



**QUARTERLY REPORT
APRIL – JUNE 2018**

The Health and Wellness Hub

03 July 2018

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1 Overview

1.1 Document Purpose

This document details the statistical and qualitative information for service users. Showing who is accessing our services, why and the impact of our service.

TOTAL NEW COMMUNITY HEALTH HUB SERVICE USERS FOR THIS QUARTER : 26

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.

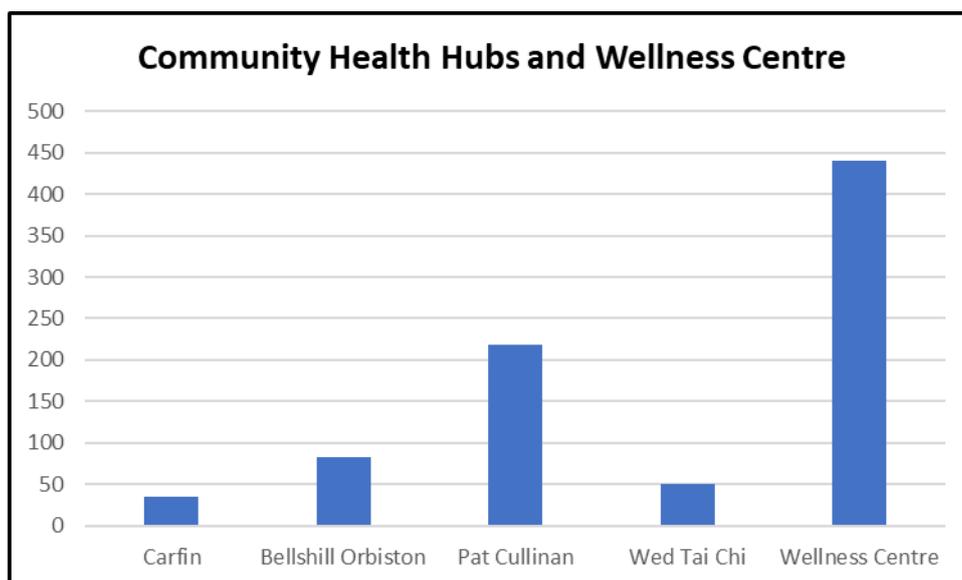
Our core values are equality, inclusiveness and empowerment, particularly, for the most vulnerable in society.

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.

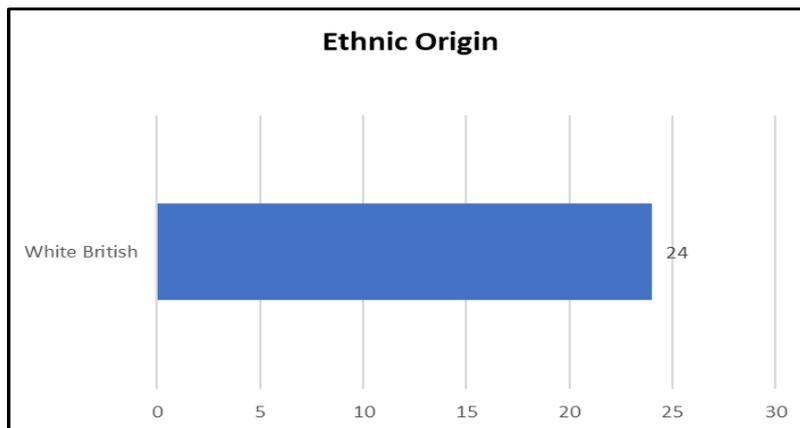
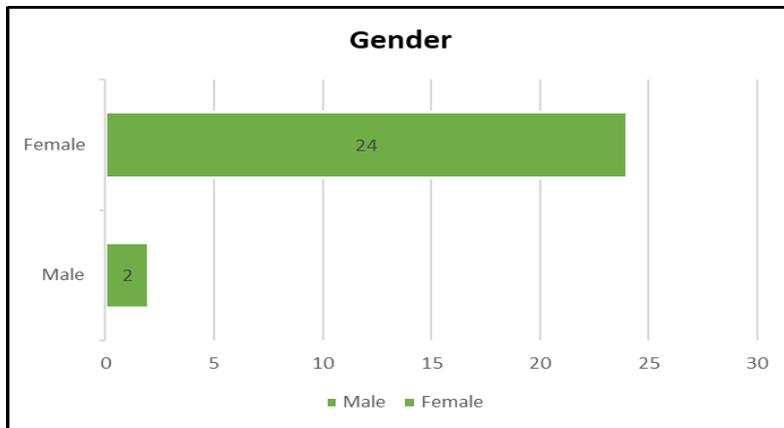
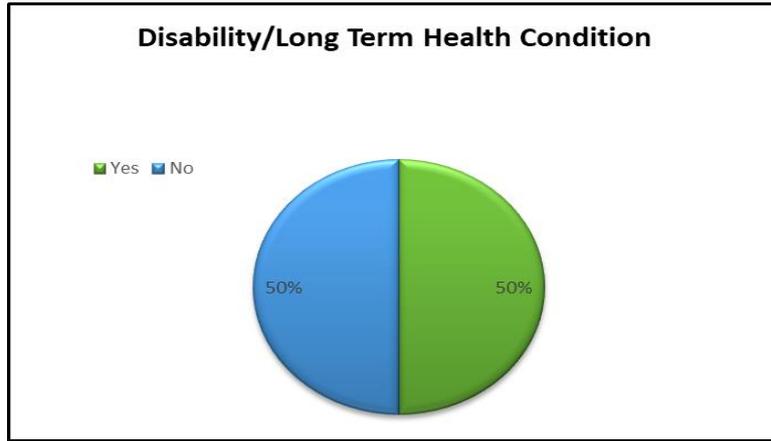
2 Service User Statistical Information

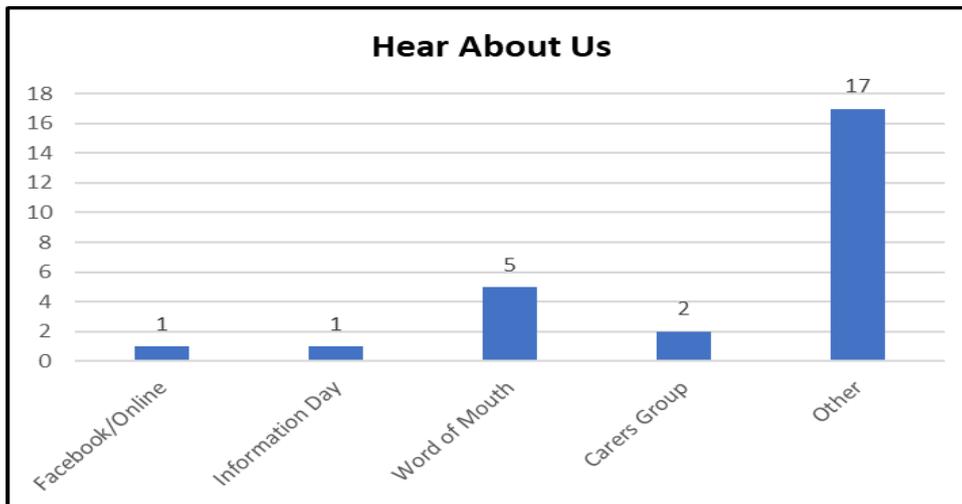
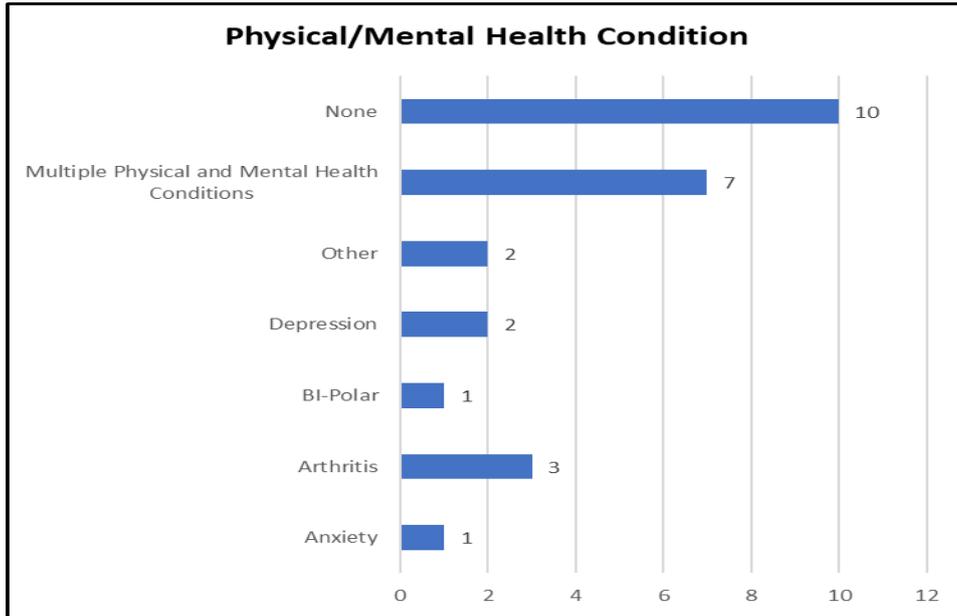
This report has been compiled over a 3-month period (April 2018 to June 2018) to provide an overview of the organisation and the impact it is making to those we work with.

Over the 3 month period, there have been 825 attendances across our Community Health Hubs, Wellness Centre and Outreach. (Breakdown Below)



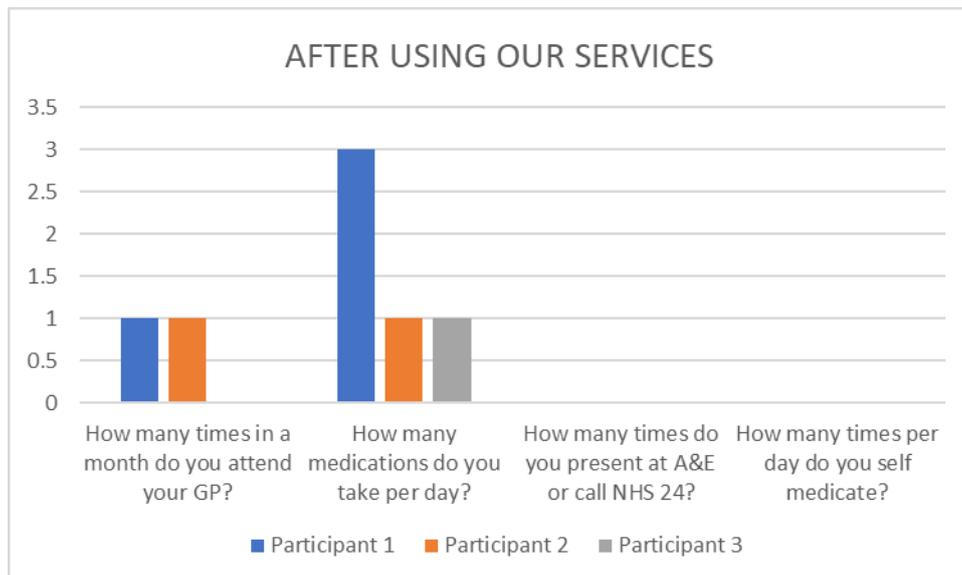
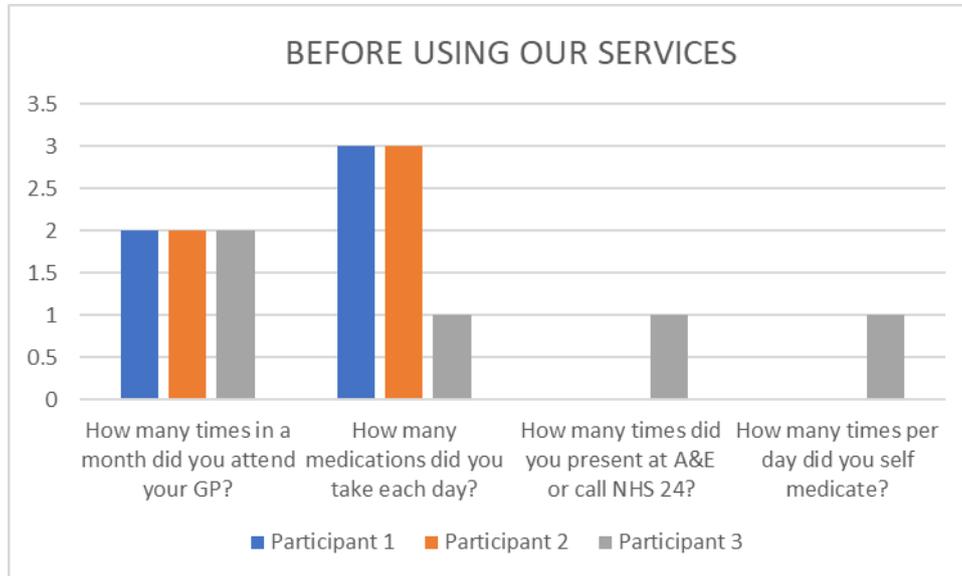
Out of the 825 attendances, 26 were new Community Health Hub service users that registered with us. The details of our new members are as follows:





2.1 Service User Feedback

The before and after graphs below show the impact our services are making, along with additional comments made by service users.

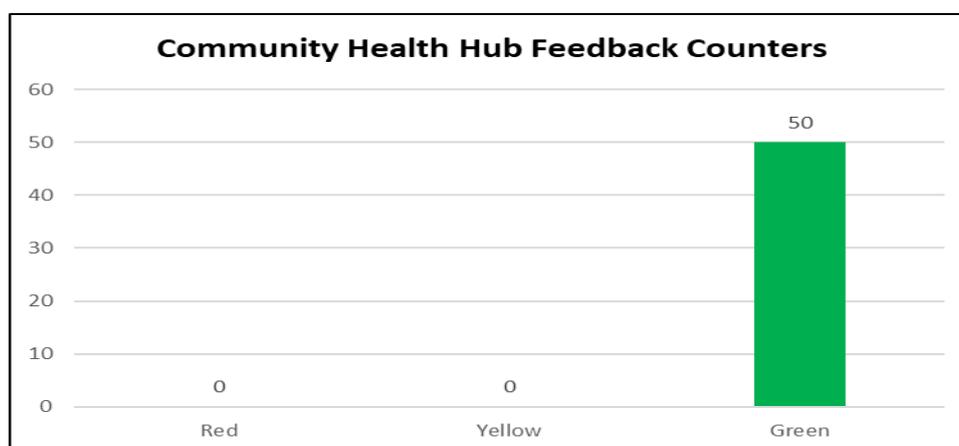


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Participant	Before using our services	After using our services
1	I was more isolated and lost confidence being around a lot of people.	I have increased confidence and The Hub has helped me get back into social situations.
2	I suffered with Stress and Anxiety.	My medication has reduced, and I feel really good and calm.
3	I rarely left the house as I became stressed and panicked meeting new people. My pain level fluctuates meaning I find social events exhausting. Due to these problems I only left the house for the doctor or the job centre appointments over the last 6 years. I had attempted suicide on a few occasions.	With the help of the Health and Wellness Hub, I am able to interact with my grandchildren. I go for a walk twice a week, attempt a yoga class once a week and receive reiki healing and massage on a weekly basis. Whilst I still have anxiety and mobility issues I have not attempted suicide since starting with The Health and Wellness Hub and my anxiety is greatly reduced. I have been able to stop almost all medication and control my anxiety levels.

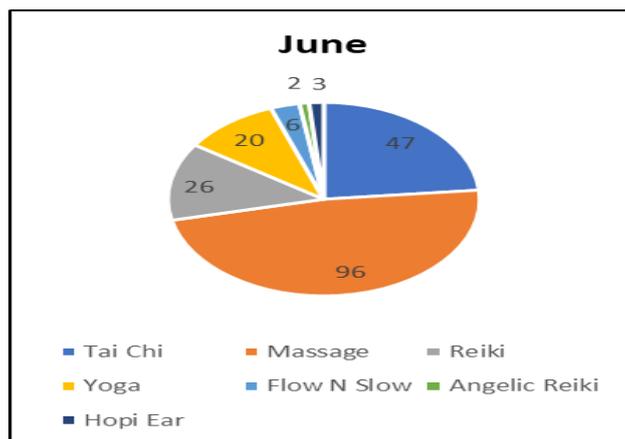
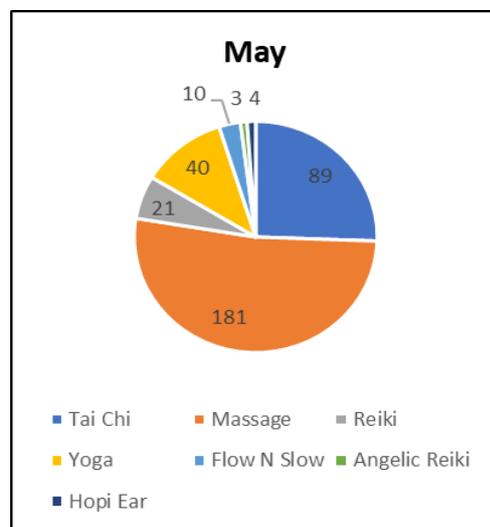
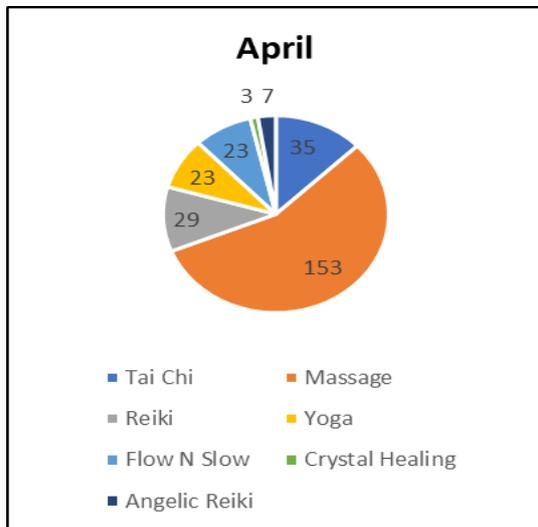
We also gather information from service users immediately after taking part in an activity or a therapy, where they are asked to select a counter based on how they are feeling. Red being “Not Good”, Yellow being “Good” and Green being “Great”.

Results are as follows:



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Graphs below show the activities and therapies service users participated in from April to June 2018.



Testimonials on service user experience

“Always come away feeling good. Treatments are very professional and affordable. Great place”

“Value for money, staff amazing”

“Warm and friendly service made you feel so relaxed before you went in”

“I go to Tai Chi and the improvement in my health is remarkable. My balance has improved and also my wellbeing”

“The staff were excellent, informative and welcoming”

“I attended a 6-week course of Tai Chi, yoga and choice of treatments. I found the experience to be very positive and the staff/volunteers to be extremely friendly and helpful. I would highly recommend the services and treatments provided.”

“Since joining the class, I feel more focused on life. I feel physically better it has helped my mobility and makes me want to focus on getting fit. Also engaging more with other people”

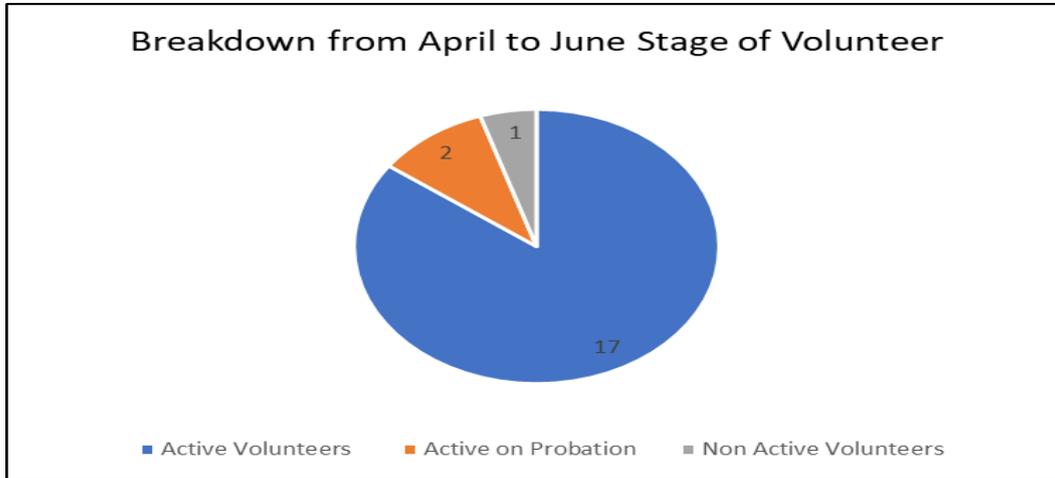
“My Tai Chi class adds to my wellbeing in a variety of ways. Socially I can meet a range of people who have become friends. I feel that Tai Chi brings a wonderful sense of calm and the sequence of movements allows me to focus. I really enjoy my class”



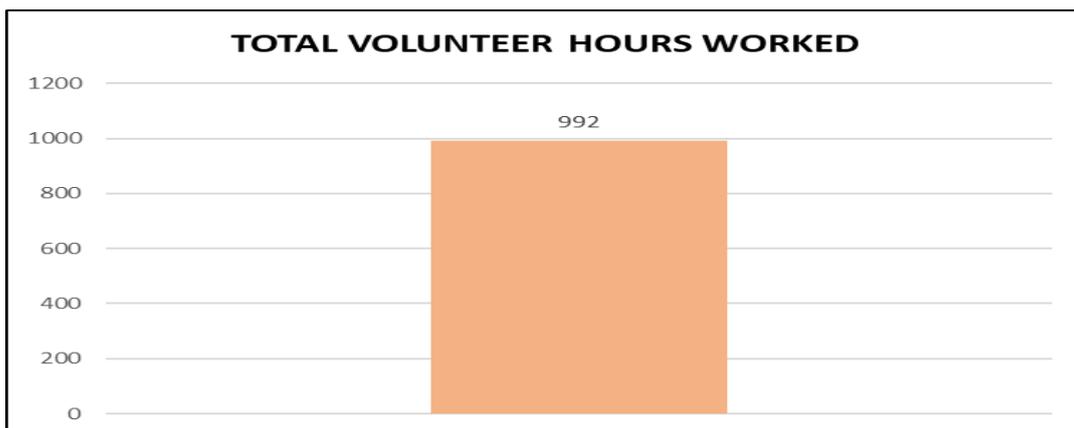
Finally, we also asked all our service users if they would recommend us to other people and 100% said yes, they would recommend us.

3 Volunteer Statistical Information

Between April and June 2018, we have 20 volunteers registered with us on our volunteer programme, 18 of these volunteers are actively volunteering with us and we have 2 are on probation as of June 2018.

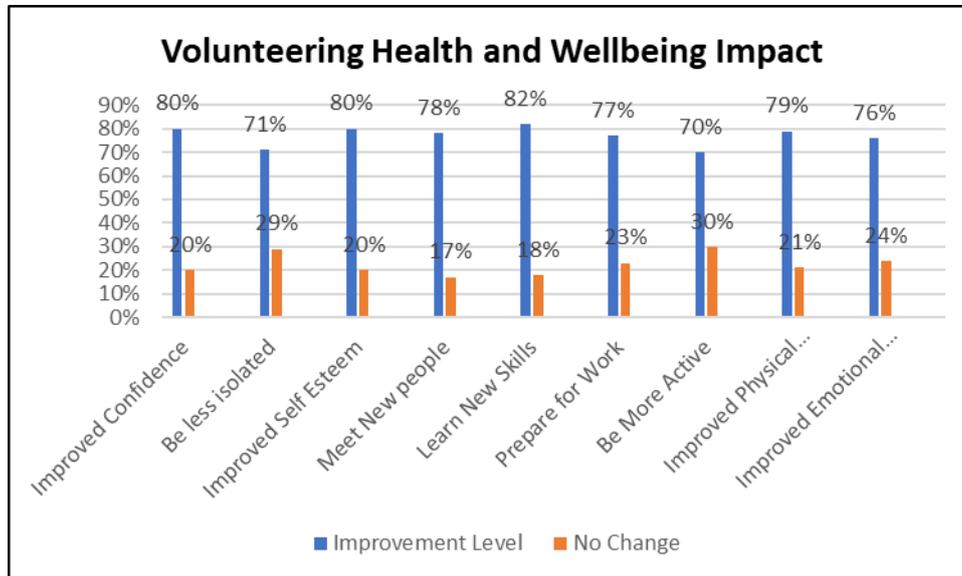


The graphs below show the current volunteer hours and Training activity.



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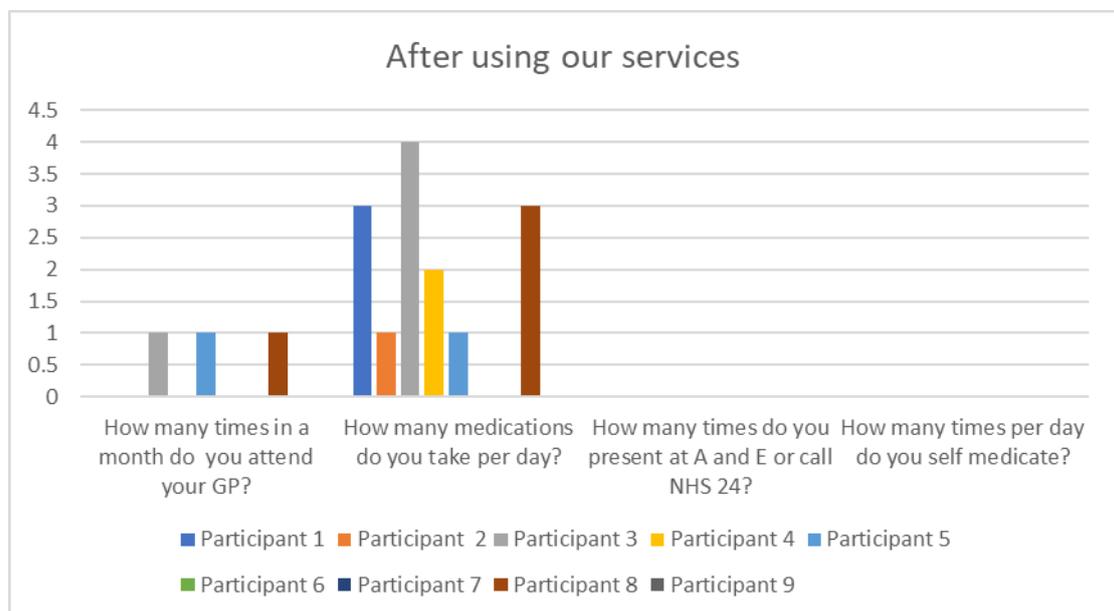
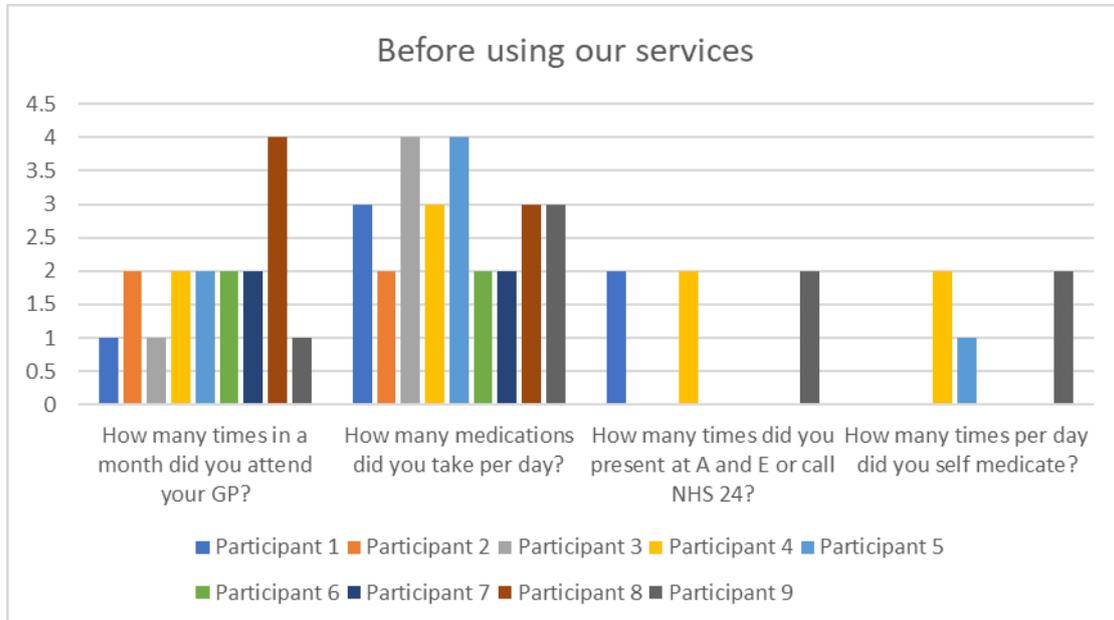
The following results show the difference volunteering has made on a number of key areas for our volunteers. *Results are based on our 18 active volunteers April-June.*



3.1 Volunteer Feedback

The before and after graphs below show the impact our services are making, along with additional comments made by volunteers.

Results were as follows:



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Participant	Before using our services	After using our services
1	I was very socially isolated, Lonely and low self Confidence	I have increased confidence and I am able to socialise.
2	I was depressed and anxious.	Since having access to the hub services my anxiety levels have greatly reduced so my family life is better as a result. I believe my anxiety and depression would return without the hub.
3	Severe stress and anxiety.	I feel so much better in myself and I am not as tired. I feel I have a reason to get up in the morning. I love meeting new people and I have more opportunities to learn new skills.
4	Stressed, Anxiety, couldn't speak to anyone was very isolated.	I have increased confidence and I am able to volunteer a couple of hours per week. My anxiety has reduced, and I feel this role has been life changing.
5	I was very depressed and suffered from chronic fatigue, anxiety and panic attacks.	I have more energy and drive to do things. My family life has improved, and I am so much happier in myself.
6	My life was a downhill spiral using anti-depressants and beta blockers	I am a better mum. I am a better human being and I have more confidence in myself, my health has gone strength to strength
7	I was in a bad way, totally isolated.	I am in a better place now and enjoy working with people who know what its like to be in my situation. My confidence has improved, I am happier and its affected my life at home for the better. I am glad I met Leanne at the hub and she convinced me to volunteer. It's been life changing.
8	I was very withdrawn due to my illness and depressed as I suffer from Crohn's disease and I always feel tired.	I feel so much better in myself and I am not as tired. I feel I have a reason to get up in the morning.
9	I frequently attended support groups, doctors and had 4 counsellors at one point through varied charities and NHS	I have moved forward in my life and I no longer have any support groups or counsellors.

4 Social Media

To date our Facebook page has 621 Followers with new followers being added daily. We have also increased our presence on Twitter and Instagram and we actively promote our activities using Social Media Platforms.

5 Outreach Services

We work closely with MacMillan Cancer Support, providing therapies to Service Users.

In April, 23 appointments were available with 20 Service Users booking a treatment.

Some of the feedback received is as follows...

“enjoyed it so much – improved by “bad day” wonderful”.

“I now have greater access to health and wellbeing supports and services”

“I feel my independence and wellbeing has improved”

Organisations we have provided a service to between April June 2018:-

- Community Action Newarthill
- Parkinson's self-help
- MacMillan Lanarkshire Library project
- Parksprings Care Home
- Bellshill Academy
- Brannock High
- Cardinal Newman
- breathe easy group
- autism take 5
- Bellshill arthritic group
- Befriend Motherwell
- Motherwell & Wishaw CAB
- Motherwell Social Work
- NLC Community Learning and Development

6 Document Control

Distribution

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