

The Community's Role In Improving Quality Of Life Issues For Othersand Themselves

Maxine Moar
APSE Associate

Health triggers that are rooted in the community

- Anti Social Behaviour
- Local neighbour fall-outs
- Fear of crime
- Loneliness
- Unable to mix/ isolation
- Not knowing where to go for help



The epidemic of loneliness

Volunteering means help for all

- Volunteers put back into the community
- Volunteers grow their community 'family'
- Work on issues they believe in
- Helps to grow confidence and gives a role

What is a volunteer ?

- Someone with time to spare
- Someone who wants to learn new skills
- Someone who is interested in their community
- Someone who wants company
- Someone who is unemployed or retired
- Someone with a cause
- Someone who does not expect to be paid for their work



People not projects

They all have a story

Things to remember

- Volunteers are people who can have complex lives and often have issues you don't always see
- As with paid staff they need to be developed or they will get bored and leave
- They need to be valued
- You will become an important part of their lives and they will learn from you
- Don't make "mini-me's" - they need to keep in touch with their community and you should learn from them
- A volunteer should never be out of pocket

What works in
practice?

HEALTH MATTERS

A HEALTHIER LIFESTYLE WITHIN THE HOME AND THE COMMUNITY

Welcome to the 'Health Matters' Neighbourhood Agreement

WHAT IS A NEIGHBOURHOOD AGREEMENT?

It is a contract designed and agreed by the residents and the providers of services in the area. The service providers detail what they intend to do and, how, where and when they will do it. The residents on their part will have specific roles and responsibilities so that they can work with the service providers to ensure the best possible outcome for both sides.

WHAT DOES THIS AGREEMENT COVER?

- Using Medical Services & Access
- Self Care & Training
- Healthy Eating
- Sport and Activities
- Contraception and sexual health services Healthy schools
- Help to stop smoking
- Support with Mental Health
- Support for Drugs Problems
- Support for Alcohol Problems
- Supporting Carers - Young & Old
- Supporting Disability
- Healthy Schools

WHAT IS THIS AGREEMENT FOR?

This agreement outlines the joint actions that NHS Oldham, Oldham Council, Oldham Community Health Services and their partners will take together with residents to help make Oldham a happier and healthier place to work and live.

WHO IS INVOLVED IN THIS AGREEMENT?

- NHS Oldham
- Oldham Community Health Services
- Age Concern
- The Drug & Alcohol Team (DAAT)
- Oldham Addiction Dependency Solutions (ADS)
- Oldham Alcohol Substance Intervention Service
- Oldham Community Leisure (OCL)
- Oldham Integrated Youth Services
- Brook
- Oldham Personal Advocacy Ltd (OPAL)
- Oldham Contraception and Sexual Health Service (CASH)
- Residents



The community
message-

We all have a
role to play in our
health

Community
sign-posting

What is an Agreement?

- A method of highlighting minimum standards and base line services
- A way of working with the community to agree on their roles and responsibilities in the community and look at behaviour change
- A method of empowering the community to be able to monitor and oversee local services

A Community Champion

Community Champions

the voice of their communities and how to utilise them

- Supporting their own community and its needs
- Gathering opinions and information
- Spreading the word
- Help on the ground to develop a community initiative and get local people involved
- Help to educate local people about issues that effect them
- Help to make an area happy and safe and healthy
- Encourage others to take part and play a role
- Report issues and support services

Working to support
organisations and support
communities

Young People's voice on health



A peer consultation project Nov 2014

healthwatch
Oldham



Health Watch

Healthwatch Champions Oldham

Role Description and Personal Attributes

Healthwatch Oldham gives citizens and communities a stronger voice to influence how health and social care services are provided within Oldham. We also enable people to share their experiences about their local health and social care services and understand that their contribution will help us to build a picture of where services are doing well and where they can be improved. Healthwatch Oldham also provides people with information to help them to choose what health and social care services are appropriate to access, and what to do when things go wrong.

Healthwatch Oldham are currently looking for Healthwatch Champions

Purpose of the role

- Inform and promote involvement in Healthwatch Oldham in your local community for your local community.
- Signpost people to information about Health and Care Services.
- Encourage people to tell their stories about the Health and Social Care services they receive in Oldham.

Main tasks and responsibilities

1. Understand what Healthwatch Oldham does and what our aims are.
2. Understand why we are working in your local community and how it fits into the bigger picture of Healthwatch Oldham.
3. Provide information about Healthwatch to the local community.
4. Promote involvement in Healthwatch in the local community.
5. Gather and record people's experiences of the Health and Care services they use in Tameside.
6. Attend appropriate training.
7. Understand the feedback mechanisms that people can use when they are telling us about their experiences of the Health and Social Care Services in Tameside.
8. Establish effective working relationships in the community setting you are working in.
9. Attend Healthwatch Champion planning meetings when appropriate.

The right
people and
the right skills

From sharing a cup of tea
to helping inform and
empower their own
community

- we all have a role to play

The Health benefits to the individual

- New skills
- A sense of place
- Make friends
- A sense of value
- Helping to improve the lives of others through improving their own life- thinking, active, motivated, wanted
- An improvement in happiness as a result of being well supported

Measuring the benefits

- depends on the level of investment
- Volunteers develop a deeper understanding of services and are able to communicate that to their own peers
- Number of people supported
- Improvement in individuals wellbeing
- Less visits to the doctors- remember some people go to have someone to take to

Any questions?

Maxine Moar

maxine@moarcommunities.com

tel: 07967 515 106