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| HIGH LIFE HIGHLAND REPORT TO BOARD OF DIRECTORS27 August 2019 | AGENDA ITEM REPORT No HLH /19 |

## **HEALTH AND WELLBEING UPDATE - Report by Chief Executive**

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| **Summary**The purpose of this report is to introduce the Health and Wellbeing Plan (2019 – 24) and provide an update on progress made in implementing plan along with the monitoring and reporting process to future board meetings.It is recommended that Directors note and comment on the report. |

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| **1.** | **Business Plan Contribution** |
| 1.1 | This report supports the highlighted Business Outcomes from the High Life Highland (HLH) Business Plan:**1.** Sustain a high standard of health and safety, and environmental performance**2.** Implement the Service Delivery Contract with THC**3. Improving customer engagement and satisfaction****4. Improving staff engagement and satisfaction****5. Enhance the positive charity image****6. Be a trusted and effective partner****7. Achieve sustainable growth across the organisation****8. Develop health and wellbeing across Highland communities****9. Develop and promote the High Life brand** |
| **2.** | **Background** |
| 2.1 | When HLH was established although it was anticipated the charity would contribute towards supporting, sustaining and improving health and wellbeing across Highland communities, health and wellbeing was not a specific business objective.Over the last seven years, numerous programmes and opportunities have been tested, relationships have been built with internal and external stakeholders (particularly NHS Highland), trust has been established with partners, positive impacts have been delivered and value for money proven.  |
| 2.2 | Following the successful implementation of a range of programmes relating to health and wellbeing Directors introduced a new Business Outcome for the HLH Business Plan 2019 - 24 to “Develop health and wellbeing across Highland communities” and to create a Health and Wellbeing Plan.Directors have requested an update on the plan on a six-monthly basis and the purpose of this report is to provide the first update on the Health and Wellbeing Plan 2019 - 24.  |
| **3.**  | **Health and Wellbeing Plan (2019 – 24) Aims** |
| 3.1 | The aims of the Health and Wellbeing Plan are: 1. To support, sustain and improve health and wellbeing across Highland communities through all HLH services.
2. To position HLH as the partner of choice for NHSH to deliver on its prevention and health and wellbeing priorities.
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| **4.** | **Objectives and Outcomes** |
| 4.1 | The objectives of the Health and Wellbeing Plan (2019 – 24) are:* To develop and deliver programmes with health and wellbeing outcomes at the core
* To develop compelling evidence based narratives on health and wellbeing outcomes
* To develop staff skills and knowledge around issues that affect health and wellbeing.
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| 4.2 | The intended outcomes from the Health and Wellbeing Plan (2019 – 24) are:* People are able to look after and improve their own health and wellbeing and live in good health for longer
* Health and Wellbeing is core to all HLH services.
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| **5.** | **Priorities** |
| 5.1 | A situation analysis was undertaken to define the priorities for the plan which took account of a range of factors including: demographics of the Highlands; the health data available at the time of creating the plan; new Public Health Priorities for Scotland; and the national Health and Wellbeing Outcomes. |
| 5.2 | To enable and encourage healthy lifestyle choices for individuals and communities, through delivering a wide range of interventions, opportunities, projects and programmes which contribute to HLH and NHSH Board’s objectives, the following key priority outputs and areas of work for HLH’s health and wellbeing activities have been identified:* Falls prevention
* Cardiac rehabilitation
* Move More
* You Time
* Type II diabetes and physical activity
* Physiotherapy in leisure centres
* Embedding health and wellbeing in all HLH services
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| 5.3 | The Health and Wellbeing areas of work and actions can be found at **Appendix A.** |
| **6.** | **Implementation** |
| 6.1 | Good progress in delivering the priorities has been made to date, with all work plan areas reporting Green in the RAG rating for Q1. Key developments and highlights include:* All HLH services now have health and wellbeing included within operational plans and there are a wide range of programmes in development
* A new Support Assistant has been appointed to the Macmillan Move More programme, funded by Macmillan Cancer Support, to support the triage of referrals into the programme and facilitate the delivery of the programme objectives
* Through NHS Highland funding, HLH has secured the opportunity to train a further 11 exercise instructors in Cardiac Rehabilitation – enabling the extension of the programme into new locations and providing much needed back up for existing classes to cover any absences
* Support is being given to the leisure facilities team to ensure effective and safe implementation of a research study with the University of the Highlands and Islands to support people with Type 2 diabetes into physical activity
* C. £0.25M funding has been secured to enable the Sports and Outdoors Service to deliver a series of Green Health Events
* Monthly Health and Wellbeing Group meetings are being facilitated to support all of HLH’s services to deliver on the new health and wellbeing business objective
* New networking team meetings have been implemented for staff involved in the delivery of a range of programmes to come together to learn with/from each other and to keep updated with developments:
* You Time (older adults programme)
* Cardiac Rehabilitation
* Parkinson’s Exercise
* Move More
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| **7.** | **Implications** |
| 7.17.27.37.4 | Resource Implications – the resources associated with the delivery of the Health and Wellbeing Plan 2019 - 24 (Year 1) have been approved within the 2019/20 budget.Legal Implications – there are no new legal implications associated with this report.Equality Implications – there are no new equality issues associated with this report.Risk Implications – there are no new risk implications associated with this report. |

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| **Recommendation**It is recommended that Directors note and comment on the report. |

Designation: Chief Executive

Date: 19 August 2019

**Appendix A – Health and Wellbeing Plan: areas of work and actions**

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| **Area of work** | **Action** | **Update** | **Timescale** |
| Falls Prevention Exercise | General1. Promote the HLH falls prevention exercise offering in NHSH and beyond
2. Support the development of appropriate outcome measures to demonstrate impact of people attending HLH falls prevention classes
3. Support the development of appropriate education material and resources for HLH specialist instructors to use in falls prevention exercise classes on wider risk factors for falls
4. Build links between health and HLH staff to ensure more people are supported to attend HLH classes
5. Develop appropriate evaluation and reporting mechanisms for demonstrating impact and outcomes of the programme
6. Liaise with ICT team to co-ordinate the development of regular statistics to demonstrate participation numbers at falls prevention exercise classes
7. Ascertain where there is a demand for falls prevention exercise and work with leisure facilities to support them to meet the demand
 | HLH has been working with NHSH’s Falls Prevention Lead to agree outcome measures for monitoring impact of HLH programme.HLH has commented on the new NHS Falls Prevention Policy and ensured a pathway to the HLH offering is well defined within the policy.HLH is an active member of the NHS Falls Steering Group. | Ongoing |
| Provide support to the facilities team in order they can ensure1. Effective and safe implementation of falls prevention exercise programmes in the following locations:
* Leisure centres
* Day care facilities
* Hospital settings
* Care homes
* Other community settings (e.g. village halls)
1. Appropriate training is available for instructors to deliver classes
 | HLH has undertaken 2 internal quality checks as part of the ongoing monitoring of the exercise programme offered. | Ongoing |
| Cardiac Rehabilitation | General1. Maintain and strengthen links between HLH and NHSH specialist cardiology and cardiac rehabilitation teams
2. Promote the HLH cardiac rehabilitation offering in NHSH and beyond
3. Look for opportunities to extend the HLH cardiac rehabilitation offering to other locations
4. Liaise with ICT team to co-ordinate the development of regular statistics to demonstrate participation numbers and KPI’s for SLA’s at cardiac rehab classes
 | HLH has secured places, through an NHS funded course, for 11 exercise instructors to be trained to deliver Cardiac Rehab. | Ongoing |
| Lochaber (Phase III only)Provide support to the facilities team in order they can ensure:1. Health Professionals have access to Lochaber Leisure Centre to run weekly Phase III cardiac rehab classes as per local agreement
2. Health Professionals have the opportunity to issue Phase III patients with High Life cards if they are suitable for exercising in the facility out-with the Phase III classes
3. Opportunities for patients to transition to HLH led Phase IV cardiac rehab classes as per East Ross and Inverness model are developed
4. Appropriate recording mechanism for reporting on attendance numbers at Phase III classes and numbers that transition to HLH services (Phase IV or general High Life usage)
5. Compliance with GDPR and Data Sharing Protocols
6. Good links with NHSH specialist team(s): Lochaber and Raigmore Hospital
7. Regular meetings with HLH staff involved in Cardiac Rehab to ensure knowledge exchange, learning opportunities and sharing of best practice etc
 | Lochaber Leisure Centre has identified one instructor to be trained as a Cardiac Rehab instructor, to undertake a training course funded by NHSH, and is aiming to deliver Phase IV classes from Spring 2020.NHSH Nurse is utilising HLH facilities by assessing people who have had a cardiac event in their suitability for exercise then signposting them to Lochaber Leisure Centre, to support them in their rehabilitation journey, where appropriate.  | Ongoing |
| East Ross (Phase IV only)Provide support to the facilities team in order they can ensure:1. Phase IV classes continue to run in East Ross
2. Location of classes remains flexible to meet the demand
3. The agreed referral pathway from Secondary Care into Phase IV is maintained
4. Development of referral pathway from Primary Care into Phase IV is undertaken
5. Compliance with GDPR and Data Sharing Protocols
6. Support for specialist instructors to undertake CPD
7. Good links with NHSH specialist team(s): Ross Memorial Hospital and Raigmore Hospital
8. Regular meetings with HLH staff involved in Cardiac Rehab to ensure knowledge exchange, learning opportunities and sharing of best practice etc
 | The HLH led Phase IV Cardiac Rehab class at Invergordon had 94 attendances in Q.1 2019/20.Work has been undertaken to encourage and support NHSH staff to make referrals to the programme, including meeting with the Physiotherapy and Nursing specialists to raise the profile. | Ongoing |
| Inverness (Phase III and Phase IV)Provide support to the facilities team in order they can ensure:1. Phase IV classes continue to run in Inverness
2. Location of classes remains flexible to meet demand
3. The agreed referral pathway from Secondary Care into Phase IV is maintained
4. Development of referral pathway from Primary Care into Phase IV is undertaken
5. Compliance with GDPR and Data Sharing Protocol
6. Support for specialist exercise instructors to undertake CPD
7. Good links with NHSH specialist team at Raigmore Hospital
8. Regular meetings with HLH staff involved in Cardiac Rehab to ensure knowledge exchange, learning opportunities and sharing of best practice etc
9. Health Professionals have access to Inverness Leisure Centre to run weekly Phase III cardiac rehab classes as per Service Level Agreement
10. Health Professionals have the opportunity to issue Phase III patients with High Life cards if they are suitable for exercising in the facility out-with the Phase III classes
11. Opportunities for patients to use their High Life card (if issued at Phase III) in other HLH facilities are developed
12. Appropriate recording mechanism for reporting on attendance numbers at Phase III classes and numbers that transition to HLH services (Phase IV or general High Life usage)
 | Two Phase IV Cardiac Rehab classes are running in Inverness Leisure to meet current demand.Regular meetings and communications have been established between clinical team in NHSH and HLH staff.For NHSH operational reasons the weekly Phase III cardiac rehab service, delivered by NHSH Physiotherapy staff, at Inverness Leisure, has been withdrawn. HLH is working with NHSH to support embedding a new nurse led intervention and increase referrals to HLH Phase IV classes in the medium to longer term. | Ongoing |
| Caithness (Phase III only)Provide support to the facilities team in order they can ensure:1. Successful implementation of Service Level Agreement between HLH and NHSH in Caithness
2. Health Professionals have access to Thurso Leisure Centre and East Caithness Community Centre (Wick) to run weekly Phase III cardiac rehab classes as per local agreement;
3. Health Professionals have the opportunity to issue Phase III patients with High Life cards if they are suitable for exercising in the facility out-with the Phase III classes;
4. Opportunities for patients to transition to HLH led Phase IV cardiac rehab classes as per East Ross and Inverness model are developed;
5. Appropriate recording mechanism for reporting on attendance numbers at Phase III classes and numbers that transition to HLH services (Phase IV or general High Life usage);
6. Compliance with GDPR and Data Sharing Protocols;
7. Good links with NHSH specialist team(s): Caithness General and Dunbar Hospitals;
8. Regular meetings with HLH staff involved in Cardiac Rehab to ensure knowledge exchange, learning opportunities and sharing of best practice etc
 | The SLA between HLH and NHSH is being successfully implemented. HLH Leisure Facilities have Phase III classes, led by NHSH staff, taking place every Thursday in Wick. Up to 10 participants take part every week. HLH Leisure Managers are reporting strong links with cardiac patients now becoming regular users of the facilities as a result of partnership working. | Ongoing |
| Move More (physical activity for people affected by cancer) | 1. Line manage the work of the Macmillan Project Development Officer to achieve the stated project objectives
2. Provide feedback to Macmillan as required
3. Work with the Macmillan Project Development Officer to develop a sustainable physical activity offering for the company for people affected by cancer
4. Line manage the work of the Macmillan Project Development Officer and liaise with relevant HLH teams (e.g. Finance, ICT, Business Support, Marketing and Communications) to deliver the funding contract requirements:
5. Project governance and legacy
6. Recruitment
7. Payments
8. Arrangements and support for the project
9. Cover for absence
10. Handling of donations
11. Monitoring and reporting requirements
12. Reviews of the service
13. Issues arising from service reviews
14. Complaints handling
15. Using Macmillan badges and signage
16. Marketing and promotional activities
17. Publicity and contact with the media
18. Changes to the project
19. Intellectual property
20. Private patients
 | HLH appointed a Move More Support Assistant who commenced in post in April 2019, this post is fully funded by Macmillan Cancer Support.The Macmillan Move More Development Officer is working closely with NHSH Consultant Nurse for Cancer Care to develop a local action plan for better engaging clinical staff in Move More programme.A Data Sharing Agreement and Impact Assessment has been developed by HLH and NHSH to enable clinical referrals to be made by NHSH – final sign-off by is immanent. | Project ends March 2021 |
| You Time (older adults programme) | General1. Promote the HLH You Time programme in NHSH and beyond
2. Support the development of appropriate outcome measures to demonstrate impact of people attending You Time
3. Support the development of appropriate promotional material for You Time
4. Build links between health and HLH staff to ensure more people are supported to attend HLH classes
5. Develop appropriate evaluation and reporting mechanisms for demonstrating impact and outcomes of the programme
6. Liaise with ICT team to co-ordinate the development of regular statistics to demonstrate participation numbers activities
7. Ascertain where there is a demand for activities and work with leisure facilities, libraries and archives services to support them to meet the demand
 | A new evaluation tool has been developed for measuring the outcomes and to demonstrate impact of people attending You Time and tested by HLH staff.You Time in Q.1 2019/20 delivered:* 170 activities
* 6349 attendances
* Range of c.60 types of activities
 | Ongoing |
| Provide support to the libraries, archives and facilities teams in order they can ensure1. Effective and safe implementation of activities in HLH facilities (libraries, archives, leisure and others)
2. A broad range of activities are available to cater for a range of abilities and interests
3. Appropriate training is available for instructors to deliver classes
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| Type II Diabetes and Physical Activity | 1. Facilitate discussions between HLH and NHSH and UHI regarding pilot study to support people with Type 2 diabetes to become physically active or to participate in structured exercise
2. Provide support to leisure facilities team in order they can ensure effective and safe implementation of the study intervention
3. Review opportunities for further intervention(s) for people with Type 2 Diabetes following initial pilot study
 | HLH has supported UHI to recruit 13 volunteers to the Type II Diabetes Study.HLH has facilitated engagement in the study of 9 exercise instructors. | Project ends March 2020 |
| Physiotherapy in Leisure Centre | 1. Monitor and review existing projects/programmes in HLH facilities
2. Identify potential new projects/programmes that could relocate to HLH facilities
 | HLH is piloting a project with Physiotherapists in Tain, to provide a pathway to HLH services following referral from Physiotherapy.Since May 19 people have been referred and 7 people have activated their referral. | Ongoing |
| Embedding Health and Wellbeing in HLH Services | 1. Support all of HLH’s 9 services to deliver on the new business objective to “Develop health and wellbeing across the community”
2. All HLH services required to include health and wellbeing projects in all operational plans
3. Work with Head of Service and HLH Health and Wellbeing Group to agree mechanism for reporting on how each services are delivering on the new business objective “Develop health and wellbeing across the community”
4. Make training available to staff on health and wellbeing
 | All HLH services now have health and wellbeing embedded in operational plans and report verbally through the Health and Wellbeing Group.C. £0.25M funding has been secured to enable the Sport and Outdoor Service to deliver a series of Green Health Events. | Ongoing |