

Aims

The overarching aim of the project is to tackle health inequalities within the most disadvantaged and disempowered communities in Stockton-on-Tees. The work supports developments around advice and access to services and facilitating public involvement in the long term planning and delivery of health and social care services.

Location

The partnership operates through a range of agencies and locations in the four most disadvantaged neighbourhoods in Stockton on Tees.

The Intervention strategy

Staffing

Work is split between appropriate delivery agents for each element.

The package is led by North Tees Primary Care Trust, which commissions the services from a range of statutory and voluntary providers. The work of the package is monitored and assessed by the Stockton Health Improvement Partnership.

Funding

The package has received the following NRF allocation:

2001/2 = £287,660

2002/3 = £851,560

2003/4 = £869,000

This means that NRF has provided 20% of the package costs. Other funding has come from the PCT, Stockton Council and our other key partners.

Operating Method

The Well Connected package was developed to deliver a range of health services in the Neighbourhood Renewal areas.

There are 12 elements to the package covering work on:

- ◆ Community Health Development;
- ◆ Support & advice for carers;
- ◆ Enabling people to live independently in their own homes
- ◆ Support for people with mental health needs – including children and older people and early intervention services;

- ◆ Access to primary care – including focus on children, young people, Black & Minority Ethnic and asylum seekers;
- ◆ Community based therapy & advice services;
- ◆ Provision for drugs treatment, education and counselling.

The work on each of these elements is led by the appropriate delivery agent.

More details of the services commissioned through Well Connected are given below.

- ◆ Preparation of a Community Development Strategy through the Community Connections project
- ◆ Children and Adolescent Mental Health Services (CAMHS) Early Intervention Outreach Team working through the INCH project continues to increase and improve access to mental health services for children and families in priority neighbourhoods. Groups run in 3 primary schools and see 60 children per week, promoting self-esteem, self-confidence and social skills in the children. This helps to increase their resilience to the development of mental health difficulties.
- ◆ Community Geriatric Service - this service provides high quality pre-admission and rehabilitation care for older people to help them live independently and reduce preventable hospitalisation. This work includes the role of a Pharmacist carrying out medication reviews for patients in care homes within the NR priority areas.
- ◆ Intensive support for older people with mental health needs provides liaison workers in two roles, care home liaison

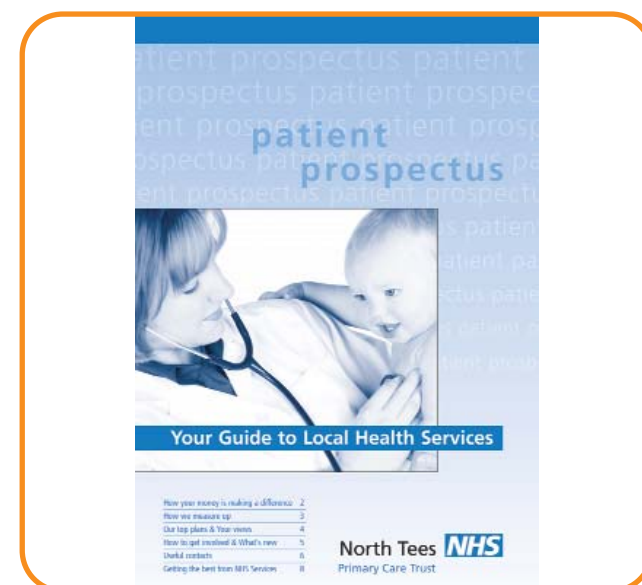
and primary care liaison. These posts raise awareness of MH issues to staff working with older people in care homes and primary care, to help ensure the appropriate treatment and referral.

- ◆ Carers/Users Advice Service provides advice to carers regarding the benefits and services available to them. At the end of 2002/3, 200 residents from the NR priority areas had been advised by the service, with over £250,000 of previously unclaimed benefits being claimed for priority area carers and service users.
- ◆ Therapies to Promote Independence provides enhanced access to community based therapy and residential rehabilitation. The focus on the NR priority areas recognises the higher levels of need that exist there.
- ◆ Drug Prevention and Primary Care for Drug Users – a specialist medical practice has been fully operational since March 2002. NRF continues to provide practice nurse support for the practice and the Drugs Action Team (DAT) works with schools to provide effective drug information for children of all ethnic groups.
- ◆ A primary care service is being set up in Hardwick, one of the priority neighbourhoods. Before the NRF project, there was no primary care provision in this area. This led to inappropriate use of secondary care services, as the nearest healthcare provider for many residents was the University Hospital of North Tees.
- ◆ The 'Commissioning through Listening' project has developed a Health and Social Care Public Involvement Partnership, which is now taking shape and will influence service provision across the borough.

Achievements of the Intervention.

Main achievements.

- ◆ Developing new centres for delivering health services
- ◆ Providing new outreach health services
- ◆ Supporting residents to access services and benefits to which they are entitled
- ◆ Supporting new partnerships between community groups and health services.



North Tees 
Primary Care Trust

Well Connected

Contact:

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NRF Priority:

Health

NRF Authority:

Stockton Borough Council

NRF Funding level:

High

PTO for additional information

Lead Agent:

North Tees Primary Care Trust

Main Partners:

Stockton Council Health & Social Care Service Group; North Tees & Hartlepool NHS Trust; Tees, North & East Yorkshire NHS Trust, Stockton Borough Carers Resource Centre.

Location:

Health centres, schools, other venues in the four most disadvantaged neighbourhoods in Stockton

Main Achievements:

Developing community based health services
Influencing health and care strategies in Stockton

The work developed within the package has kick-started some new ways of working, with particular focus on method of delivery. Community buildings are currently being investigated as possible venues from which primary care services can be provided, for example by health visitors.

The new round of NRF will see the services delivered from community venues being expanded and diversified to include counselling and other forms of health information and advice. This will be supported by enhanced Public Health capacity, which is to be achieved through the Change Activists training for Health Visitors and Community Development Workers. The aim is to educate people about making healthy lifestyle choices, which will have a lasting effect beyond the funding.

Mainstreaming strategy

Subject to satisfactory evaluation, many of the projects within the Well Connected package will be continued with the support of mainstream funding. Evaluation of the services is also influencing service planning for health and care services across the entire borough.

The Learning Curve

The Well Connected package has been successful for three key reasons:

- ◆ The packaged approach, services were planned as a package to address a wide range of needs;
- ◆ The community focus, through providing services from community locations. This is being further developed in the new round of NRF;
- ◆ Integrated commissioning through the NTPCT and Stockton Council Service Development Team. This team commissions the health and social care services for the borough of Stockton on Tees.

One of the biggest barriers faced in the programme was the recruitment of a GP for the new primary care centre. This resulted in a tendering process, which has taken longer than the original project plan anticipated, and led to delays in the commencement of the service.

Key Lessons

Clear evaluation criteria set out at the start of the projects help to support future decisions for mainstream funding. This is an area that we are still developing.

Contact details

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