

The Health and Wellness Hub

Quarterly Report - July to September 2017



"A place to Meet, Greet, Heal, Laugh, Grow and Shine"



VOSCAR winner 2016 for "Engaging Support Needs Volunteers"

Special Award received at Motherwell Community Learning and Development "Celebration of Learning" Event June 2017 in recognition of our Volunteer Development Programme.

What we Do

We provide affordable, accessible and inclusive weekly health and wellbeing activities in a number of community based centres that are based in areas of North Lanarkshire where multiple deprivation exists. We also provide Volunteer and Training programmes aimed at individuals who have varying support needs and are marginalised and disadvantaged in some way (e.g. learning, physical disability, long term health condition, mental health issue etc). As a Social enterprise, we also provide a variety of services including health and wellbeing programmes, personal development training courses, classes and therapies to organisations

Why we do it (our Vision and Values)

Our aim is to improve the emotional and physical health and wellbeing of individuals and communities in North Lanarkshire.

Our Vision is that individuals in the communities in which we serve can have the opportunity to grow, develop and realise their full potential, creating healthy, strong, resilient and empowered communities in which everyone is of equal importance.

Our core values are equality, inclusiveness and empowerment, particularly, for the most vulnerable in society.

We value and care for people and we are driven by a belief that everyone deserves the right to a fair and equal chance to reach their full human potential.



Service User Statement on our services

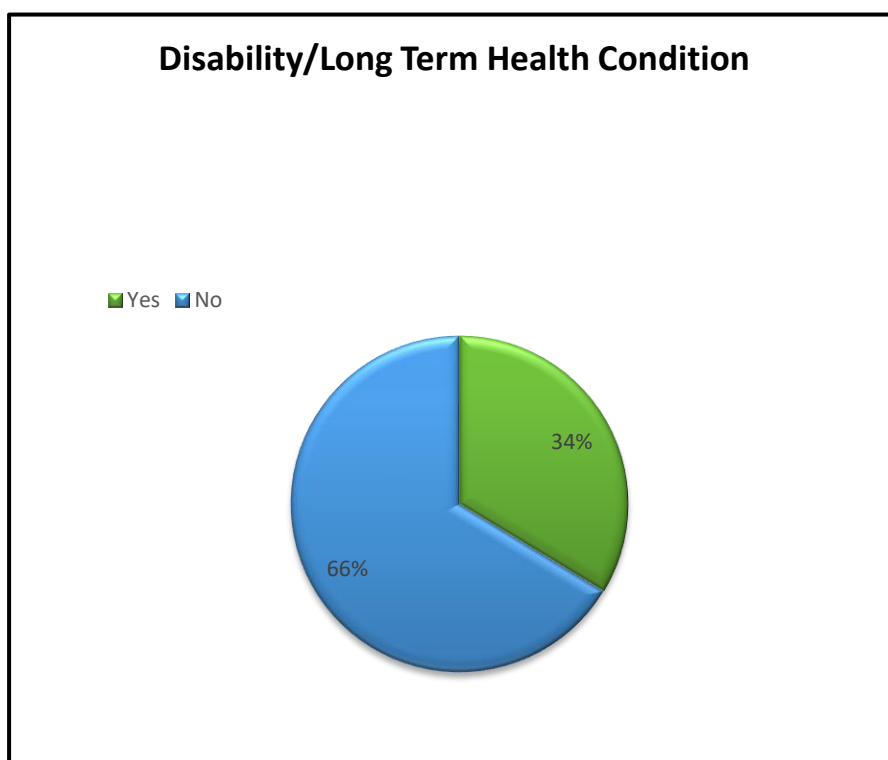
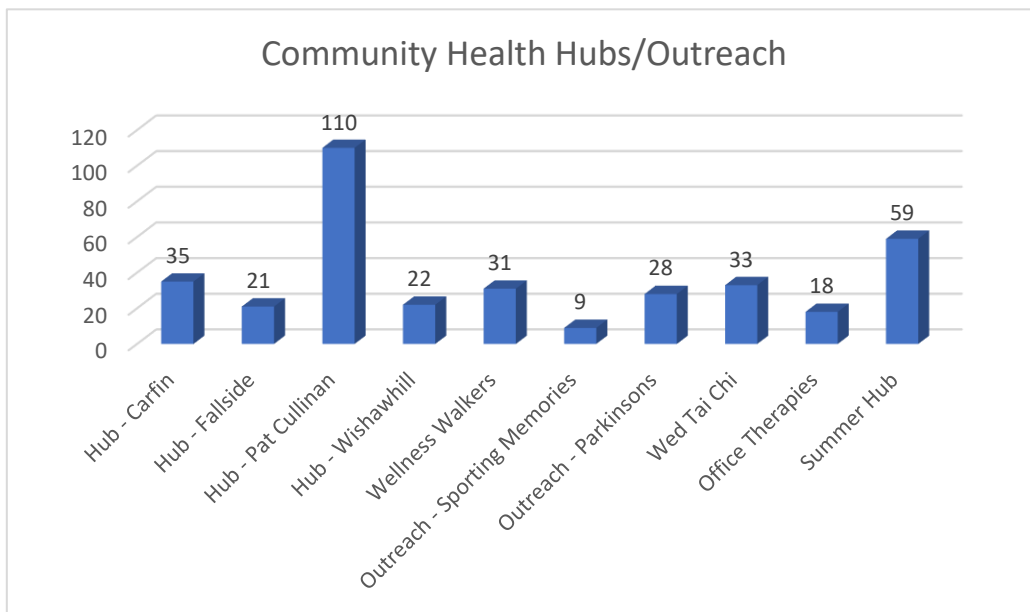
"I look forward to my Tai Chi class every week. I have found ways to make my own health better and improved my wellbeing. I hardly take painkillers now. I used to think I couldn't do without them. I had no idea Tai Chi would help me like this"

This report has been compiled over a 3-month period (July 2017 to September 2017) to provide an overview of the organisation and the impact it is making to those we work with.

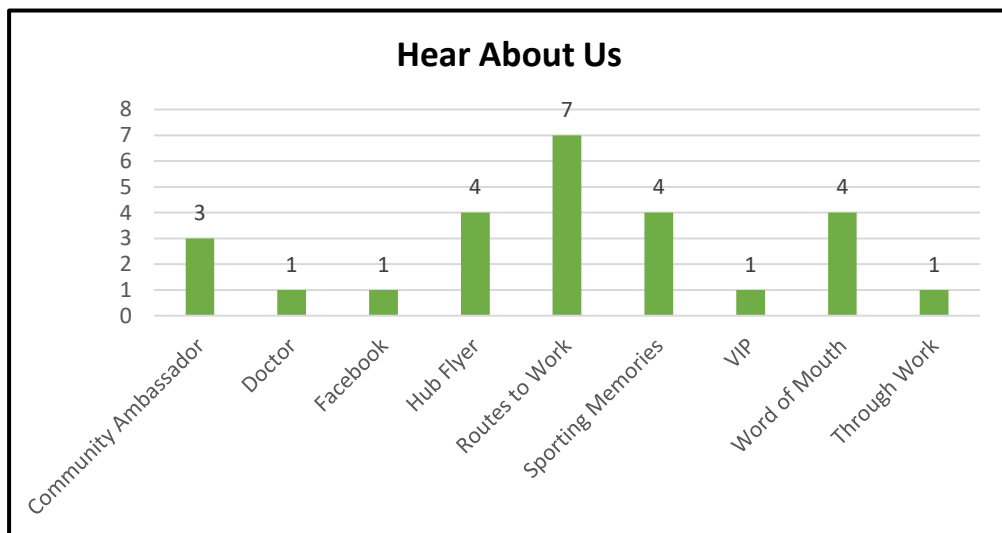
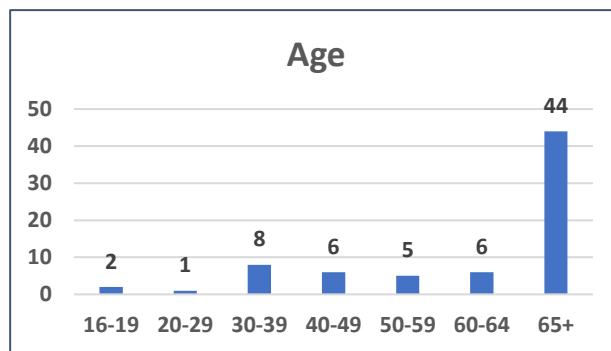
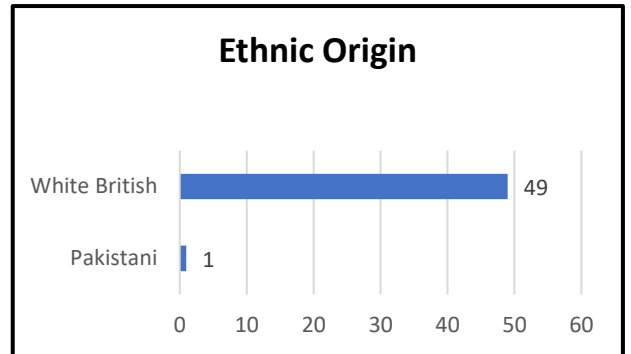
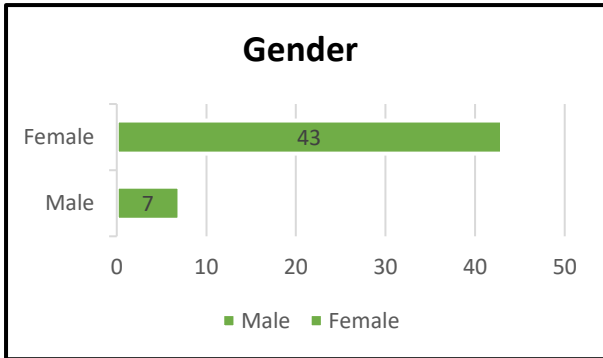
Our Services

Over the 3-month period, there have been 366 attendances across our Community Health Hubs and outreach (breakdown below)

From our 366 service users, 34% have stated that they have a disability and/or long-term health condition.



Out of the 366 attendances, 50 were new service users that registered with us. The details of our new members are as follows:



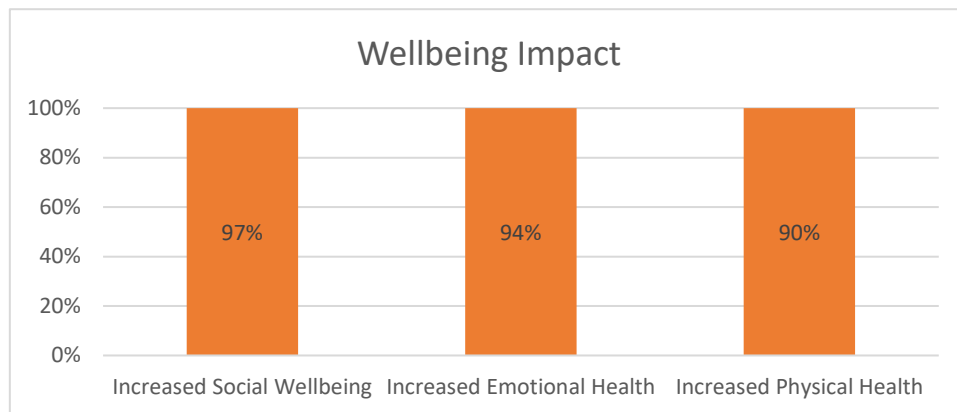
Service User Feedback

We used 2 methods to measure the impact our services are making.

1. We asked the question
2. We used a coloured counter system

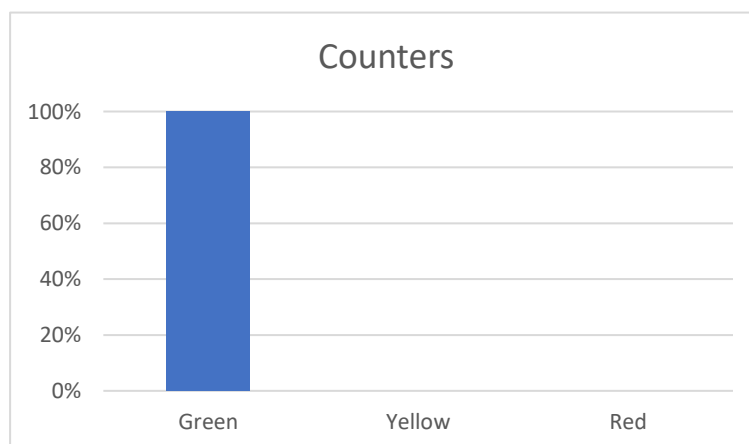
The first method of measuring impact asked service users who regularly took part in our activities and therapies, what impact this had on their wellbeing? (social, physical and emotional)

Results were as follows:



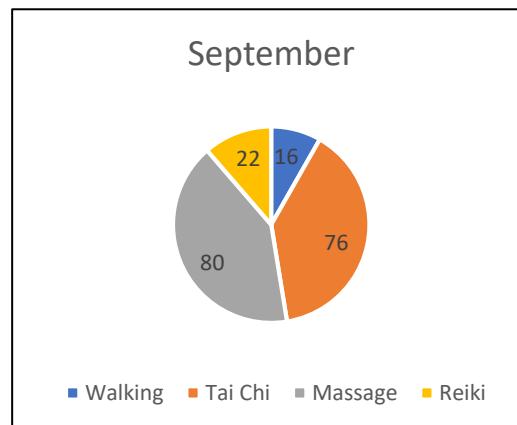
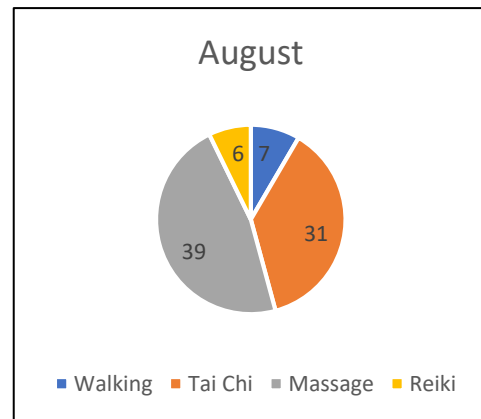
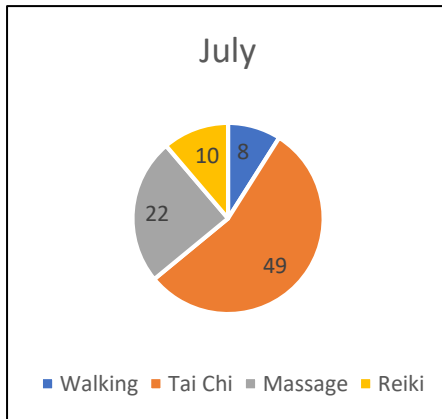
The second method of measuring impact used counters to gather information from service users straight after they took part in an activity or received a therapy. Service users were asked to select a counter based on how they were feeling. Red being "Not Good", Yellow being "Good" and "Green being "Great".

Results were as follows:



Service User Feedback continued

The results on page 5 were achieved by people taking part in the following activities and therapies from July to September 2017



Finally, we also asked all our service users if they would recommend us to other people and 100% said yes, they would recommend us.

Service User statement on our services

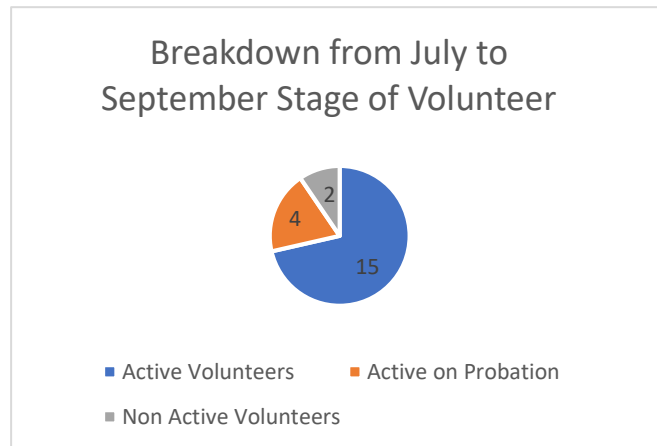
“My pain has really improved since doing Tai Chi and making new friends”

Service User statement on our services

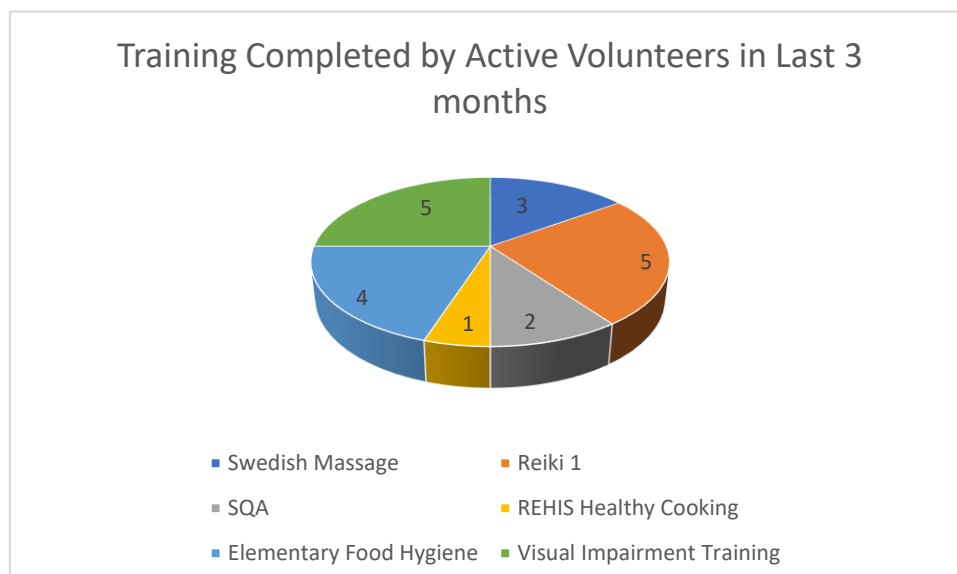
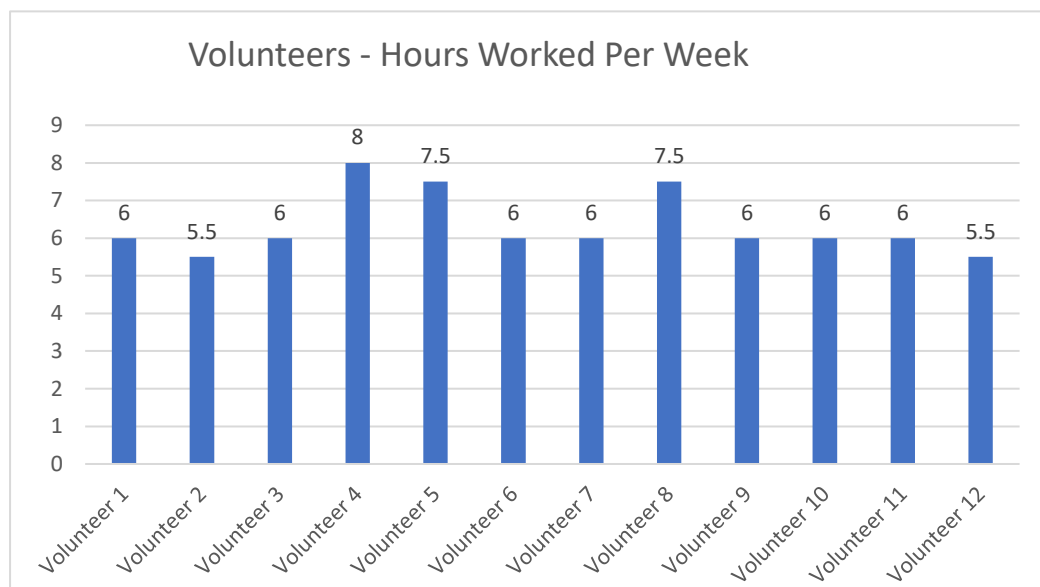
“Yoga has helped arthritis, I have been told I will not have to take medication for it as long as I continues doing yoga”

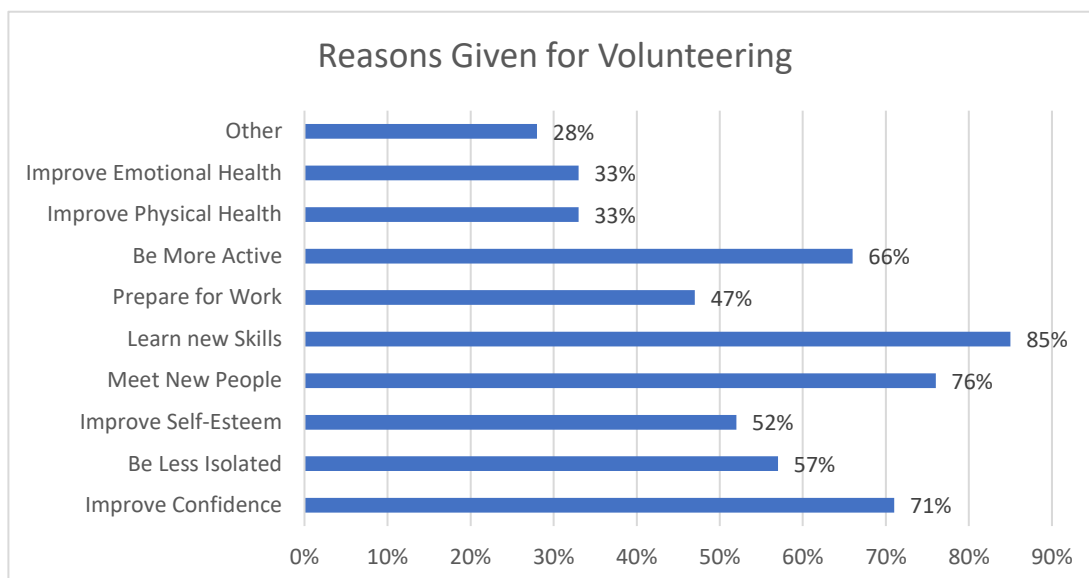
Volunteer Statistical Information

Between July and September 2017, we had 21 volunteers registered with us on our volunteer programme, 15 of these volunteers are still actively volunteering with us as of September 2017.



The graphs below show the current volunteer hours and Training activity.





“My history goes back 9 or 10 years, so I'll try keep things as brief as possible. I've had 2 psychologists, 1 at the start of my depression/anxiety and the one I am seeing presently. If I had to list the amount of medication and the horrendous side effects a lot of them caused, I'd be writing a short novel! The only medication that has remained the same when it started has been for my high blood pressure which runs in my mum's side of the family, but could also be a result of having depression/anxiety. There has been stable times and extremely unstable times. I have been with LAMH twice, the first time I was with them they started a walking group, where a member of staff came with us. Unfortunately, this stopped about 2 years ago. When I found the “Wellness Walkers” walking group run by The Health and Wellness Hub, I really wanted to attend, based on the fact I got so much out of the LAMH one. The weekly walking group has helped me a lot. I actually miss the walks when its off as it's given me something to look forward to each week. A problem of having mental health issues is that I now have no friends whatsoever. The only people I see are at the walking group, my psychologist, psychiatrist and GP. I really enjoy that within the walks we can have a laugh too which is what I most likely need, alongside some different company. The hour flies by when I'm out with the group and by attending the group, its helping me get out and in my case probably helping my recovery. The past 2 years I would probably say have been the hardest and its only now I'm really getting back on my feet. I wasn't driving for a long time and I am now doing a bit of driving again. Just recently my psychologist has indicated that my sessions should come to an end now. This is scary but at the same time, it's exciting. I will continue to attend my weekly walk with the Health and Wellness Hub and hopefully this will aid me in not having to return to my Psychiatrist”

***Wellness Walker Participant**

Website Statistical Information



To date our Facebook page has had 375 likes with 24 of these within the last 3 months. We actively promote our activities using Facebook.

Some of the organisations we regularly provide a service to:-

Parkinson's group- Bellshill, Newarthill Community Council/Community Action Newarthill, Breathe easy group (Wishawhill) Dalziel cancer group (specialised programme funded through health and social care partnership, Motherwell) Motherwell Learning Hub, Befriend Motherwell, Dalziel St Andrews Seniors Group, Community Learning and Development, NLC Justice Services, NHS Health improvement team- Wishaw and Motherwell, Parksprings Nursing Home (Motherwell) Ailsa Nursery -Forgewood, Craigneuk Lifelong Learning, Forgewood HA, Forgewood CHAT café.

Referrals come from a variety of statutory bodies and third sector organisations, this is a snapshot of some of the organisations that refer people to us:- Occupational Therapy - Airbles Road, Motherwell CPNs through a variety of GP surgeries, Routes to work, Action Lone Parents, One Parent Families Scotland, SAMH and DWP (Motherwell job centre) North Lanarkshire Carers Together and Lanarkshire Carers Centre.

Testimonial from one of our Partners: *“Testimonial from one of our Partners: “The health and wellness hub has been providing an invaluable service within the local community for several years. Occupational Therapy team and wider NHS services recognise the value in this organisation and the positive impact it has on an individual’s mental health and well-being. It is pivotal to utilise this service to promote recovery and independence within the local community. I have worked with a number of individuals that have initially accessed the holistic services available to reduce isolation, depression, anxiety and low confidence and self-esteem. This has led on to a number of fantastic volunteering and vocational opportunities. The positive impact this has had on their mental health has been significant. Providing a role and structure to their week has allowed people to take the next step forward in their journey. Also providing training and valuable qualifications in an inclusive, encouraging environment is of high importance. The health and wellness hub provide purpose and meaning, allowing individuals to feel valued and respected. They are encouraged to flourish and achieve their short and long-term goals”* **Lee Samuel – Occupational Therapist (NHS Lanarkshire)**

