

Making Every Contact Count in Coventry

Strengths based health and wellbeing toolkit for practitioners

Utilising every day contact with people to improve healthy lifestyle behaviours



Coventry City Council





Everyday social care practitioners have numerous contacts with the public. Making Every Contact Count utilises this contact to promote the health and wellbeing of local people by having wellbeing conversations.

In accordance with a strengths based approach, social care practitioners will support people to recognise their strengths, resilience and recognise the power of community networks and resources.

By using practice tools such as motivational interviewing to facilitate “change talks” and further knowledge of the community support available. People of Coventry in contact with Adult Social Care will be guided and supported to maintain their independence, autonomy and overall wellbeing.





1 MECC - What is it?

2 COVID-19

3 The 5 ways to wellbeing

4 Wellbeing signs

5 Conversation guide

6 Ask, advise, assist

7 Motivational interviewing

8 Useful contacts

Making Every Contact Count is

“An approach to behaviour change that utilises the millions of day to day contacts and conversations we have with people”

“A long-term strategy that aims to create a healthier population who experience increased levels of wellbeing and a greater propensity to take control over their own health and wellbeing”

(NHS, 2018)



Lifestyle Behaviours

It encourages and helps people to make healthier choices to achieve long term behaviour change. MECC incorporates all lifestyle behaviours but particularly focusses on having wellbeing discussions regarding:

- Healthy eating
- Physical activity
- Stopping smoking
- Low alcohol consumption
- Social isolation/emotional wellbeing



COVID-19

Now more than ever it is important to look after our physical and mental wellbeing. Isolate immediately and book at test if you experience any of the following symptoms (NHS 2020):

- New continuous cough
- High temperature
- Loss/change in sense of taste or smell



Risk Groups

Those groups at high risk include (BMJ & PH England 2020):

- BAME (Black, Asian & Minority Ethnic Communities)
- Overweight
- Over 55's
- Pre-existing health conditions
- Smokers



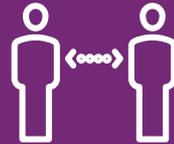
Protect Yourself



**Wash your
hands often**



**Wear a
face covering**



**Maintain a
2 metre distance**

5 Ways to Wellbeing

Public Health Online MECC Training 2019

Give

Connect

**Be
active**

**Take
notice**

**Keep
learning**

Wellbeing Signs

Physical health

Does the person have a bad cough?

Are they out of breath?

Temperature too hot/cold?

Does the person appear to be in discomfort?

How is medication organised?

Do they eat unhealthily?

Living environment/ circumstances

Do they live alone?

Any evidence of burns?

Trip hazards?

Tenancy rights?

Suitable accommodation?

Where are they sleeping?

Are there pillows/duvet downstairs?

Evidence of unopened bills?

Signs of financial worries?

Signs of hoarding?

Mental health and emotional wellbeing

Tearful either generally or at certain topics/points?

Person depressed or confused?

Are curtains drawn?

Body language?



Wellbeing Signs

Physical activity

Do they go out?
Did the person previously engage in activities?
Do they have an interest in a particular sport?
Are they isolated?
Breathless?
Overweight?

Relationships/ connections

No family members/
informal support?
Consider isolation/contact with others/neighbours?
Recently bereaved?
Lacking motivation?
Not dressed to time of day?
Person indicated they are a victim of domestic abuse?

Smoking/alcohol consumption

Full ashtrays?
Smell of smoke/alcohol?
Empty bottles?
Low mood?
Slurring speech?
Coughing/breathlessness?
Burn marks (clothing/
carpet/chair)



A short conversation about healthy lifestyles should:

(NHS Midlands and East Prompt Cards 2012)

1

Take
30 seconds
or longer

2

Be supportive

3

Be encouraging

4

Follow
a simple
structure

5

Provide information/
signpost to other services such
as healthy lifestyles team

0800 122 3780



Let's Talk

Ask

Starting the healthy lifestyle conversations. Consider “door opening” questions which set the scene and present you with the opportunity to raise the issues and have a healthy lifestyle conversation.

- Tell me about what a good day looks like for you and what a bad day looks like?
- How do you feel about your general health and wellbeing?
- What are your thoughts on having a healthier lifestyle?
- On a scale from 1 to 10, how would you rate your wellbeing/health?



“ If a person is unsure/ not ready to change tell them where they can go for support if they change their mind ”

Your door opening question could be directed to a specific lifestyle behaviour.

- I noticed that there is an empty bottle of wine. How would you feel if we talked a bit more about this?
- Do you feel that you've put on weight/ lost weight?
- Tell me a little about the foods you usually eat?
- How active are you day to day?



Remember that MECC is not about causing conflict or offence. Following on from the ask stage, consider the individuals response. **How do they feel about making the change? Does the person seem willing to discuss further?**

Advise

If the person is willing to discuss further or is engaged then consider your “healthy lifestyle nudges”. Encourage change and support the person to consider the benefits/risks.

- How do you think you'd feel if you made that change?
- What is one thing you could change to improve your health and wellbeing?
 - What would enable you to do this?
 - What small thing could you do to make a difference?



☞ MECC is not about telling people what to do. Follow the person through the conversation. **What do they know about the issue and what do they want to know?** ☞

“ We can't force someone to change their behaviour but we can 'plant the seed'. The conversation should be left open so it can be picked up in the future. ”

Assist

Summarise, provide signposting information/seed plant

- Have you heard about our Healthy Lifestyle's Team and the services they offer?
- How would you feel for the next 7 days if you tried to increase your fluid intake by one cup per day?
We could talk about this next week to see how you got on?
- There is information on chair based exercises which can improve your physical health if you would be interested?



Motivational Interviewing (MI)

Increases motivation to change



Supports strength based conversation



Increases confidence to explore alternative options



Both parties are in the conversation together



MI Top Tips

Summaries

Consider the important details of what was said and summarise back

Affirmations

Appreciate what's important to the client in terms of their qualities, values or strengths

Avoid the righting reflex

It is more important for someone to recognise their own motivation for change instead of being told

Open questions

- How?
- What?
- Why?
- When?
- Who?

Reflective listening

- You are
- You believe
- Your worry is that
- You're feeling like
- Sounds like
- What you're saying is



Useful Contacts - Health

Healthy Lifestyles Team

Local authority public health team providing advice on healthy eating, exercise, stopping smoking and alcohol intake

0800 122 3780

info@hlscoventry.org

Cook Together Eat Together

Cooking club for residents of Coventry aged 55+

0800 464 0699

Good Gym

Group of runners who run to help community projects and older adults with social visits and one off tasks

020 3432 3920

Admiral Nursing Service

Specialist dementia support for families at home

0800 888 6678

Change Grow Live

Confidential drug and alcohol services for adults

024 7601 0241

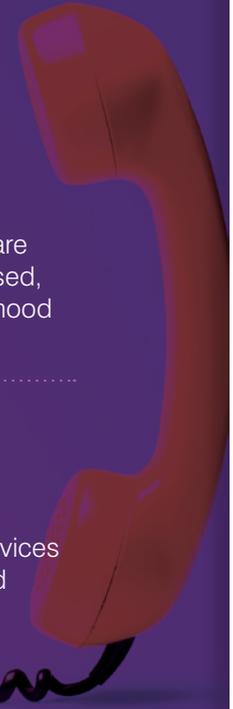
Improving Access to Psychological Therapies (IAPT)

Service provided by NHS for people who are feeling anxious, stressed, depressed or low in mood

024 7667 1090

Central Booking Contacts

Providing first point of contact for many community health services e.g. mental health and district nursing



Useful Contacts - Advice

Alzheimer's Society

Supporting people, carers and families living with dementia

024 7665 2602

Age UK

Charity supporting older adults in Coventry

024 7623 1999

Cruse Bereavement Support

024 7667 0714

Carers Trust Heart of England

One stop shop for unpaid carers of all ages

024 7663 2972

Citizens Advice

Offers support regarding housing, debt, consumer and legal issues

024 7622 3284

Coventry Law Centre

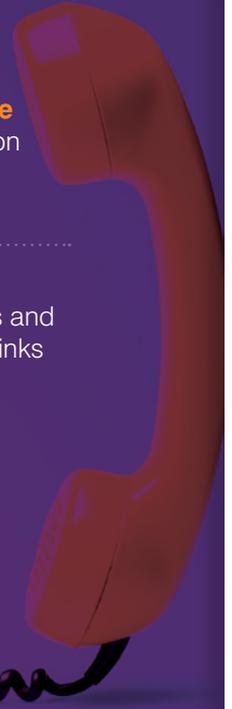
Offering legal advice on a range of issues

024 7622 3053

Grapevine

Supporting individuals and communities to build links and tackle challenges

024 7663 1040



Useful Contacts - Housing

Affordable Warmth Team

Advice on saving energy, changing supplier, fuel bills, grants for heating and insulation

0800 988 2881

Crisis Skylight Coventry and Warwickshire

Offering education, training and support with hostels and day centres to those who are homeless or at risk

024 7708 7400

Haven

Support for women and children who are at risk or experiencing domestic abuse

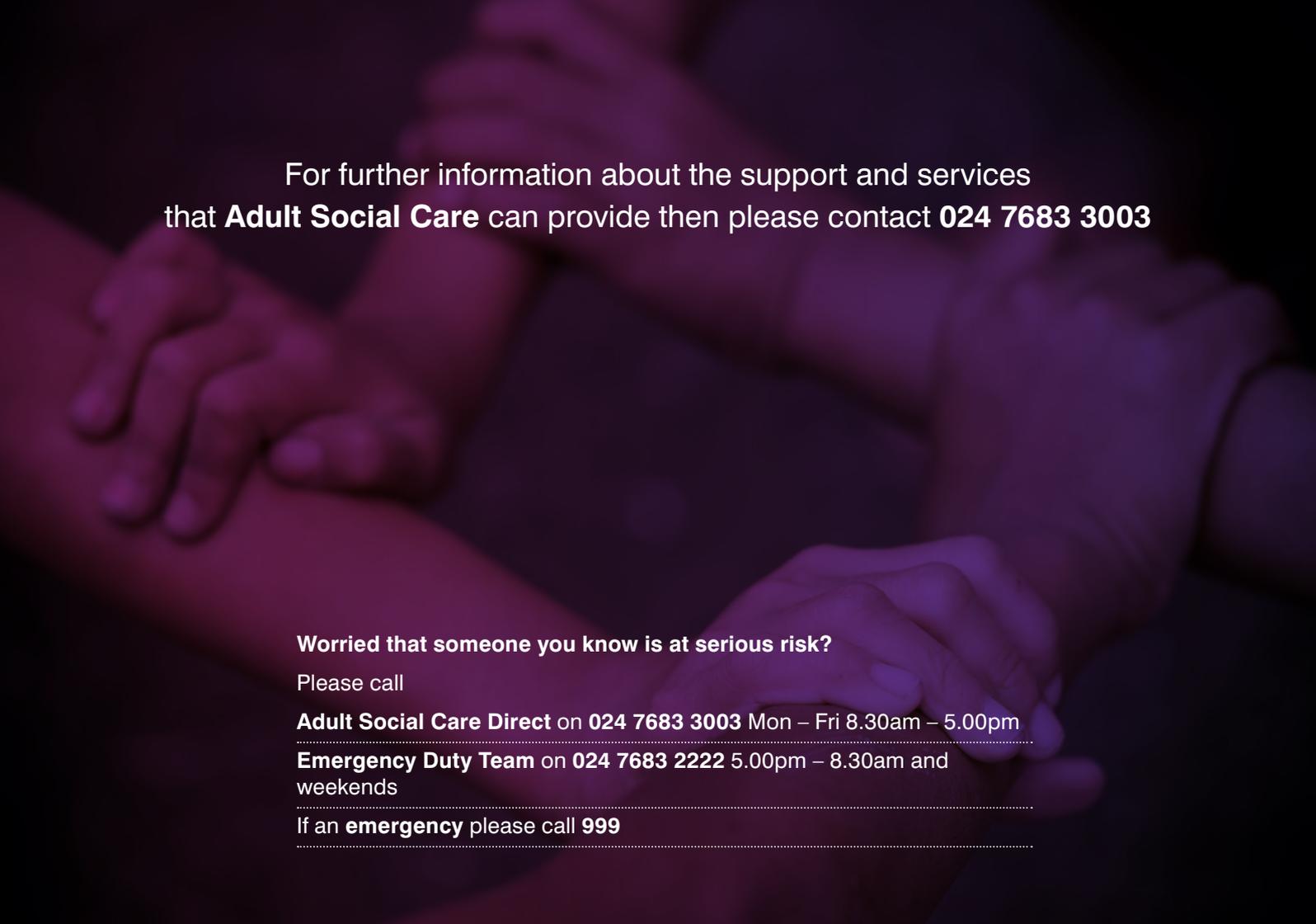
024 7644 4077

Homelessness Prevention Service

024 7683 4025







For further information about the support and services
that **Adult Social Care** can provide then please contact **024 7683 3003**

Worried that someone you know is at serious risk?

Please call

Adult Social Care Direct on **024 7683 3003** Mon – Fri 8.30am – 5.00pm

Emergency Duty Team on **024 7683 2222** 5.00pm – 8.30am and
weekends

If an **emergency** please call **999**