



Calderdale Primary Care Networks' Personalised Care Team Newsletter

Looking to a Brighter future

Last year was challenging for many people and for many reasons. Going into 2020, we did not know what to expect and certainly did not know how a pandemic might affect our lives.

We have changed the way we communicate, the way we work, the way we shop, even the way we show our love to family and friends.

Going into 2021 the world is a different place, yet

there appears to be some light at the end of the tunnel.

Since the announcement of the Pfizer Covid-19 vaccine role out, our team has started to help GP practices to contact patients and book them in for their vaccinations.

Initially this will be care home residents and staff, health and social care staff and people over eighty.

The team have also been helping at the vaccination clinics, helping them to run smoothly by ensuring people know where to go and what to do.

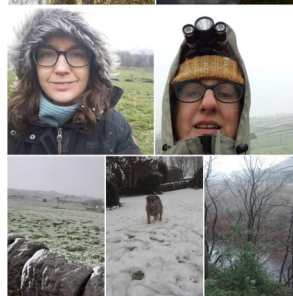
While we can't predict what next year holds, hearing a sense of relief and hope in the voices of those eligible for the first wave of vaccines has been a great pleasure and we are all proud to support this vaccination programme.

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The team have been taking part in Active Calderdale's **Take Ten #stepoutchallenge**.

Going for at least a ten minute walk for fresh air and exercise each day in December.



Care Home Project Update

Our Primary Care Network (PCN) Care Coordinators are working closely with care homes across Calderdale to deliver the Enhanced Health in Care Homes (EHCH) Model. This involves being a key part of meetings between care homes and professionals, to ensure the best outcomes for patients who live in care homes across Calderdale. The model allows us to move away from traditional reactive models of care delivery, towards more proactive care that is centred on the needs of individual residents, their families and care home staff, in order

to offer personalised care and support.

During a crisis time when there were outbreaks of Covid – 19 in care homes, Care Coordinators supported and worked with the multidisciplinary team by offering proactive support to meet the personalised needs of the residents.

Care Coordinators worked collaboratively to support other teams such as Quest. They provided smooth access to GPs reducing the time care homes had to wait for appointments and other primary care services. Due to a shortage of care home staff, the

Care Coordinators supported care homes with other support, to ensure the residents' needs were met, such as making referrals to other services, progress chasing and ordering prescriptions on behalf of the care homes. This support freed up care home staff, enabling care homes to deliver quality care to their residents.

The Care Coordinators have had some lovely thank you emails from some of the care/nursing homes, which we have supported through these unprecedented times.

Please see below:

In agreement with the senior staff working at Clover House I can honestly say that having a Care Coordinator has made a big difference to not only the service users but the staff also. I often felt that prior to having a Care Coordinator supporting the home, we at times found it difficult to liaise with the GP surgery due to how understandably busy they were. Having a Care Coordinator has made a difference in terms of being able to obtain support from the surgery and gather information/referrals that our service users need in a timely manner, without having to worry that we are putting additional pressures on the GP practice. E.g. being able to arrange medication reviews to ensure service users are on the correct medication for their health, arranging in advance to speak with a GP at a nominated time (Ward Round) regarding any concerns we have, again preventing concerns that we are putting pressure on the GP ringing at times when other patients require appointments/phone triage. Also, this has given senior staff in particular a lot of reassurance, in terms of knowing that we have someone to support us who we can confide in, and is able to resolve any queries we have that prevent us from providing the best support to our service users. Overall I can hand on heart say the support has been fantastic and feel it is a big positive for our service.

Many thanks for your ongoing support. It is very much appreciated by us at Clover House.

The Care Coordinators role has made a really positive difference to our access to the surgery and the service we receive for guests. Staff were really struggling to make contact with the surgery by phone which led to wasted time and some frustrations. Obviously delayed access to the surgery, meant delayed access to treatment and care for guests. I really appreciate having a named contact and being able to raise issues knowing they will be acted on and my experience has certainly been that this happens. I also appreciate knowing that you are in regular contact with our team and we can arrange a GP telephone call promptly when required.

Thank you for all your help and support.

Heatherstone's Court Manager.

Introducing our Care Coordinators



Hello! My name is Aisha, I am 26 years old and I am currently a Care Coordinator for Pennine GP Alliance, based in the Upper Valley,

covering Hebden Bridge, Todmorden and Calder Community Practice. I am one of the newer editions to the Personalised Care Team and commenced employment in August this year.

My educational background and passion is mainly in psychology. I hold a First Class Honours in BSc Psychology and an MSc by Research in Forensic Psychology. My research consisted of data from over 700 participants and focussed on investigating psychopathic traits in males and females alongside examining the effects that childhood abuse and gender roles has on psychopathic traits.

My employment history consists of initially working as a Personal Assistant for a few years, an Assistant Lecturer- delivering and preparing seminars, marking assignments and most recently experience of working closely with individuals who suffer with a range of psychological disorders.

I currently reside in Halifax and in my spare time I absolutely love shopping, socialising with friends and family, travelling and visiting new places and lastly seeking new ways to progress and develop further!

PCN Care Coordinator Upper Valley



Hi my name is Jazz, I'm a mother of 3 adult children, who are my pride and joy.

I have primarily worked in Adult

Health & Social Care for over 20 years,

with various roles, including undertaking Adult & Children safeguarding referrals, screening for eligibility criteria, assessing care needs, arranging Care Support Plans either Direct Payments, Self-Funders or Continuing Health Care budgets.

I have also worked on various projects, such as implementation of a New Service, Care Act 2014 and GDPR.

I have worked closely with health colleagues as well as voluntary organisations to meet the needs of individuals in a creative way.

Along the way I have undertaken various courses to enhance my skills and knowledge, for example I am Level 1 BSL qualified, Health Trainer Level 3 and Deaf/Blind assessor to mention a few!

My hobbies are to cook a banquet for family and friends, create an enjoyable atmosphere for all to let our hair down. I enjoy listening and dancing to music, I must say I am 90's girl!

PCN Care Coordinator Lower Valley



Hi

My name is Shabana Kauser. I am currently working as a Senior Care Coordinator for Central Halifax Primary Care Net-

work.

In my previous role I was in the Education sector as an Attendance/Welfare Officer where I undertook many responsibilities. This included auditing and collating data, managing students' attendance by working alongside the Local Authority, welfare & safeguarding, as well as managing the pastoral team.

I have a passion for helping to make a difference in peoples' lives. I feel helping others is very rewarding and it gives me personal satisfaction to see others progress.

A good challenge is something that does

really motivate me to excel. I enjoy problem solving and tasks that lead me to think outside the box. Having targets motivates me immensely and achieving the targets gives me gratification.

I am a team player, I believe working in a team will not only help us succeed individually but will also help us with achieving the organisations aims and objectives.

In my spare time, I enjoy spending time with my children. I enjoy reading and going on walks regularly. I'm an avid chef and do occasionally try and bake. I also like to travel and explore new destinations.

PCN Care Coordinator

Central Halifax

The newest member of the team...

Hi my name is Jill, I am a Care Coordinator for Pennine GP Alliance, based in the Calder and Ryburn area.

I started my working life at the Environmental Health Department at Calderdale MBC. In 1996 I went on to be a Medical Secretary for a small GP practice in Halifax, where I worked for over 22 years. During this time I gained extensive experience and knowledge of general practice and saw many changes. My passion is patient care and helping people through their journey with the NHS. In 2018 I worked as a Support Service Secretary for the West Yorkshire Eating Disorder Service.

I have 4 grown up children and 2 grandchildren, which take up most of my spare time! In between my family commitments I try to escape to the hills with my husband, Andy and dog, Beau. I love cooking and baking and I am always getting requests from the family for homemade goodies.

PCN Care Coordinator Calder and Ryburn Valley

Take Control Programme

The Taking Control programme is for people with long term health conditions which they are struggling to manage. The programme is designed to give people tools and skills to manage their long term condition.

Having recently piloted the Taking Control Programme in the Lower Valley our team are now helping people access this programme throughout Calderdale. Please see below for more information on this programme.

Programme aims:

Increase people's knowledge about their condition.

Give people the confidence to use a range of tools and techniques to manage their condition more effectively.

Support people to work in partnership with their health professionals to explore possible improvements in their quality of life.

Programme details:

The programme lasts for seven weeks and each session is up to 2 hours. Currently all sessions are on Zoom but face to face groups will resume as soon as guidance allows.



It is delivered by a trained health professional supported by volunteers, who are people living with a long-term condition who have previously completed a Take Control course.

The programme is accompanied by a handbook and each week there is a facilitated discussion through a range of topics and coping strategies. These include goal setting, problem solving, communication skills, managing unhelpful

emotions, recognising and managing fatigue and planning to stay well. There is also a guided relaxation exercise at the end of each session.

Informal peer support is a crucial part of the course and participants gain an enormous benefit from speaking to others who are in a similar situation. This is especially true at the moment when many people are isolated.

Previous participants have said "I now have different tools to engage in a better quality of life." and "It was good to speak with people who were going through the same thing... I didn't feel alone."

For further information or to make a referral please contact engagement@cvac.org.uk

www.cht.nhs.uk/services/non-clinical-services/supported-self-management/

North Halifax PCN Personalised Care Team



This fantastic new team is here to support all 5 practices in the North Halifax Primary Care Network, to provide holistic care tailored to meet individual needs. Each role within the team has a different focus and brings different skills to the practice.

This will improve the quality of care North Halifax PCN can offer patients.

At present the team comprises:

- 2 Social Prescriber Link Workers
- 1 Mental Health Practitioner
- 1 Work Wellness Advisor
- 2 Care Coordinators
- 1 Occupational Therapist- starting very soon

In the near future a Pain Practitioner will be recruited.

Active Practice Update

Following on from our last newsletter, you may remember that one of our Social Prescribing Link Workers (SPLW) in the Lower Valley was supporting Church Lane Surgery in becoming an Active Practice.

Staff from the surgery took part in an evaluation with Active Calderdale to go through what has gone well throughout the pilot project and to identify next steps for the practice. Certain pieces of equipment that were borrowed went

down particularly well, such as the table tennis!

Staff have been involved in mini tournaments and one staff member set up a table tennis challenge in the lead up to Christmas...yes it is all getting rather competitive!

Another staff member called a meeting to discuss further ideas and we decided that we would do a 10 week 'Walk to the North Pole' challenge and try reach the North Pole prior to Christmas to pick up some presents!

Ella, our SPLW set up a spreadsheet so that steps could be tracked along the way and people can see how themselves and others are doing.

Watch this space for further partnership work with Active Calderdale in supporting more surgeries across Calderdale to become Active Practices.



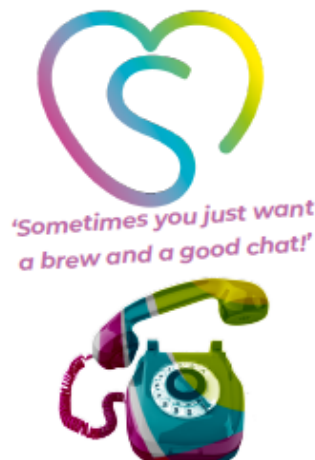
Staying Well Project—Telephone Befriending

The current restrictions are hard for lots of us but especially those people who were already isolated or lonely; those living alone without family. But Covid 19 also brought about new isolation as more people had to shield away from usual social activities, grandparents were separated from grandchildren and more people were working from home.

Like many others in these strange times Staying Well have had to adapt and work a little bit differently at the moment so that we're still here for old and new clients. One of the ways we've done this is our new Telephone Befriending service that runs across Calderdale offering regular contact and welfare calls to meet this increased isolation need.

Our staff and bank of friendly volunteers are here to make sure no one has to feel alone. There is no replacement for a face to face chat but while that's not possible we're

seeing how regular phone calls are helping to brighten people's day and give them a sense of belonging; bringing joy to their lives.



Take George and Anne: Neither were known to the Staying Well project before this year but both ended up 'part of the family' through the crisis that engulfed the earlier part of this year.

George lives alone with no family and was finding himself very isolat-

ed due to lockdown and the destruction of his normal routine. George initially came to the team looking for shopping support but he also mentioned how lonely he felt.

Anne approached as a volunteer – she had a big sense of wanting to give something back. Anne began giving George a call once a week to provide a friendly ear and happy chatter – but after several months this has now turned into calls 2 or 3 times a week with a strong bond developing between them. Anne has also taken a lot from the calls commenting how it has given her a different sense of purpose and that great fuzzy feeling that comes from helping for others!

Contact us on 01422 392767 or email stayingwellproject@calderdale.gov.uk

if you, or someone you know is isolated or vulnerable.

Virtual Calderdale Support Awareness Event

On October 9th we held a #linkworkerday2020 Virtual Calderdale Support Awareness Event.

The event was an opportunity to showcase some of the support on offer in Calderdale. We also raised awareness of social prescribing.

Eighteen services took part by submitting videos for us to showcase on social media. Members of our team and two General Practitioners

also recorded videos about Social Prescribing Link Workers and Care Coordinators.

The day was a success, the Facebook post with the most reach was Curious Motion's video, reaching 596 people and receiving 41 post engagements. The most successful posts were those that were re-tweeted or shared on Facebook.

A big thank you to all those that took part. Some of the videos were very moving and highlighted what a fantastic community we have in Calderdale.



Crew Heart Support



CREW Heart
Support Group

Crew was founded in 1999 after three gentlemen had heart attacks and met at Cardiac Rehab. It became apparent that once the brief rehab finished, there were limited options for patients. They set up a local walking group and linked in with local cardiac rehab instructors to set up safe and effective exercises. Crew grew over the years, gaining backing from the British Heart Foundation and working closely with the local Cardiac Rehab Nurses. Crew now offers support and membership to anyone at risk of Cardiac issues. (e.g. anyone overweight or with high blood pressure).

Unfortunately this year, John, our Founder and Tony, our Secretary both passed away. Then covid hit and made it very difficult for CREW to run as it once did.

Due to the service having to change so dramatically in such a quick time-

scale, the committee was eager to keep the charity running but needed guidance with the new technical demand and the forever changing online world!

Sophie our Secretary and the board of trustees appointed two new members - Eve and Catherine, both with different professional backgrounds to assist in the development and every day running of the charity. Catherine's role is to look after our finances and Eve came on board to help with the development and running of the online services.

Crew now looks very different to what it once did. We gained funding from the local Community Foundation for Calderdale and Sport England to keep Crew running and adapting during this pandemic. We are very proud of where Crew is right now.

We offer a library of pre-recorded exercise sessions, all from cardiac rehabilitation instructors.

We offer self-guided walks that

have been risk assessed by our walk leaders.

We offer 4 FREE live zoom exercise sessions throughout the week. Tai Chi for beginners, adapted pilates, seated exercise for all ability and gentle keep fit. These funded sessions run until 01/03/2021.

We distribute fortnightly newsletters with relevant information to our Crew members.

We developed a new website that was capable of taking bookings for our new ventures and also keep our members up to date with recent events/online adaptations.

We are slowly beginning to set classes back up face to face. We have 2 adapted pilates classes now running, with more in the pipeline.

We now offer face to face guided walks, in small, safe groups of 6.

To become a member, please go to www.crewheartsupport.co.uk/register/

Thank you from everyone at Crew.