

One stop shop for health and wellbeing

March 2012

**Sallie Ivison
Health Visitor Team Lead
Chatham House Children's Centre
Hartlepool**

Purpose of Document

This case study focuses on an improvement in service quality, innovation or a new way of working, specifically along one or more of the strands of the health visiting service vision and family offer

**Community
Universal
Universal Plus and
Universal Partnership Plus**

Brief Description of Case Study

This project aims is to provide a 'one stop shop' for families with children and those becoming parents via the healthy start, well child clinic.

The 'one stop shop' will provide services at the same time and in the same place, these include:

- Healthy child clinic: health visitor and nursery nurse available to advise, refer and assess family needs and promote public health messages (*health staff*)
 - Midwifery: anti-natal sessions. midwife available to assess, give advice and refer ante-natal parents (*health staff*)
 - A 'stay and play', run by a nursery nurse trained community involvement worker (*local authority staff*)
 - Health lifestyles: post baby weight management, run by the healthy early years co-ordinator (*local authority staff*)
 - Weight management: run by health trainer (*health staff*)
 - Advice services: advice on debt management and saving options available via voluntary sector.
-

Highlight Challenges

- Staffing: the lack of capacity within services managed by both health and the local authority
- Building: size, access and cost
- Current cost improvement measures

Challenges addressed by:

Creative thinking:

- Canvassing clients views and ideas
- Restructuring current service delivery to build capacity

- Building on current strengths and services
 - Minimising expenditure by identifying partners with funding and utilising that.
-

Summary of Achievements

The project embraces the holistic service which health visiting services seeks to provide. This is done through enabling services that support and advise families and local communities and provide support within the local community in conjunction with midwifery services and other agencies as part of a truly multiagency package specifically targeting:

- Behavioural change at the community and individual level
 - Obesity prevention that includes pregnancy, the first years of life and adults
 - Promotion of and support to breastfeeding
 - Improving school readiness
 - Providing a timely, high quality, accessible, efficient and comprehensive service that engages all children and families and promotes social inclusion
 - Recognising the negative effects of debt and promoting services that enable debt management.
-

Impact

Professional

The increased and improved communication between agencies and professionals delivering services will enable more appropriate, targeted support and allocation of resource.

The higher visibility of services and accessibility of staff will facilitate improved relationships with clients, and facilitate an increase in opportunities to share positive health messages and in the longer term impact upon health outcomes.

Clients

Our clients will receive a service that is delivered close to their home in a building that is easily accessible, they will be able to access the support they need or be referred onto appropriate agencies in a more timely and effective way.

Health messages will be shared in a non-threatening relaxed environment making the most of every contact to influence changes in behaviour.

Benefits

- The long term benefit to this project is the multiagency approach to service delivery and identified need with a can do approach that enables the team delivering to think and look creatively at what is possible within their own team and service, to meet the

identified need. This is also what will continue to make this a successful approach to the services we are delivering

- The lessons learned here are currently being disseminated within the local teams, and the plan is to roll this model into the 0-19 agenda, utilising the current and new frameworks within the lead organisations and build on the relationships that are now well established.
-

Innovation

- The truly multiagency approach to this work has enabled the sharing of a real joined up vision and pathway
 - Most importantly this project is ensuring that clients are receiving appropriate services within an easily accessible format that will help build relationships with the most vulnerable groups and build for them resilience. In the longer term individuals and groups will be more self-reliant and less vulnerable.
-

Personal Narrative Story

Early indication is that the one stop shop for health and well-being is valued, other groups running within the same building that were previously underutilised are now at capacity, Though there has been no formal review as yet, anecdotally people are reporting that they value the one stop shop for health and well-being.

The model is currently been reviewed and will be rolled out across as far as is practicable.