool – VR pocket resource

• Linking with other agencies/people to integrate this agenda
Three Levels of Vocational Rehabilitation Interventions

Aim of service is to deliver vocational Rehab

Vocational Rehabilitation is one of a number of interventions available in the service

Enabling a person to be ready for work or to return to work may be an outcome of service intervention
Learning Needs Assessment

• To identify learning and practice development needs of staff working to support people with health problems to remain in work, return to work, take part in voluntary/unpaid work or gain work skills.

• Aimed at AHP’s, OH Nurses/Advisor, Healthy Working Lives Advisors/Practitioners and Staff Side/Trade Union Reps

• Information will be collected electronically and in focus groups.

• Baccus consultancy are taking forward this piece of work this for us

• This is currently being undertaken and will close on Wednesday 30 March
The Knowledge Network
Scotland

- Good Work, Good Health: Vocational Rehabilitation Community of Practice
- Instructions on home page on how to join
- Facilitator training has taken place for this
- Have regional pages
- Can be found at: http://www.knowledge.scot.nhs.uk/work.aspx
The Knowledge Network Scotland

The aims of this community are to facilitate learning and support practice development by:

• Facilitating information and experience sharing

• Developing practice competence and confidence

• Identifying and linking expertise and excellence across professional and organisational boundaries

• Linking you to related agendas and learning networks

• Connecting you to policy, guidance and evidence

• Promoting critically reflective ethical practice
Masters in Vocational Rehabilitation

- This was put out to Tender last year
- QMU Edinburgh awarded contract
- This is currently being developed
- Consultation meeting taking place at the end of April
Quality Improvement Tool – VR
pocket resource

• We are producing a tool that can be used in mainstream services by health care staff

• Looking at why good work is good for health and why bad work is bad for health

• Identifies why not asking about work can be harmful

• Suggesting interventions e.g. questions to ask

• Knowing where to refer to
Mapping of existing provision

- This is being carried out and is available at: http://www.ltctraining.scot.nhs.uk/home.aspx

- Existing education and service development support opportunities are available for uploading
Employability training

• Developed in conjunction with Scottish Government

• Being rolled out in each Health Board area

• Available at: http://www.employabilityinscotland.com/employabilitytrainingforhealthprofessionals.aspx

• Accreditation of training being worked on alongside the Scottish Qualifications Authority
VR Grants

- Grants were awarded again this year
- There were 25 successful bids
- Conditions:
  1. Become a member of the good work, good health community of practice for vocational rehabilitation
  2. Produce a report on the outcomes of your project/activity by 31 March 2011
What next? - Legacy

• Posts finish at beginning of November 2011.

• More educational resources available for staff in mainstream services

• Education available for staff working in more specialist services who would like to develop their skills/knowledge further

• Network set up and plans in place for continuation after project finishes (Knowledge Network)
Ayrshire and Arran
Work, Health
& Wellbeing Group

Elaine Caldow
A community planning approach to work, health and wellbeing in Ayrshire and Arran

Elaine Caldow, Lead Public Health Practitioner, NHS Ayrshire and Arran
Work Health and Wellbeing

Key Priorities

• Supporting those furthest from the labour market into employment in order to alleviate poverty and improve health

• Supporting workless people to progress into employment in NHS Ayrshire and Arran

• Vocational Rehabilitation

• Promoting health and wellbeing in the workplace (Healthy Working Lives)
Employability is “… the combination of factors and processes which enable people to progress towards or get into employment, to stay in employment and to move on in the workplace.”

(Workforce Plus, 2006)
Work Health and Wellbeing Group
Key Work Plan Priorities 2010/11

• Training frontline health, social care and housing staff
• Creating a Single Point of Contact to employability services
• Training employability staff to better support those with complex health issues and conditions
• Mapping out the NHS and health improvement contribution to employability pipelines
• Targeting health information, support and advice at those at risk of or recently made unemployed
• Supporting networking, collaboration and mutual support
• Disseminating the emerging evidence base
Health and Employability Awareness
Raising Training Pilot

- Piloted 2 hour session with 16 staff across Ayrshire (Housing Social Work, NHS, Criminal Justice)

“To raise awareness of the increased benefits gained from employment and to increase understanding of the pathways and services to support individuals into employment”

- Awareness; confidence; knowledge of barriers to employment; role in supporting clients/patient towards work; and awareness of employability pathway all reported to increase post training.
Health and Employability Awareness Raising Training

Further Courses Planned:

Contact Irene Sinclair
01294 323482
Irene.Sinclair@aapct.scot.nhs.uk

Maggie Vooght
01292 660830
Maggie.Vooght@aapct.scot.nhs.uk
Single Points of Contact

South Ayrshire
Access to Employment
01292 294321/ 01292 294322

East Ayrshire
East Ayrshire Council
01563 503000

North Ayrshire
CEIS Ayrshire
• 01294 322707 (Irvine)
• 01294 467301 (Saltcoats)
<table>
<thead>
<tr>
<th>Engagement</th>
<th>Not Yet Ready</th>
<th>Work Ready</th>
<th>Supporting People in Work</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keep Well Health Check</td>
<td>Individual/group behaviour change programmes</td>
<td>NHS volunteering policy</td>
<td>Healthy Working Lives</td>
</tr>
<tr>
<td>Single Shared Assessment</td>
<td>Wellbeing Advisers</td>
<td>Get Ready for Work</td>
<td>Working Health Services</td>
</tr>
<tr>
<td>Alcohol screening/brief intervention</td>
<td>Alcohol/drug recovery interventions</td>
<td>Pathways to Skills</td>
<td>Vocational Rehabilitation</td>
</tr>
<tr>
<td>Professional assessment (mental health/addictions/AHPs)</td>
<td>Therapeutic Interventions (mental health, AHPs/addictions)</td>
<td>Modern Apprenticeships</td>
<td>Occupational Health Service</td>
</tr>
<tr>
<td>Specialist Nurse (homeless/cardiac)</td>
<td>Green Gym</td>
<td>Supporting schools</td>
<td>Family Friendly/HR policies</td>
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</table>
Work Health and Wellbeing Challenges and Enablers

**Challenges**
- Not a HEAT target
- Strategic leadership in the NHS
- Co-ordination of Health Works
- Not a traditional ‘health’ priority
- Funding!
- Efficiency savings (revert to core business)
- Economic crisis (bad timing?)

**Enablers**
- Pan Ayrshire approach (3 Community Planning Partnerships)
- SOA priority
- Redirection of resources/ support (Single Point of Contact)
- Public Health involvement in Community Planning
- Emerging evidence
- Core of champions
Work Health and Wellbeing
Next Steps

• Roll out training and promote Single Point of Contacts
• Integrate work-related outcomes into individuals health and social care plans
• Integrate health assessment into overall ‘employability assessment’
• Ensure employability projects reflect changing priorities and integrate with the health/social care provision
• Ensure prominent role for NHS & Social Work in development of new employability structures
• Strategic co-ordination of the implementation of Health Works (and beyond)
• Developing a cross cutting community planning outcomes approach to work, health and economic development
Pro-Learn Module on Motivational Interviewing: An Introduction

Jenny Burn
Working with Patients in Partnership: Taster Session
February 2011
What is self-management?

- Self-management is a person-centred approach in which the individual is empowered and has ownership over the management of their life and conditions.
What is self management support?

- The role of health and social care professionals, services and treatment is to support the person’s journey towards living well in the presence or absence of symptoms.
Overview Co-Creating Health (CCH)

• Initially, The Health Foundation invested £4.95 million over 3 years across 8 sites.
  – COPD (Ayrshire and Arran & Cambridge)
  – Depression (South West London & Devon)
  – Diabetes (Guy’s and St Thomas’ & Whittington)
  – Musculoskeletal Pain (Calderdale and Huddersfield & Bristol).

• Extended for 2 years, £170,000 for each of the 7 sites.
  – Spread & Sustainability
3 Arms:

- Self-management Programme (SMP) for Patients
- Working in Partnership with Patients (Advanced Development Programme (ADP) for Clinicians)
  - 3 enablers
- Service Improvement Programme (SIP)
  - making small changes, PDSA.
Co-Creating Health Model

- Supporting patients to change
- Agree an agenda
  Working in partnership, patients and clinicians
  Agree a plan for goal follow up and problem solving
  Set achievable self management goals
- Consistent use of three key self management support tools
- Improving service delivery
- Site CCH teams – using local evidence of impact of CCH
- Co-creating Health (CCH) – creating the right environment to support optimal self management
- Supporting clinicians to change
Evidence:

Working in Partnership with Patients
(Advanced Development Programme (ADP) for Clinicians)

• Enhances clinician’s communication and self-management skills.
• **Developments:**
  – e-learning +/- support via Pro Learn on Athena
  – Practice Based Small Group Learning (PBSGL) ?+/- support
Partnership with the individual is central to the self-management agenda.

- Patient can’t do it alone
- Clinicians can’t do it alone
- Key areas where people need support (see next slide)
Focus around 3 ENABLERS

- Agenda setting
- Goal-Setting
- Goal Follow-Up
Agenda Setting
Agenda Setting

• What are your main problems, issues, concerns?

• An agenda sheet can help focus patients on what they are hoping to get out of the work you do together. Should cover bio, psycho, and social aspects
Agenda setting, prioritising & negotiating

• Ask, ‘Is there something else you need us to address today?’ - 10 breath pause

• We don’t have time to cover everything today, what would you like to focus on?

• Negotiate agenda – clarify what is important for patient and clinician.
Where is the patient on their Journey?

• Explore beliefs about self-management:
  – What ideas do you have about how to improve your health and or wellbeing?
  – What are you doing that is contributing to your health and wellbeing?
# The Patient Journey

<table>
<thead>
<tr>
<th>Stage</th>
<th>Importance</th>
<th>Confidence</th>
<th>Problem Solving</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beginning</td>
<td>Low</td>
<td>Low</td>
<td>Low</td>
</tr>
<tr>
<td>Finding a way</td>
<td>Increasing</td>
<td>Low</td>
<td>Low</td>
</tr>
<tr>
<td>Travelling</td>
<td>High</td>
<td>High for some</td>
<td>Low</td>
</tr>
<tr>
<td>Staying on track</td>
<td>High</td>
<td>High</td>
<td>High</td>
</tr>
</tbody>
</table>
Explore Importance

How important is it for you to ‘stop smoking’ on this scale, 0 being not important and 10 being very important?
What makes you say a 3 and not a 2?

What would it take to get you to a 5 or 6?
Explore Confidence

How confident are you that you can ‘stop smoking’ on this scale, 0 being not confident and 10 being very confident?
What makes you say a 3 and not a 2?

What would it take to get you to a 5 or 6?

Something else (invites goals)?
Explore ambivalence: pros and cons

• What is the good things about changing?
• What is the downside of staying the same?
• What is the downside of taking action?
• What is the good things about staying the same?
• What would you have to give up in order to make this a a priority?
Explore ambivalence, reflection

• So on one hand it feels too busy now to start exercising, on the other hand you’d like to have your lungs as healthy as possible?
Goal Setting
Invite Goals

• Is there something you could do to improve your health?
Goal Setting (SMART)

- **Specific**
  - What will you do this week?

- **Measurable**
  - How much will you do and how often will you do it?

- **Achievable**
  - If you visualise yourself doing this over the next week how confident do you feel that you can achieve this?

- ** Relevant**
  - How important is this for you?

- **Time-based**
  - When will you do it?
Follow Up
Follow-up/ask about plan

• How can we arrange to discuss how your plan is going?
Problem solving

Identify & explore the problem
- What happened?
- What got in your way?
- Something else?

Choose an idea
- What would you like to try?

Explore solutions
- How can you overcome this?
- Something else?

Try it out
Service Improvement

- Plan, Do, Study, Act (PDSA)
Act
Determine what changes are to be made

Plan
Change or test

Study
Summarize what was learned

Do
Carry out the plan

Source: Langley et al. (1996)
Contacts:

• Carol Nixon, Nurse Lead for CCH  
  Carol.Nixon2@aapct.scot.nhs.uk

• Liz Anderson, PD Nurse Respiratory  
  Liz.Anderson@aapct.scot.nhs.uk

• Sharon Holland, Service Improvement Facilitator, Sharon.  
  Holland@aapct.xot.nhs.uk
How Can I Now Make a Difference????
1. Each person to take approximately 5-7 minutes to reflect and write down up to 3 things that as a direct result of attending this session, they will do back into the workplace and share/implement with their colleagues.

2. The small group will then take the remaining 5-7 minutes to feedback to each other what they have decided to do.
The Way Forward......

...............What Next ??????
What do we need to do now to help YOU take this forward?