

Southwark Local Care Network

Social Prescribing in Nunhead: Phase 1 Summary and Next Steps

22nd February 2019

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Following on from our initial workshop at The Green, we conducted a short research phase to gain a better understanding of some of the people, businesses, organisations, and events that make up the community of Nunhead.

A summary of our findings are presented in this document.

We have also come up with some ideas to explore further in the next phase. If you would like to help us in this exploration, please contact meaghan.morris@nhs.net



From our research, we came up with this definition

Social prescribing is...

Improving people's health and wellbeing
by enabling them to create their own local
support networks.

Ideas from kick off

The top voted idea from the kick off workshop was **community friends**

This idea was around training local people to signpost to services those in need

For example someone in a shop might have the opportunity to notice a regular customer who has a health or wellbeing need

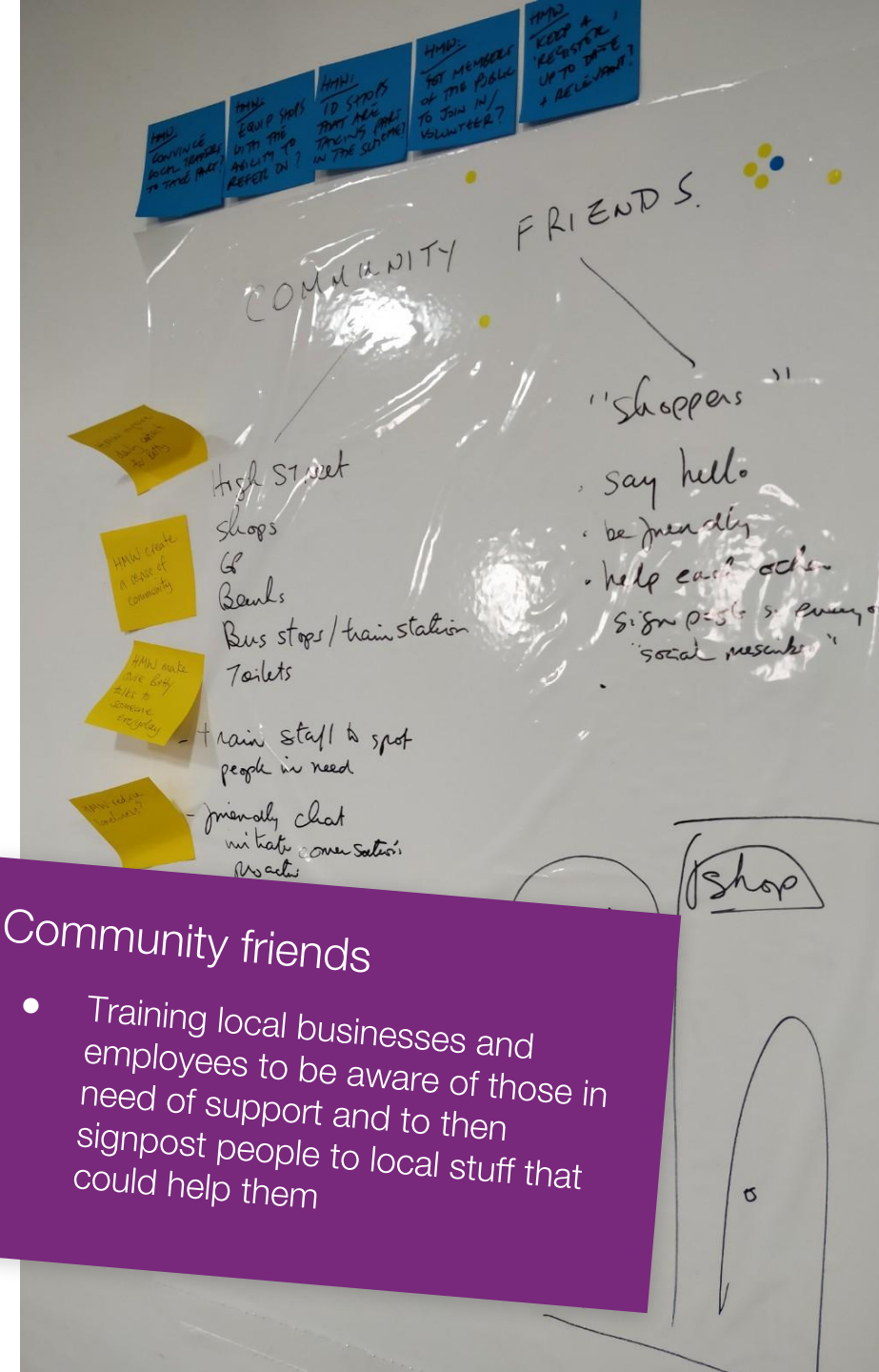
We wanted to **explore this area** in the research phase to discover whether it was a **good opportunity for intervention**

Other ideas presented were:

- Inviting young people to volunteer in a community cafe
- GP prescribed experiences
- Cookery courses in a community kitchen
- A walking bus

Community friends

- Training local businesses and employees to be aware of those in need of support and to then signpost people to local stuff that could help them



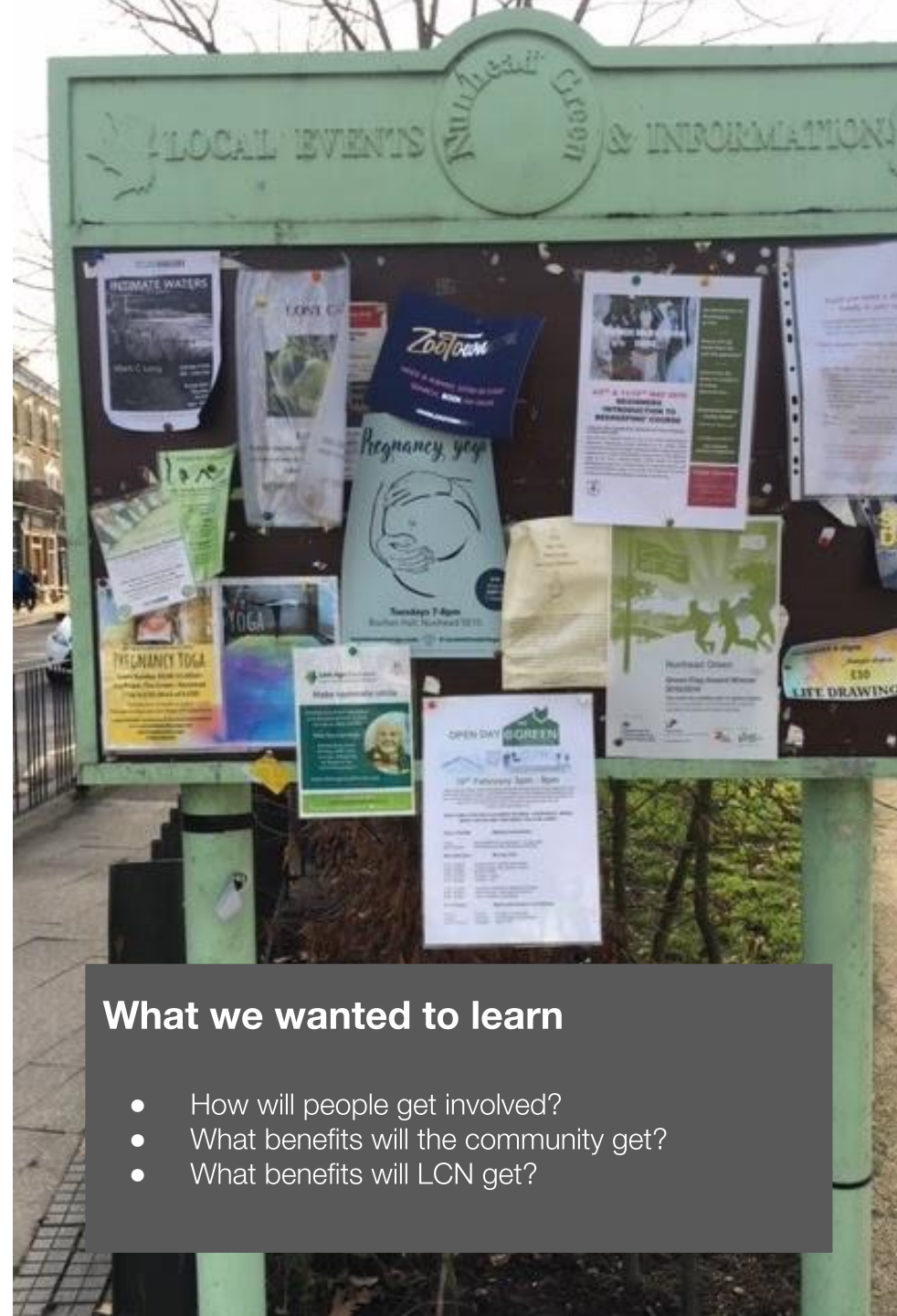
Who we spoke to...

Residents

Statutory Organisations

Voluntary groups

Local businesses



What we wanted to learn

- How will people get involved?
- What benefits will the community get?
- What benefits will LCN get?

We spoke to **23 people** including...

Statutory Organisations	VCS Organisations	Local Businesses	Local Residents
Nunhead GP Surgery Sam, Practice Manager Jean, Practice Nurse GP	Little Village Blanche	Network Christina	The Library 2 local mums
SLAM Chantelle	Copleston Cafe Sean	Old Nun's Head Barman	The Copleston Centre J and M, Pensioner couple, living in Peckham B, volunteer
Library Staff didn't want to talk	The Green Jasmin	Sheels Pharmacy Front desk staff	WHYC 4 parents, local residents whose children attend M, volunteer
	Westminster House Youth Club Katie	The Habit Dan	Network Client in her 50s

We asked organisations and residents what they offer and opportunities they see specifically in relation to:

- Using community assets to identify and provide support to people who need it
- Identifying where they could support people to self-manage and build their network
- How they engage with the community and what works best
- Challenges and opportunities

What we learned



Key 'informal' roles in the community

Informal support network

Residents

Un-engaged

Engaged

Community Champions

Listeners see residents regularly over time; notice change and get insights; translate into need; help to make intervention;
challenge to stay up to date and what to do next

Activators energetic heart of community, connecting people, seeing opportunities, reaching those in need;
challenge to identify need/help, getting people to turn up, making the most of resources

Maintainers volunteer; get value from connections; experience gained; make services happen;
challenge not to have too much responsibility; enough volunteers; being supported and keeping participated

NB. People can move between these roles at any time, depending on their circumstances

What we heard

"I do access lots of local groups with the little one, I try to find activities that are free. I often have to force myself, it can be really hard to go sometimes, I find it difficult to integrate with people. I'd find it easier to go with someone."

Engaged resident

"I sometimes feel it would be easier if I had something tangible to take with me, like a leaflet. It would make me feel I had a legitimate reason to go to something."

Unengaged resident

"Some of my clients have been coming for 15 or 20 years and it's quite an intense period of time they spend here. I'll notice changes in my clients immediately, sometimes before they do"

Listener

"It's a regular set of people who come in - if there's a new person, I always make a point of talking to them and introducing them to someone at the cafe."

Activator

"Volunteers are buddies to new joiners so everyone knows a face and has someone to talk to. They also follow up if people don't turn up."

Maintainers

Key 'formal' roles in the community

Informal support network

Residents

Un-engaged

Engaged

Community Champions

Listeners

Activators

Maintainers



Formal support network

Statutory bodies

Formal Listeners formal system restricts sharing; different relationship with patients; challenge to stay connected alongside demands of the job; no real way to follow up

Challenge Bridging the gap with the informal support network, knowing what's going on

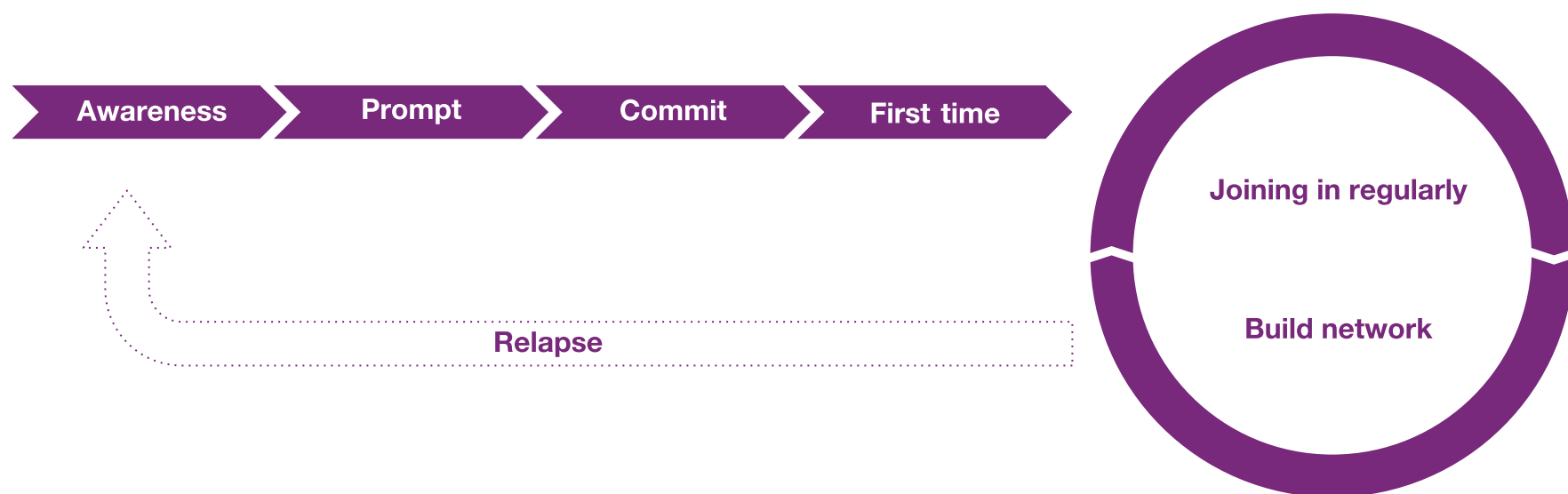
"The challenge is knowing what's going on, I can't keep up to date with that on top of everything else."

Formal Listener

Stages of engagement



Building engagement in the community



Building engagement in the community



Hypotheses

- These are the steps people take to engage with their local community
- Different roles in the support network can add value at different parts of the journey
- Whether you have diabetes, depression or loneliness, you will go through the same stages, but you might need different sorts of support
- The longer people stay in the loop, the better their network, and their resilience
- This model promotes self-management

What next?

We'd like to hold a number of workshops with key people from the community to generate ideas which focus on creating community champions, supporting them to build awareness and prompt resident participation.

Following on from these workshops, we will provide support to participants as they run short experiments to test the validity of these ideas.

We have 5 possible ideas which could be used as a starting point for these workshops.

Idea 1

The Walking Taxi

How might we help to prevent people who are becoming less mobile from becoming isolated?

An orchestrated mobility service for volunteers to accompany elderly, disabled or those lacking the confidence to get out and about.



Idea 2

Safety Huddle

How might we encourage people within the community to listen out for people in need of support and help them to find it?

“Listeners” get together for 30 minutes every week to share and discuss anything or anyone they are concerned about. They may stay in contact with each other via e.g. a WhatsApp group



Idea 3

Revive “the Voice”

How might we support the distribution of information about the available support network within the community?

Co-created monthly newsletter compiled in monthly “studio session” facilitated by a designer, writer, photographer. Printed and distributed in the local shops, Nunhead Library and The Green. Focus on themes coming out of the social prescribing research e.g. reward card inside, feedback opportunity



Idea 4

Reward Cards

How might we reward people for encouraging participation within the community?

Stamp cards. Every time you bring a new person to an event (e.g. The Ivy Club at The Green) you get a stamp. A full card = either a free haircut, something from the pharmacy, a voucher, a drink in the pub or coffee shop.



Idea 5

Community Wellbeing Assessment Service

How might we gain a better understanding of the needs of individuals within the community?

A mobile service to visit people in cafes, shops, hairdressers and assess them on a tool like the Wellbeing Wheel

