

PCP 

Health, wellbeing and learning for all



Pioneering Care Partnership
Annual Report
2015 - 2016



Contents

	Page		Page
PCP's background, purpose and outcomes	3	Empowerment and Voice	18-19
Introduction from the Chair	4	Employability and learning	20-21
Introduction from the Chief Executive	5	Volunteers	21
The year at a glance	6	Independence and Choice	22-23
Pioneering Care Centre	7-8	Events and Campaigns	23
Lifestyle and Health	9-13	Kind Words and Thank Yous	24-25
Mental Wellbeing	14-17	Financial Summary	26

PCP's mission 'Health, Wellbeing and Learning for All'

Background, purpose and outcomes

The Pioneering Care Partnership (PCP) is a leading third sector organisation working in the North East, with a focus on health improvement and reducing health inequalities through building capacity and life chances with disadvantaged communities.

The organisation's purpose is "to improve health, wellbeing and quality of life for people disadvantaged by disability, age, ill health and/or caring responsibilities, and reduce inequalities in health".

PCP aims to improve health and wellbeing through development and provision of:

- Services that build capacity with individuals and communities to improve their own health and wellbeing, and to have greater choice and control
- Services that tackle health inequalities
- Locally accessible services in community settings

The long term outcomes PCP seeks for disadvantaged people in order to achieve its aims are:

- To promote independence, choice and control
- To improve lifestyle
- To increase knowledge and skills
- To improve physical health
- To improve confidence, self esteem and wellbeing
- To improve economic wellbeing
- To build community capacity
- To improve access to services for disadvantaged communities and groups
- To promote social inclusion





Introduction from the Chair

I am delighted to introduce PCP’s first annual report since my election as Chair and hope it gives a flavour of our achievements over the past year.



It has been a busy and interesting year for Trustees who, stimulated by a Development Day facilitated by the National Council of Voluntary Organisations, have been refreshing the organisation’s governing documents, thinking through a fuller role for members and exploring models of legal structure for which we may become eligible in the future. We look forward to consulting on these matters during the forthcoming year.

The management team have been working hard to develop business and at a time when our commissioners face significant financial pressures, it is no mean feat to have increased our share of funding. A new Business Plan and Engagement and Marketing Strategy have helped to concentrate attention on the needs of our customers, including local businesses.

After 17 years of service, the fabric of the Centre was showing wear and a highlight of the year was the re-launch of the refurbished building by Mrs Sue Snowdon, H.M. Lord Lieutenant of County Durham. Particular benefits are the eco-friendly heating system and mosaic flooring designed with help from students at Greenfield Community Arts College.

To all those who have worked so hard to make 2015-16 a successful year, I extend my thanks. It is good to know that this commitment is recognised more widely as when we gathered to celebrate our Trustee colleague, Syd Howarth’s, investiture as M.B.E.

It would be impossible, however, to reflect on last year without interjecting a note of sadness at the loss of Dennis Briggs.

There was no greater advocate for PCP and his support for his wife Carol whilst she was Chairperson was unflinching. Dennis’ encouraging presence in the background could be counted upon, and it is some comfort to know that one of their last happy occasions together was at PCP’s Christmas party. Dennis’ influence carries on in Carol’s determination to maintain her contribution.



For all those associated with PCP, Dennis’ integrity is an example to follow, as we move into the future.

Melanie Fordham
PCP Chairperson

Board of Trustees

- Melanie Fordham (Chairperson)
- Carol Briggs (Vice Chair)
- Brian Wilson (Treasurer)
- Angela Dinsdale
- Barry Knevitt
- Brenda Davidson
- Heather Brewster
- Dr. Marta Evans
- Michael Dalton
- Paul Davison
- Syd Howarth

Patron

The Right Honourable, Lord Foster of Bishop Auckland.





Chief Executives Perspective - we need to be nimble to thrive

Thank you for choosing to read our Annual Report which sets out some of the highlights from the past year and demonstrates the impact PCP has on the people and communities we serve.

During 2015-16 we have made significant progress with the development and implementation of a new business plan, opening of additional sites in Durham and Redcar and mobilisation of new projects and services.



Following on from last year's theme of partnerships and people in County Durham our Health Trainer services have expanded to work more closely with Adult Social Care teams providing dedicated support for older people, people with learning difficulties and their families. In Stockton the Navigation Project (SSNP) has taken on a new dimension supporting Asylum Seekers and Refugees and in Sunderland we were successful in securing the contract to deliver Patient Reference Groups for the Clinical Commissioning Group.

Many of our current activities continue to thrive with Social Prescribing, Counselling and all local Healthwatch contracts being extended until March 2017. Options launched 'Café O' which is independently managed by the members and our befriending scheme continues to develop in the Great Aycliffe and Middridge area. Our work with local employers is also growing through our involvement in the County Durham Workplace Health Award and this will continue into 2016-17.

Sadly we bid farewell to The Life Store in Middlesbrough in March 2016, following a period of consultation the decision was made to close the Store. PCP supported clients through this process and helped staff move into new roles wherever possible. A celebration of The Life Store can be found on the following page.

No two years have ever been the same for PCP. The only thing that is certain about PCP and the environment in which we work is that the pace of change is rapid! Already 2016-17 is shaping up to be exciting with new challenges on the horizon.

Our skilled, enthusiastic, dedicated staff and volunteer team are flexible and agile, embracing new opportunities as they arise. This report is a testament to their work. I am proud to work with colleagues who are passionate about community development and cannot thank them enough for their positive attitude and 'can do' approach to supporting people.

Enjoy reading PCP's Annual Report, if you would like to hear more about what we do or if you have any suggestions or questions please do not hesitate to get in touch.

Carol Gaskarth

PCP Chief Executive

carol.gaskarth@pcp.uk.net





The year at a glance

Pioneering Care Centre Improvement Programme

The Pioneering Care Centre closed for a fortnight in February to carry out essential works to ensure a safe and modern environment for the whole community. The transformation included fresh décor, new furniture and flooring, a modern reception area and coffee shop. An impressive new Mall floor design runs through the Centre reflecting the organisation’s community roots. Greenfield school pupils helped with the inspiration behind the design (pictured right).



Carol Gaskarth, PCP Chief Executive said:

“The Pioneering Care Centre is incredibly popular with over 300,000 visits each year and we are committed to providing the best possible facilities for our visitors. This is the biggest renovation project we’ve had since the Centre opened its doors to the community 17 years ago. We are pleased to see the greatly improved Centre open for business and would like to welcome even more people to access and enjoy the range of activities and services to improve health, wellbeing and learning for all.”



Life Store closes its doors

Sadly the Life Store in Middlesbrough's Cleveland Shopping Centre closed its doors in February.



During 2015-16:

247 clients accessed the weight management sessions delivered by Health Trainers at the Life Store.

- 65% of clients lost weight during their programme of support, duration 6 – 8 weeks
- 23% of clients maintained their weight during this support period
- 12% of clients gained weight during their support period



Pioneering Care Centre

A fully accessible 'one stop shop', the Pioneering Care Centre is a purpose built healthy living centre in Newton Aycliffe. The Centre was built to support disadvantaged people to improve their health and wellbeing. Within the Centre you will find:

- A natural therapy suite and hydrotherapy pool
- Lifestyle and exercise classes
- Disability projects and activities
- Community courses, Colour your Life and adult learning opportunities
- Health Trainer support services
- Conference and meeting room facilities and hospitality services
- The Mall Coffee Shop
- A community garden and allotments

Lifestyle and Exercise classes

During 2015-16 the Centre offered the following regular activities:

- Aquacise
- Back Exercise
- Cycling
- Gardening
- Health Walks
- Parent and Toddler Pool Sessions
- Pilates
- Nordic Walking
- Stop Smoking Drop In
- Tots Time
- Weight Watchers

The Mall Coffee Shop

The Coffee Shop has undergone a revamp as part of the Centre improvement works. With a selection of comfortable sofas, chairs and coffee tables in the mall area, more tables in the conservatory and a range of patio furniture outside. A new self-service salad bar has been installed, where people can now choose their own food from a varied selection. We have also increased opening hours through the introduction of Café O, ran by our Options members on a Monday evening.

Partner services delivered from the Centre include:

- NHS clinics, a GP practice and a pharmacy
- NHS Mental Health Services
- House of Eden Childrens' Nursery
- Great Aycliffe and Middridge Area Action Partnership
- Education Centre for Children with Down Syndrome (ECCDS)
- Talking Changes
- Margaret Wright Psychotherapy

Centre visits

In 2015-16:

- 298,746 visitors to the Centre
- 659 people benefited from attending exercise classes
- 146 people benefited from attending learning courses
- 407 groups have accessed our room hire service and 49 new groups registered this year
- 1008 people attended our weekly health walks
- 1215 people attended our weekly cycling sessions





Hydrotherapy Pool

The Pioneering Care Centre is home to one of the regions only Hydrotherapy pools open to members of the public. The heated pool is open to people of all ages and abilities and it is safe for non-swimmers and a great way to relieve pain, improve mobility or just relax without the need for a GP referral. The pool is fully accessible and sessions are available for families, groups, ladies only and aquacise.

- 65% of users felt better about themselves
- 96% of users identified improved physical health
- 71% of users reported increased confidence/wellbeing/self esteem
- 397 pool users were registered in 2015-16

Case Study - Pauline Denham

Pauline has attended the Hydrotherapy Pool for over three and a half years.



Having gone through multiple hip operations she wanted something to improve her mobility and to help her walk. **“I was introduced to the pool by a neighbour. Since attending I have experienced huge health benefits. I have seen a huge improvement in my walking and can now cross the pool! I definitely notice a difference when I don't attend. Its not only the physical benefits, I enjoy meeting and socialising with others in the group too.”**

Therapies and treatments

A broad range of complimentary and holistic therapies are provided, including:

- Acupuncture
- Aromatherapy Massage
- Body Massage
- Bowen Technique
- Chiropody
- Cognitive Behavioural Therapy
- Counselling
- Community Ear Acupuncture
- Homeopathy
- Hypnotherapy
- Indian Head Massage
- Physiotherapy
- Reflexology
- Reiki
- Sound Therapy

In 2015-16

- Over 3100 appointments were provided
- 77% of users made new friends
- 88% of users reported increased confidence
- 44% of registered users are eligible for concessionary rates

Case Study - Joan Miln

Joan has problems with her feet that make it difficult for her to walk. She has been accessing Chiropody at the Centre for 3 years now and not only does it help treat her conditions but she feels more comfortable and confident.

"Chiropody helps me feel much better, my feet are in better condition and they look great too after the treatment. I visit regularly as it helps to maintain and improve the feeling of the skin on my feet."





Lifestyle and Health

Check4Life Health Checks

PCP delivers the NHS Community Health Check which aims to help prevent heart disease, stroke, diabetes and kidney disease by offering health checks to people aged 40 to 74 years old every five years. The NHS Health Check system targets the top seven causes of preventable mortality: high blood pressure, smoking, cholesterol, obesity, poor diet, physical inactivity and alcohol consumption.

A team of 10 Health Trainers are trained in line with quality assurance frameworks to deliver the programme and offer advice and signposting into services such as stop smoking, physical activity etc. to facilitate and support positive lifestyle change, reduce risk factors and where appropriate a referral to the GP.

During 2015-16 PCP delivered:

- 113 Full NHS Health Checks and 194 Mini Health MOTs
- Plus, 19 people were referred to their GP and 55 people were referred to other services



Case Study - Kim Peacock



Kim attended an activity at the Pioneering Care Centre and was offered a health check.

Kim was 54 years old, felt generally fit and healthy and she was maintaining a healthy weight. However during the health check Kim's blood pressure was taken and it appeared to be higher than it should have been.

The Health Trainer discussed Kim's lifestyle with her and identified that she was eating a healthy balanced diet, however she was not achieving the recommended amount of physical activity. UK Government guidelines state that adults aged between 19 and 64 years should achieve 150 min of moderate intensity activity each week.

Kim was referred to her GP who confirmed that her blood pressure was high, she was monitored by the GP regularly and continued to work with the Health Trainer.

A plan was developed to increase physical activity in Kims day to day life. The Health Trainer loaned Kim a 'Fitbit' which monitored her daily activity and she gradually increased her steps up to 10,000 per day.

The health check highlighted that her blood pressure was high and Kim accessed professional advice, untreated high blood pressure can increase your risk of heart disease and stroke.

Kim said:
"I thought I was a healthy person and never really thought about my blood pressure but luckily I took part in this health check and was treated before it got worse."





Gypsy Roma Traveller Health Trainer Project

PCP deliver a bespoke Health Trainer service offering one to one and group support to the people living on the 6 fixed sites and to housed Travellers across the county.

During 2015-16 the Health Trainers have delivered Gypsy Roma Traveller (GRT) cultural awareness sessions to 4 employers to help them to effectively engage with the community. We have worked intensively with clients from the GRT community.

- 100% of service users were satisfied with the service quality
- 67% of service users achieved or partly achieved their goals
- 100% of volunteers increased wellbeing and self esteem
- 100% of service users found the service accessible

Health Trainers worked with the Traveller education service to identify a volunteer to bring healthy snacks and drinks to the homework club at Ash Green Way when it was identified that many of the children were bringing sweets and sugary drinks.

The team hold regular weekly drop in sessions on site and provide information sessions. During the past year the team have hosted activities such as the shape up your life 6 week programme, including physical activity, beauty, healthy cooking and alcohol awareness.



Kind words from clients and co-workers:

“I love the support I received from the health trainers, I feel that my whole family has benefited.”

Kizzy Cliff, resident of Ash Green Way

“The health trainers enhance the lifestyle of the Travelling families, giving excellent targeted health advice. They are professional and easy to approach. They work very well with partner agencies.”

Bernie Crooks, Specialist GRT Nurse

“We would like to express our thanks to you and your team for liaising with Angela in the delivery of these sessions to our teams at Durham City Homes. Feedback has been positive and I am sure that many staff will refer customers to your services.”

Andrea Ainsley, Professional Assistant Durham City Homes





Case Study - Chris Grantham

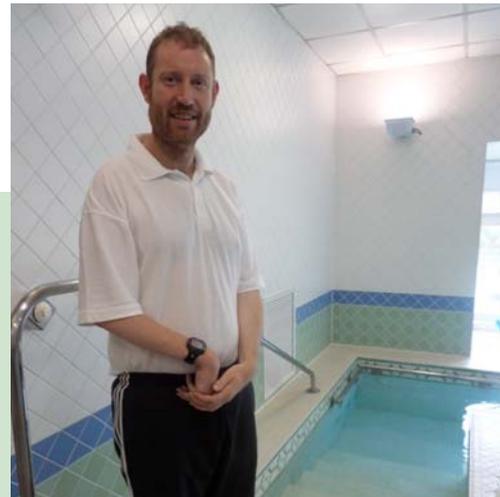
Wellbeing for Life

Wellbeing for Life (WBFL) is a service commissioned by Durham County Council and delivered in partnership with 5 partners. The WBFL service is delivered in the 30% most deprived geographical areas across County Durham, specific population groups are also supported. WBFL provides support to people to help them improve their health and wellbeing, aiming to build people's capacity to live healthier lives by addressing the factors that influence health.

Specific population groups are supported, and include lesbian, gay, bisexual, and transgender, male unskilled manual workers, older people, mental health service users, veterans and offenders. Personal health plans are created and Health Trainers provide support and advice to help people achieve their goals.

During 2015-16 PCP delivered the following:

- 208 clients worked with a health trainer
- 98% of clients improved their confidence, wellbeing or self esteem
- 219 people were signposted
- 216 referrals were received from key organisations
- 87% found the service accessible



Chris started working as a volunteer for PCP in 2014 supporting the Living Well Take Control project, a programme for clients who had been recently diagnosed with type 2 diabetes. Chris really enjoyed his time supporting this project and helping people to improve their health and wellbeing so he was disappointed when the project ended.

Chris was very shy and volunteering seemed to give him confidence so the Health Trainer supported him to volunteer with the Options project and the WBFL Health Trainer service. Chris completed his Health Trainer Champion training and attended various courses to enhance his volunteering. He is now looking at attending the OCN level 3 Health Trainer course which will assist him to become a Health Trainer.

Chris says his confidence has really grown and has now started paid work in PCP's hydrotherapy pool.





Health Trainers in Sildon

During 2015-16:

- 164 clients worked with a health trainer
- 8 Health Trainer Champions (volunteers) were recruited
- 86% satisfied with the service quality

Case Study - Quinn Thompson

Quinn has a learning disability and his parents were concerned about how much time he was spending on his games console. Quinn needs to be accompanied at all times which meant joining local groups was difficult as he was reliant on his parents to access them with him.



Quinn needs to be accompanied at all times which meant joining local groups was difficult as he was reliant on his parents to access them with him.

The Health Trainer suggested Quinn accompanied her once a week for a health walk around Sildon as he wanted to get fitter. Lisa Cain, Health Trainer said “Every week Quinn and I would visit local attractions whilst talking about what it means to be ‘healthy’ in body and mind. We also attended Sildon Alive’s cookery club and I introduced him to ‘colouring in for grown-ups’ as a relaxing distraction from his games console.

We set a short term goal of a 10 minute leisurely walk and by the end of our sessions we were walking at a brisk pace for 60 minutes! Quinn also now opts for a fizzy water instead of his usual sugary drink.”

Quinn’s parents have noticed a huge difference in Quinn’s health and happiness and said:

“Quinn isn’t used to exercise, but he looks forward to Lisa coming every Monday and when he returns he’s in a really good mood, so much so we can tempt him out to help with the garden!”



Health Trainers in Trimdon

During 2015-16:

- 21 clients worked with a health trainer
- 2 Health Improvement groups delivered
- 4 community groups supported

Case Study - Trimdon Grange Care Home

Health trainers worked with Trimdon Grange Care Home to support residents to become healthier. We agreed to trial an 8 week physical activity programme.

Prior to this the residents did no physical activity at all, even walking around the home was a challenge to some. We started the group off with a very basic 10 minutes of chair based exercises, soon we got every resident joining in and it wasn’t long before we introduced low impact team games such as New Age Kurling and Skittles.

The residents became quite competitive and really enjoyed the activities. The increase in motivation from when we first started was tremendous. The feedback from the residents was also very positive, some saying how nice it was to try new things and to feel part of a team.

“This service is impeccable, we don’t know what we are going to do when you leave.”

Gill Bundy, the Care Home manager





Workplace Health

PCP in partnership with County Durham and Darlington NHS Foundation Trust deliver Workplace Health in County Durham.

The aim of the programme is to create workplaces that both protect the health and wellbeing of employees and optimise the opportunity to help people improve their own health.

As a 'Better Health at Work Award (BHAWA), Continuing Excellence' employer, PCP knows how important the health and wellbeing of employees is to organisations who strive to maintain a competitive advantage in difficult economic circumstances. PCP have found that their turnover and labour stability have improved as staff welfare policies and processes have become more sophisticated. The staff team also benefit from regular access to physical activity sessions and health awareness workshops which can be great for team building too.

Workplaces have been supported with a wide range of campaigns:

Campaigns	No of Participations
Alcohol and Drug Awareness	6262
Stop Smoking	4629
Healthy Eating	4673
Physical Activity	4719
Weight Management	140
Stress & Mental Health	5404
Cancer Awareness	6912
Mens Health	2831
Health Checks	817
Musculoskeletal	1530
Other	10160
Total	48,077

In 2015-16:

- 58 businesses supported
- 76 Workplaces and 371 employees received Mental Health Training
- 86 Health advocates trained
- 175 employees attending the BHWA Celebration Event
- 100% of workplaces progressed to the next level of award

Celebration Event



A celebration event took place to recognise those businesses in County Durham who had successfully achieved the BHAWA and the Healthy Living Pharmacies who had achieved the Level 1 and Level 2 Award.

Case Study - Susan Dunn

ZF TRW is an automotive company which employs 134,000 people in 230 locations in 40 different countries. The Peterlee plant employs 762 and first embarked on the Better Health at Work Award in 2012. In 2013 they achieved the Silver Award and now are working towards Gold.

The ZF TRW health advocates introduced the Biggest Loser programme and Susan Dunn decided to join. Susan had struggled with her weight for many years and had suffered with a knee problem undergoing two operations, preventing her from participating in exercise. Since joining the Biggest Loser, Susan has dropped an amazing 6 dress sizes!



Susan said:

"I feel nice, it is lovely to go shopping and try dresses on. I was previously a size 20 and have now slimmed down to a size 14. I feel much more confident. The support of the Health Advocate inspired me greatly."

Lisa Walton, HR Lead and Lead Health Advocate for TRW said:

"We take the health and wellbeing of our staff very seriously and believe employers should be helping workers improve their health and wellbeing. Events such as the Biggest Loser can have a huge impact on employee morale and wellbeing. Well done Susan, keep up the good work."





Mental Wellbeing

Social Prescribing - Colour your Life

County Durham's Social Prescribing service provides community based arts, learning and volunteering activities intended to improve people's mental health.

Delivered in partnership and led by PCP, Colour your Life has engaged and supported a total of 1652 people in 2015-16.

- 12% of referrals come from GP practices and mental health services
- 93% of people reported improved emotional wellbeing
- 91% made new friends
- 92% increased confidence

Delivery takes place in four main hubs in Newton Aycliffe, Stanley, Barnard Castle and Peterlee. Outreach sessions are also delivered across the county.



Case Study - David Cockburn

David has been a wheelchair user for 25 years and he felt socially isolated. As he lived locally he thought he would "give the gardening a go" and signed up for a 10 week Colour your Life course.

He wanted to learn some new skills and knowledge and David says **"learning about growing from seed, trying out different growing techniques, intercropping and working with others has been great for me"**

David felt the benefit from learning and making new friends and decided to join the Colour your Life membership scheme.

In December 2015 David decided he wanted to take his enjoyment of gardening into his own home and a request was made for a ramp to be installed in the back of his house so he can gain access to the large garden area. His landlord agreed to fund a ramp and some paving.

David applied to the Colour your Life enablement fund to have two large raised beds installed and was delighted to have this approved recently.

David says **"I look forward to coming to my gardening course, I have become a member of the Colour Your Life service as gardening has helped me to be more confident and I have made new friends, I can't believe I'm also going to soon be able to enjoy my new interest at home too"**.





Stockton Service Navigation Project

Stockton Service Navigation Project (SSNP) offers clients up to four individual appointments, which focus upon a one to one needs assessment and action planning; supporting clients to access a range of activities to promote self-help.

SSNP follows a non-medical pathway, often referred to as social prescribing. Primary care and other services refer patients or clients with social, emotional or practical needs to SSNP and we can help them to access a range of local services to improve their wellbeing and support resilience and self-help.

In 2015-16:

- 302 referrals received by the service
- 77% of people supported were assisted to access additional services
- 100% reported that they were satisfied with the service
- 100% reported increased confidence or wellbeing
- SSNP was delivered in 18 community venues and 3 GP practices
- 20 GP practices referred in to the service

Case Study - Singing is good for the soul

Barbara Burkin was referred because she was depressed and did not go out. An accident at work means she lives with severe pain to her back and legs which also affects her mobility.

After several interventions SSNP introduced her to a local choir and it has really helped boost her confidence and quality of life.

“ The best thing about the service is helping me to be involved with other people again, feeling useful and being able to laugh because there are so many different types of people involved with the choir.

I feel like I have a life again outside my house. It has really helped. ”



Case Study - Pat Springthorpe

Pat didn't like to go out alone and felt nervous about meeting new people. Her lack of confidence and self-esteem hampered her. Since accessing SSNP Pat has made significant changes to her life. She attends Health Walks, and enjoys attending classes at The Arc, where she has made new friends and takes part in exercise classes. Pat is also looking to volunteer for The Fusion Cafe, which is specifically aimed to help those with dementia.

“I have been introduced to new activities and met new people. I enjoy having my own social life and something for me. I enjoy looking after my granddaughter so my daughter can work, and feel much happier in myself.

I used to take anti-depressants, they made me feel worse. I no longer take them and feel much happier. I am making new friends and feel better in myself. This helps me as a carer for my youngest daughter. I have found I am much more patient with her, we have a better relationship and we enjoy time together.”





Asylum Seeker and Refugee Stockton Service Navigation Project

The Asylum Seeker and Refugee Stockton Service Navigation Project offers one to one support to refugees living within the Borough of Stockton.

During a 10 month period the asylum seeker population in the Borough had risen by approximately 26% to over 1000. A gap in provision was identified by the Local Authority for people navigating their way through the asylum seeker process and pilot work commenced with PCP on 1 April 2015.

During 2015-16:

- 252 clients were supported
- A support service was established in a GP surgery
- 100% of clients reported increased confidence, wellbeing or self-esteem
- 20 GP practices received promotional material and information on the service



The 4 volunteer community champions assist the service, they were recruited from the asylum seeker and refugee community.

They help with translation of the following languages: French, Swahili and Lingala, Persian and Farsi, Arabic (Syrian and Sudanese dialect), Amharic and Tigrinya and Tshiluba. Translation services are used for Vietnamese, Urdu, Albanian, Russian and Sinhalese (Sri Lankan)

The feedback received from many asylum seekers is that the legal process of gaining refugee status can cause considerable anxiety and stress. This, added to the fear associated with the reasons for fleeing their birth country, can escalate into the onset of a range of mental health problems. It was with this in mind that SSNP Asylum Seeker and Refugee service encouraged its clients to accompany them to the recent Healthwatch, 'Voices for Choices' and 'North East together' joint Mental Health Event (Shaping Mental Health Together).

Case Study - Rocia

Rocia was referred by the Arrival Medical Practice within a few days of her arrival. Rocia is from the Republic of Congo and an asylum seeker. She was accompanied by her baby boy of 3 months. She was French speaking and could not speak English. Due to an administrative error she did not receive her initial financial support from the Home Office. She was destitute, had no income and a small baby to care for.

The navigators at SSNP took her to the local food bank. Here she was given food, baby equipment and a selection of baby clothes. Rocia is now attending English classes and baby Benjamin is continuing to thrive. She has made friends through the drop-in at the Stockton Parish Church and she meets her friends regularly out of drop in hours.

The navigators also see her at the drop-in and say she has clearly gained confidence, even Benjamin smiles when he sees them.

One of the Navigators said: **“The best thing about the project was seeing Rocia change into a socially active mother, whereas before she was lonely, isolated and depressed with a small baby. She moves with ease in the social circle of her group and baby Benjamin has the most charming smile!”**

Photo: Rocia and Benjamin with navigator Elvis Katoto at the local food bank





Growing our Community

PCP's Growing our Community Project is funded by Great Aycliffe and Middridge Area Action Partnership (GAMP) and launched in October 2015. It provides social and horticultural therapeutic activities for the local community.

Horticultural therapy uses plants and gardening activities to achieve goals of physical, emotional, cognitive, social and spiritual wellbeing.

Work was carried out last summer in PCP's community garden to improve access and provide low maintenance solutions such as raised beds.

Two weekly horticultural therapy sessions are delivered in the garden and a monthly social activity and lunch club takes place at Woodham Community Centre.

During 2015-16:

- 92 people have benefited from attending gardening workshops
- 50 people have attended the lunch and activity club
- 80% of beneficiaries to report improved health and wellbeing



Sedgefield Primary Care Counselling Service

Sedgefield Primary Care Counselling Service has been managed by PCP since 2006 and delivers counselling within GP Practices and community settings across the Sedgefield area.

The service aims to provide a high quality counselling service to support individuals suffering from mild and moderate mental health problems including anxiety, depression and stress.

- 1655 clients were referred to the counselling service in 2015-16
- 1088 new clients were seen by a counsellor during this time
- 5417 one to one treatment sessions were offered to clients
- Waiting lists were at an average of 8 weeks
- Depression, anxiety, bereavement, stress and relationships were the main reasons for referral
- 99% of clients were either very satisfied or satisfied with the counselling service
- 95% of clients showed an improvement in their

“ Counselling has helped me to clear lots of stuff in my mind. I feel like everything is lighter. I've had the chance to talk about my fears and my feelings with someone who is not connected to my everyday life. I've been listened to and accepted and this helped me to talk. ”





Empowerment & Voice

PCP manages 4 local Healthwatch's. Healthwatch is the local consumer champion for Health and Social Care and provides a strong voice to shape services for the future.

healthwatch Sunderland

It has been a busy year in what is a rapidly changing Health and Social Care environment in Sunderland. Here is an example of just some of the topics we have been involved with.

Enter and Views

Last summer we undertook Enter and View activity in 15 care homes to understand the range and quality of meaningful activities. Findings from the visits have helped inform the Local Authority's Care Home service specification. In particular, that the care home provider ensures that all staff understand what is meant by meaningful activities and that they are embedded into the service on a day-to-day basis.

Gathering experiences and understanding people's needs

In December 2015 a service user contacted Healthwatch Sunderland requesting information on how to make a complaint against their GP surgery as they felt their concerns had not been addressed.

Our Research and Information officer provided information on how to make a complaint and advised them of an advocacy service that could help and support them. We suggested they also contact 'MIND', a local independent charity that provides confidential, high quality services for individuals, carers and families experiencing emotional or mental health problems. We contacted the service user a week later who told us they had taken our advice and thanked Healthwatch Sunderland for their help and support.

"Fantastic service, thank you for your help and understanding, I really feel I just needed someone to talk to about my concerns"

healthwatch Redcar and Cleveland

In 2015-16, Healthwatch Redcar and Cleveland

- distributed 7248 leaflets
- carried out over 100 engagement activities
- engaged with over 2200 people in the community

Healthwatch Redcar and Cleveland has continued its successful relationship with health and social care students from Redcar & Cleveland College with support from their tutors and have recruited a new cohort of 'Healthwatch Champions'.



Chloe Scott, aged 18 is a Healthwatch Champion currently studying for a Level 3 Certificate in Health and Social Care.

"I love being a part of Healthwatch and meeting new people.

Healthwatch has made me more confident and I hope that I can continue to be a part of it and learn new skills. It makes me want to be a part of health and social care in the future."

Sexual Health Review

Healthwatch gathered views of 116 young people on current sexual health services following a Sexual Health Needs Assessment which indicated a high level of STI's and teenage pregnancies within the area. Healthwatch submitted recommendations to Tees Valley Public Health Shared Services including ensuring that there is equal provision of services in all areas of Redcar and Cleveland, that there is a robust awareness strategy and that staff have the right skills, values and competencies to deal with a varied and changing population.





healthwatch Stockton-on-Tees

In 2015-16, Healthwatch Stockton-on-Tees:

- distributed 2680 posters and leaflets in the community
- supported 89 people through the Information and Signposting service
- collected 1822 pieces of evidence from the public

Enter and Views

An Enter and View visit was planned at Woodbridge Practice following intelligence received regarding a number of issues.

The aim of the visit was to gather the views and experiences of patients and staff at the practice with a view to making recommendations for improvements to the provider. Healthwatch recommended that the practice considered developing or amending existing procedures and policies on booking and dealing with appointments, to simplify the phone and computer booking system by the introduction of a triage system.

University Hospital of North Tees Delays to Patient Discharge

We carried out an investigation and gathered a range of feedback from patients, staff, family members, carers and drivers who support patients going home from the discharge lounge.

Recommendations were made with regards to reviewing current policies and procedures to help reduce the length of wait for medication and discharge letters and improving the environment of the discharge lounge.

healthwatch Middlesbrough

In 2015-16, Healthwatch Middlesbrough

- distributed 6321 posters and leaflets
- carried out 64 engagement activities
- have 1167 Twitter followers

Shaping Mental Health Services Together

The three Tees Healthwatches' hosted an event on 'Shaping Mental Health Services Together' in partnership with North East Together and Voices for Choices. 120 people attended and shared their experiences of mental health services with service providers and commissioners.



Care Quality Commission (CQC)

Healthwatch Middlesbrough has an effective two way relationship with CQC by providing regular updates. We were notified of an inspection planned for the North East Ambulance Service NHS Foundation Trust.

Healthwatch supported this work by ensuring that there was a wide promotion of the inspection to allow the residents of Middlesbrough to give their feedback about the emergency ambulance service, patient transport and the NHS 111 Service.

"We would like to take this opportunity to thank all local Healthwatch for your support and contribution to our work over the last year. Your feedback has informed hundreds of inspections and your advice has informed our thematic reviews, our work on Quality in a Place and our new strategy for 2016 – 2021."– CQC.





Employability and Learning

Employability Pitstops

Employability Pitstops are sessions in the community designed to support people to develop skills in the following areas:

- Digital job search skills – supporting clients to use Universal Jobmatch site
- Completion of application forms
- Promoting increased financial capability
- Personal development and employability skills
- Support to access additional funding opportunities

The project ran in two areas of County Durham and were funded through the local Area Action Partnerships (AAPs) - Great Aycliffe and Middridge (GAMP) and East Durham Rural Corridor (EDRC).

Great Aycliffe and Middridge Area

- 166 GAMP residents have been supported
- 3 weekly Pit Stop sessions attract 20+ clients per session
- 8 Volunteers recruited
- 86% reported improved employability skills
- 86% reported increased confidence
- 93% reported increased knowledge and skills (service user)

East Durham Rural Corridor Area

- 92% of beneficiaries said they improved their employability skills
- 93% increased their overall knowledge & skills
- 94% of clients said they were able to job search independently
- 94% of clients reported increasing their confidence
- 186 eligible residents engaged
- 126 clients developed an industry standard targeted CV
- 154 clients received a digital job search
- 17 clients moved into employment
- 6 volunteers recruited, recording 232 volunteer hours



Case Study: David Whitfield

David found himself out of work after working in the car sales and maintenance sector.

He came to a Pitstop in Newton Aycliffe Community Learning Centre for advice on updating his CV. Staff informed him of free SIA training which would enable him to gain a licence to work in the security sector.



David attended the 10 week course with Workwise Personnel and passed his exams so was awarded the licence, he also passed a First Aid at Work course held at PCP.

David subsequently secured paid employment with All Events Security of Darlington and has worked on several events, including football matches for Middlesbrough FC and a Tony Hadley concert at Rockliffe Hall Hotel. David continues to drop into Pitstop when he is available to encourage others in their search for work.

5 other Pit Stop clients have also found paid employment.





Case Study - Maria Cort

Maria (right in photo), is aged 18 and attended the Employability Pitstop service at Trimdon Library. Maria had only recently become unemployed and wanted to try and find an employer who would support her to complete an apprenticeship in Business Administration.

Heather Baxter, the Pitstop development worker (centre in photo) helped to get Maria organised with her job search.



“ The atmosphere is great and I worked with another client, Nicola (left in photo) and we were able to motivate each other. The Pitstop made links with a local apprenticeship provider and they informed me of an ideal job as a receptionist/administrator at AJ Automedics in Gilesgate. I subsequently went for an interview and trial. Looking for work became fun! I would recommend the Pitstop to anyone as it only took 2 visits for me to find a great job. ”

Volunteers

Volunteers are integral to the work at PCP and are hugely valued members of the team. In 2015-16 **128 volunteers gave 6881 hours to supporting PCP's work.**

PCP's volunteers give their time for a range of reasons, including wanting to meet new people, give something back to the community, learn new skills, find employment or find a new hobby.

Case Study - Margaret Peacock

Margaret volunteers for the GAMP Employability Pit Stop project. She found herself out of work for a considerable time due to serious ill health. Very low in confidence she turned to volunteering as a way to help herself and others in similar situations.

Margaret supports clients and learners who are out of work often due to health problems, low confidence and lacking direction. She encourages and motivates others to recognise the skills and attributes they possess.

She offers practical support with job search, job applications and CV writing. The clients that she supports are often vulnerable and furthest from the job market – yet under pressure to apply for work which puts them under enormous stress. Margaret deals with these clients in a caring, respectful and compassionate way. Margaret's volunteer role led to her finding paid employment with PCP.

Margaret says:

"Since volunteering at the PCP I have become more confident in myself, I have achieved my goals and now set more. I have also been inspired to be healthier and I can see results – more so when my friends comment.



I have also gained paid work which gives a great satisfaction of earning my own money. I have made new friends and reunited with older ones.

Having been out of work for quite a while I wanted to ease myself in, I was worried about fitting in with the modern day work force, volunteering took that pressure away, and I found that I was enjoying going out and I now look forward to going to work."





Independence and Choice

Options

Options is a day service based at the Pioneering Care Centre for adults with learning and physical disabilities. Options aims to promote independence, informed choice and social inclusion. The service is commissioned by Durham County Council and is user led, so every activity and education session is the member's choice.

In 2015-16 Options delivered:

- 185 Physical exercise activities
- 111 Living skills sessions
- 142 Community leisure activities
- 56 Health promotion sessions
- 160 Structured learning opportunities

Other highlights were a trip to Cadbury world and West Midland Safari Park in Birmingham, the Options Grand Awards Night and fundraising events including a summer festival and a car wash.

- 100% of members feel included in making decisions
- 100% of members feel they have improved their physical health as part of Options
- 100% of members feel their self-confidence has improved as part of Options



Case Study - Keith Dolphin

Keith lives at home with his Mum. He joined Options so that he had something to do during the day and he wanted to make new friends. When Keith joined he was a very quiet but he has developed in confidence tremendously and is now able to have conversations with his friends, staff and members of the public. He has also started to voice his opinion and is always the first person to help out and support his friends.

“I have access to more opportunities at Options such as using public transport, going on trips, talking to people in public (shop assistants) and learning new skills like sports, cooking, computer skills, word skills, and a lot more.

My family also benefit from me coming to Options as my Mam can do things while I am here. I am also more confident to do things on my own at home now too.”

Keith’s Sister Julie Partington volunteers for Options and says “It is clear that Keith enjoys every aspect of Options, he talks about it at home and seems very content. He is more confident when speaking to people and doing independent tasks and jobs.”





Health Buddy

Health Buddy provides befriending support to individuals aged 50 plus and older residents, specifically those who are isolated and lonely as a result of an illness, disability, age or family circumstances.

Volunteers are supported by PCP to develop relationships, taking the time to listen over a cup of tea, enable attendance at social activities to develop wider social networks and reduce social isolation. They also provide practical help with tasks like shopping and signpost to other local services and facilities in the area etc.

In 2015-16:

- Volunteer buddies spent over 450 hours supporting people
- 77% of clients reported increased social inclusion
- 73% of clients reported an increase in their health and wellbeing
- 100% of our volunteers said their skills and knowledge had increased as a result of being a health buddy volunteer



Zillah Hitchings benefited from having a buddy and said:

“ For me the project has been like a ray of sunshine and has lightened my darkest days. Having someone to share ideas and life experiences has given me a more positive outlook for my future. Without the project I would never have reached this far. I feel gratitude to my befriender. ”

Events and Campaigns

During 2015-16 over 4000 people benefitted from attending a wide range of events held at the Pioneering Care Centre and in the community including:

- The Big Dig
- Health and Wealth event
- Community Summer Fair (Great Aycliffe Festival)
- The People's Parliament Fulfilling Lives Event
- Rotary Summer Fair
- Macmillan Coffee morning
- Christmas Craft Fair
- Volunteers & Options Christmas Celebration

PCP also supported a number of health improvement campaigns including:

- Walk 4 Life day
- Race for Life
- Volunteers Week
- Wear Purple for Stroke Awareness
- Revive Recovery Festival
- Stoptober
- Save the Children Christmas Jumper Day
- Dry January
- Walk to Work week





Kind words from our clients...



"The staff all enjoyed the days the Health Trainers came into the workplace. I myself have already started making some changes. Feedback has been

great and your team were very professional and put some of the nervous members of the team at ease."

Beverley Robson, Orange County Spennymoor about the Health Trainer service

"The sense of inclusion and acceptance has greatly improved my mental health in a way that can never be captured in a table. It's essential life skills that over the last couple of weeks has made me feel so good, and I've got something to look forward too."

Colour your Life Pottery course client

"Working in partnership with Stockton Service Navigation Project we are able to offer our patients a more well rounded service. The navigator holds regular drop in sessions at the practice so we can refer patients with social, emotional or practical needs. Our patients have accessed a range of local services, designed to improve their wellbeing."

Ann Roche, Patient Services Manager, Tennant Street Medical Practice

"I went to see a dietician, who told me I needed to lose weight. It didn't sink in until the Health Trainer showed me a visual of what 5lb worth of fat looks like! Since seeing the Health Trainer I have lost 2 stone and it has encouraged me to keep going."

Gypsy Roma Traveller Health Trainer client

"We have a more active workplace and the benefits of the Award are now being felt in the wider community as we have taken the campaigns and key messages into target areas via our health and wellbeing and social prescribing services."

Carla Rispin took part in an outdoor running initiative led by her employer, Leisureworks as part of PCP's Workplace Health project

"The warm water is beneficial to my arthritic joints. The stretching and toning is also beneficial. The social "chat" is most beneficial and helps take away everyday stress"

Helen Bennett, Hydrotherapy Pool client

"For me the project has been like a ray of sunshine and has lightened my darkest days. Having someone to share ideas and life experiences has given me a more positive outlook for my future. Without the project I would never have reached this far. I feel gratitude to my befriender."

Health Buddy client

"The staff there were very motivational and helped me to believe in myself. The service is so handy for local people as there are several Pit Stops in the Trimdon and Sedgefield area. The staff encouraged and helped me to apply for suitable vacancies".

Joanne Thompson, Employability Pit Stop client

"My daughter never wants to miss a day and it's reassuring to know she is in a safe environment that she loves."

Option's member's mum





Thank you!

PCP would like to say a huge thank you to the following people who enable us to keep working towards our mission of 'Health, Wellbeing & Learning for All':

Commissioners, Funders & Donators

- Durham County Council
- County Durham & Darlington NHS Foundation Trust
- Durham Dales, Easington & Sedgefield Clinical Commissioning Group
- Public Health Hartlepool Council
- Great Aycliffe & Middridge P'ship (GAMP)
- Redcar & Cleveland Borough Council
- Middlesbrough Borough Council
- Stockton on Tees Borough Council
- Sunderland City Council
- South Tees Clinical Commissioning Group
- Success
- Trimdon Parish Council
- Great Aycliffe Town Council

Partner organisations

- Leisureworks
- Waddington Street Centre
- Durham Community Action
- Jack Drum Arts
- Aspire Learning & Support
- Middlesbrough Citizens Advice Bureau
- Middlesbrough & Stockton MIND
- East Durham Trust
- Groundwork North East
- Middlesbrough Voluntary Development Agency
- Voluntary Community Action Sunderland
- County Durham & Darlington NHS Foundation Trust
- Durham County Council, Sport & Culture
- Bishop Auckland College

Donations to Options:

Alison Bone
Olwen Hirst
Christopher Wright
Maggie Wright

Thanks also go to those who have kindly donated or raised funds throughout the year, including our dedicated team of volunteers who give their time freely to support our work.

Finally, thank you most of all to our service users who help shape and support PCP's projects & activities through participation and feedback.

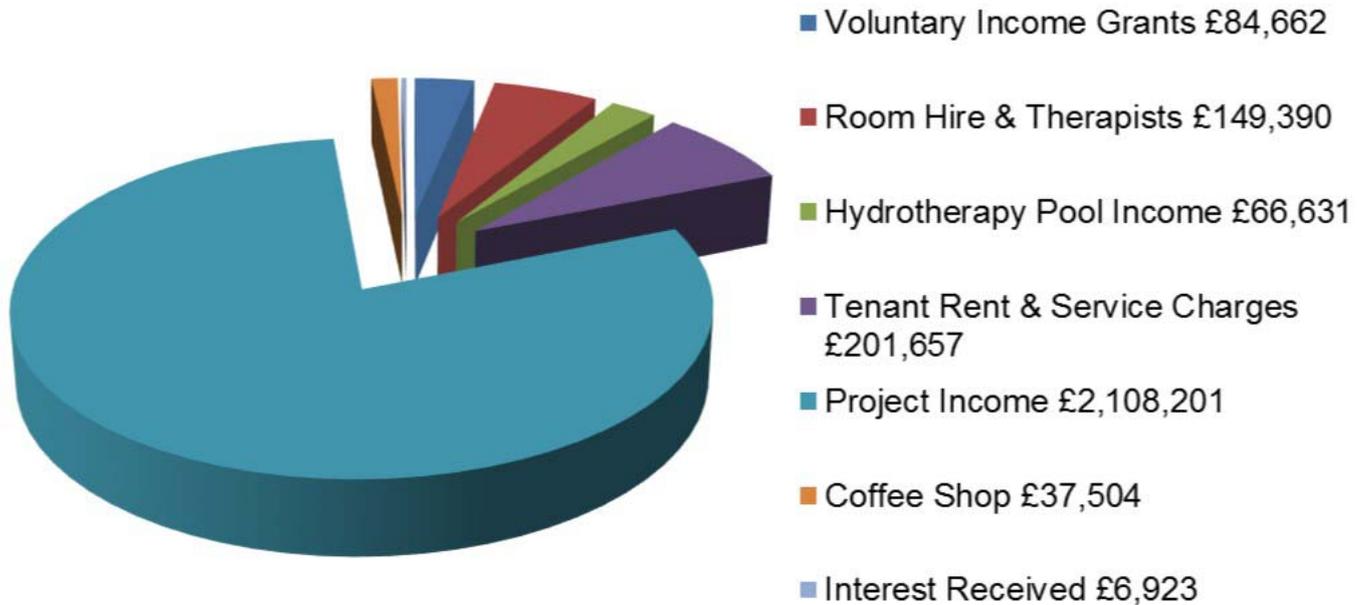




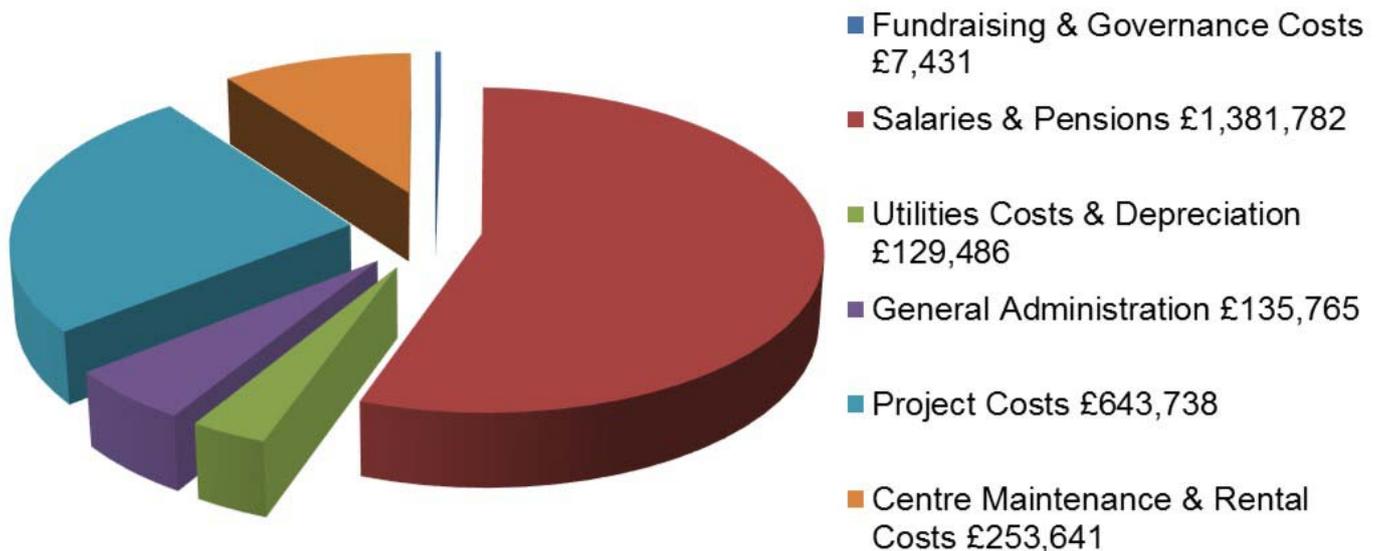
Financial Summary 2015 - 16

The following figures are taken from the Report of the Trustees and Financial Statements for the year end 31 March 2016.

Total Income £2,654,968



Total Expenditure £2,551,843



PCP's full financial statements are available on request.





PCP

Health, wellbeing and learning for all



For more information regarding PCP or to access this publication in an alternative format, please get in touch:

Pop in: Pioneering Care Centre
Carer's Way
Newton Aycliffe
County Durham
DL5 4SF

Telephone: 01325 321234

Email: enquiries@pcp.uk.net

Visit: www.pcp.uk.net



@PCPandCentre



@PioneeringCare



[/pioneeringcare.wordpress.com](http://pioneeringcare.wordpress.com)



Pioneering Care Partnership



Published July 2016. As part of Pioneering Care Partnership's commitment to creating a balanced and sustainable future, this leaflet is printed on 75% post-consumer waste recycled paper. When you have finished with it, please recycle in your kerb-it box or nearest paper bank.

Pioneering Care Partnership, Registered Charity No: 1067888 and Company Limited by Guarantee No: 3491237
Registered address: Pioneering Care Centre, Carer's Way, Newton Aycliffe, County Durham, DL5 4SF.