

The Health and Wellness Hub

Quarterly Report - January To March 2018



“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

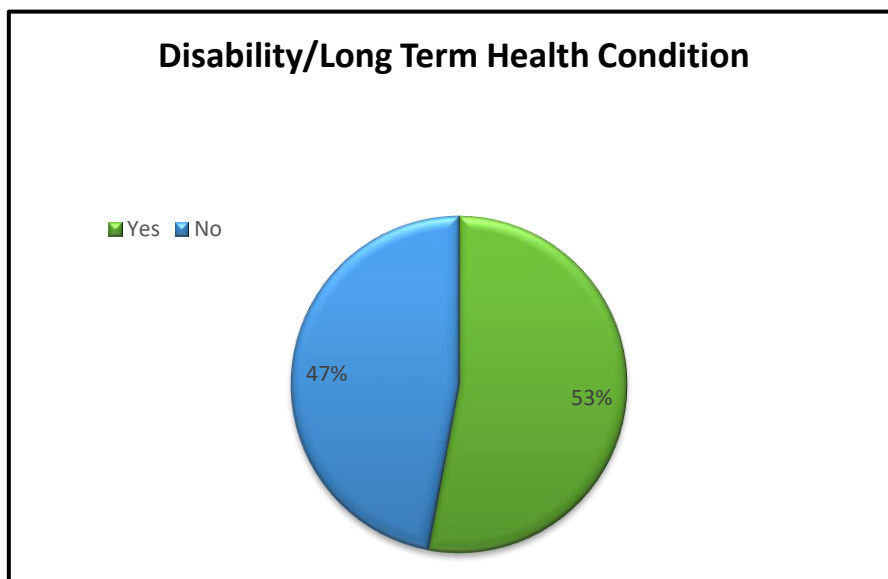
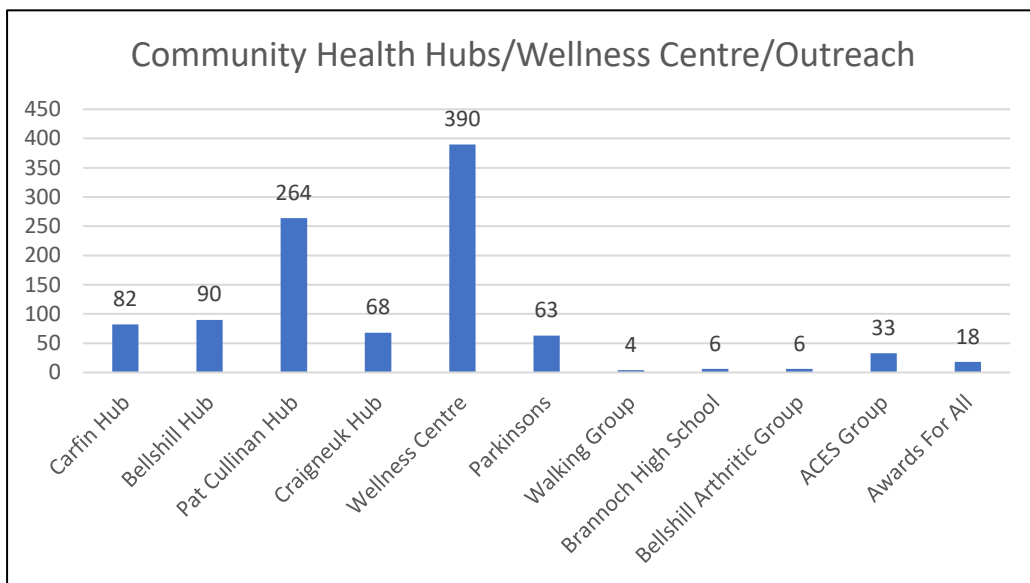
“My Tai Chi class adds to my wellbeing in a variety of ways. Socially I can meet a range of people who have become friends. I feel that Tai Chi brings a wonderful sense of calm and the sequence of movements allows me to focus. I really enjoy my class”

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

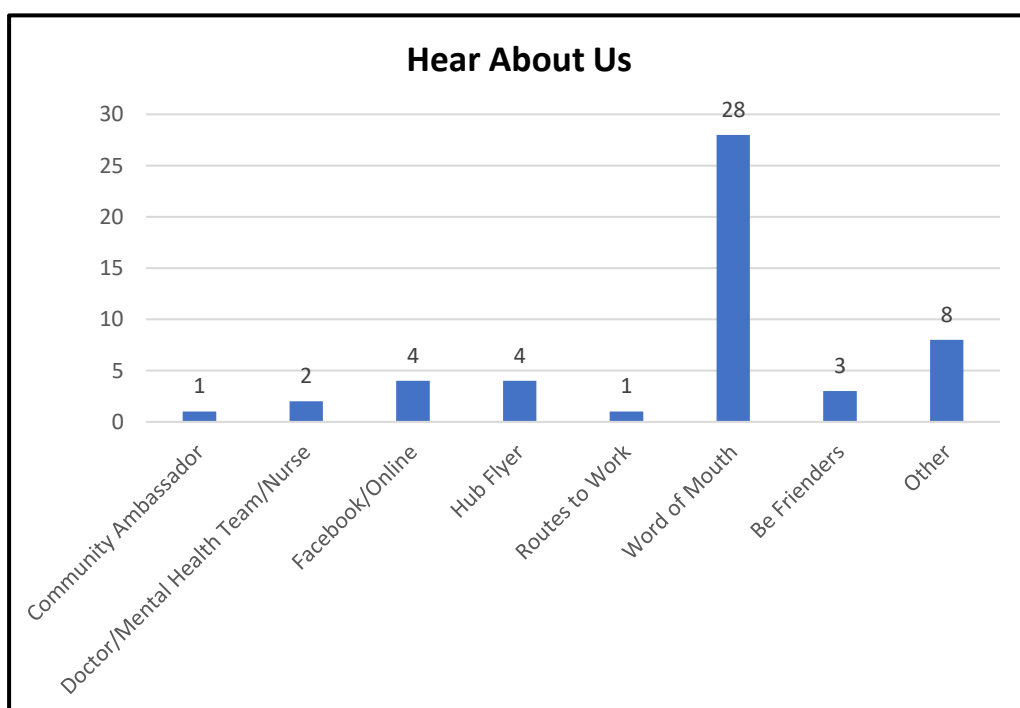
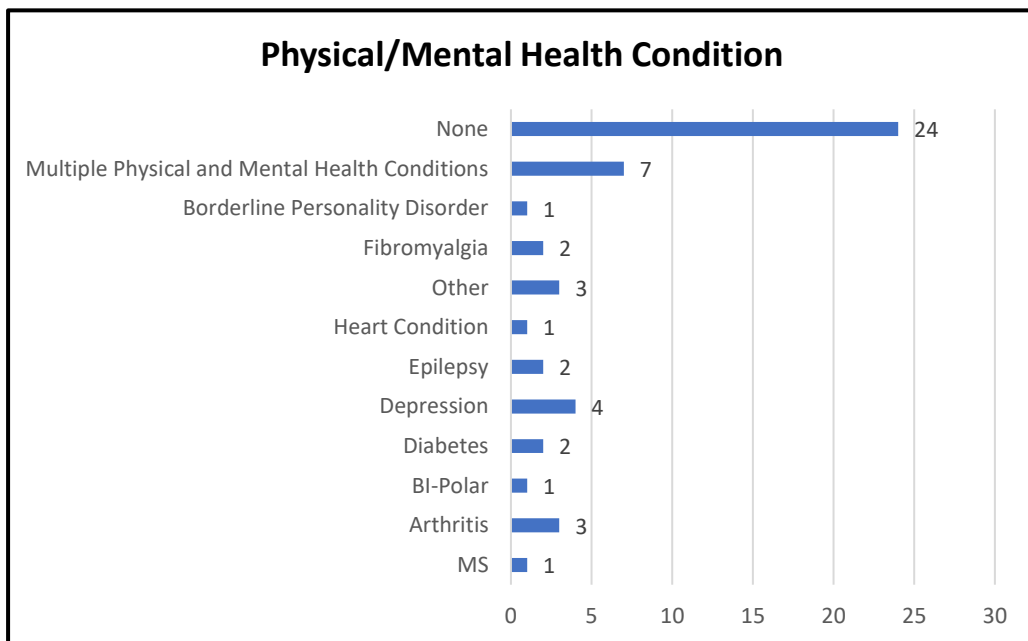
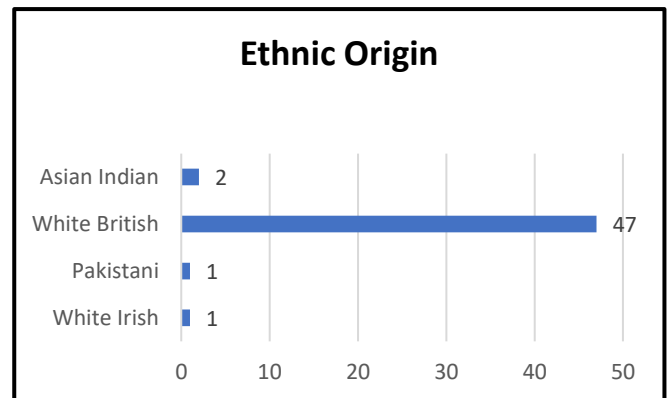
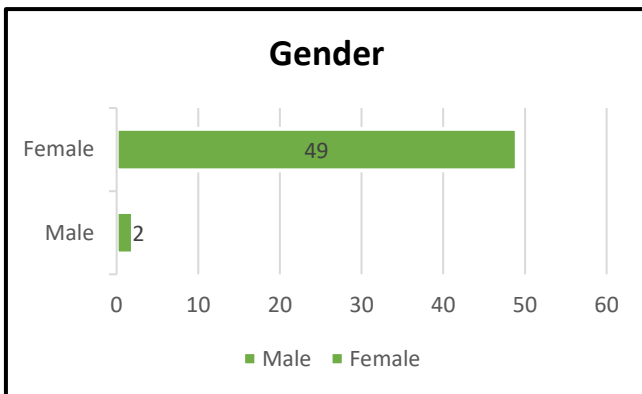
Our Services

Over the 3-month period, there have been 1024 attendances across our Community Health Hubs, Wellness Centre and outreach (breakdown below)

From the 1024 attendances, 53% have stated that they have a disability and/or long-term health condition.



Out of the 1024 attendances, 51 were new service users that registered with us. The details of our new members are as follows:



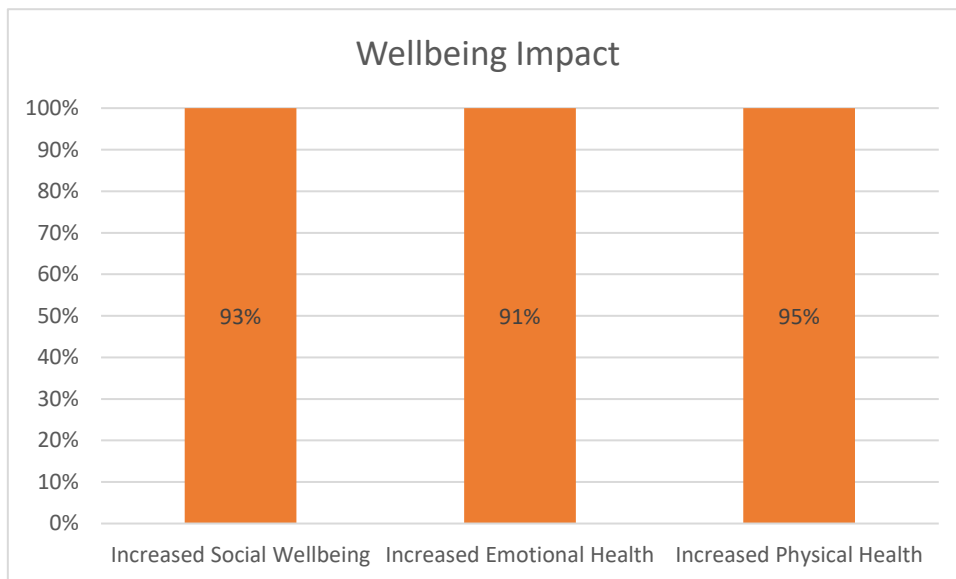
Service User Feedback

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

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

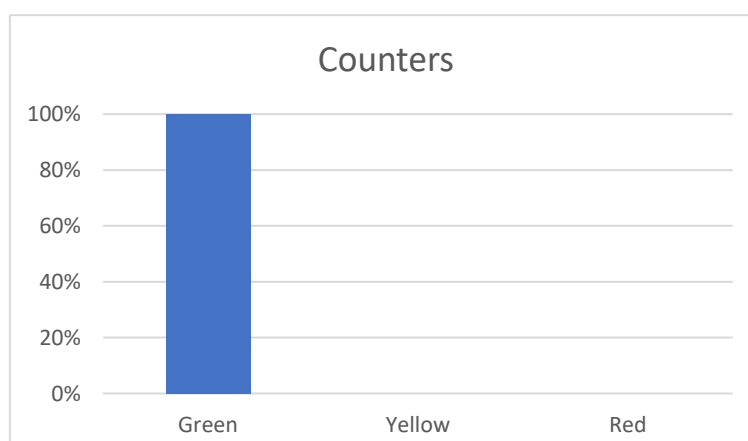
The first method of measuring impact we asked our service users who regularly took part in our activities and therapies, what impact this had on their wellbeing? (social, physical and emotional)

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 users were asked “What was your initial reason for coming to the Hub?” This is some of the comments:

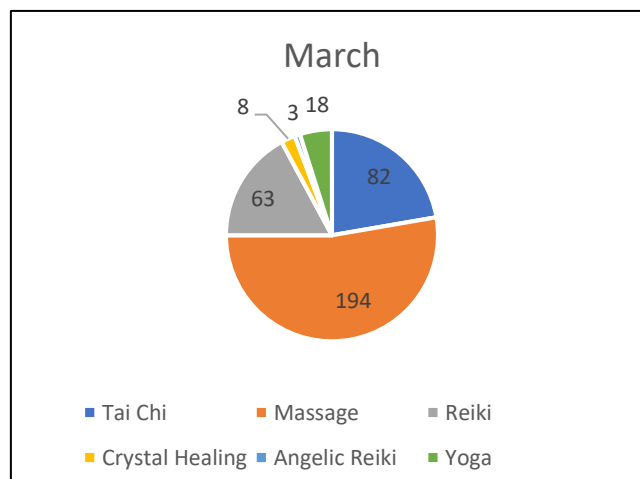
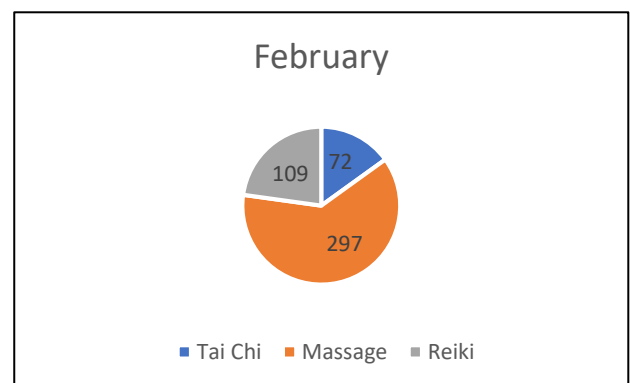
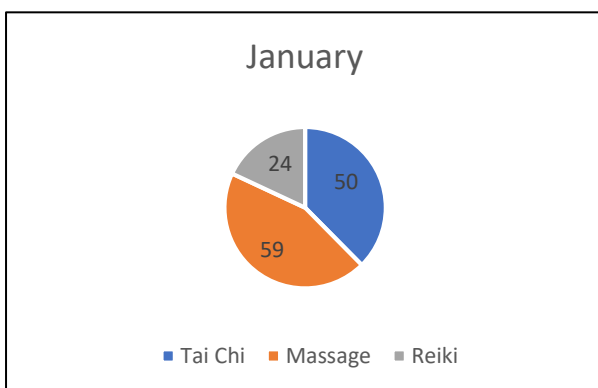
- “Looked like a great service”*
- “To give me self confidence”*
- “To try the services being offered”*
- “Was referred through the job centre”*
- “To get relief from a sore back”*
- “To try massage and reiki”*

Service users were asked “What were your initial impressions of what was on offer at the hub?” This is some of the comments:

- “Great”*
- “Excellent”*
- “Very Good”*
- “Excellent”*
- “Very impressed”*

Service User Feedback continued

Feedback on page 5 is the result of people taking part in the following activities and therapies in the 3 month period (Jan 18 -March 18)



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

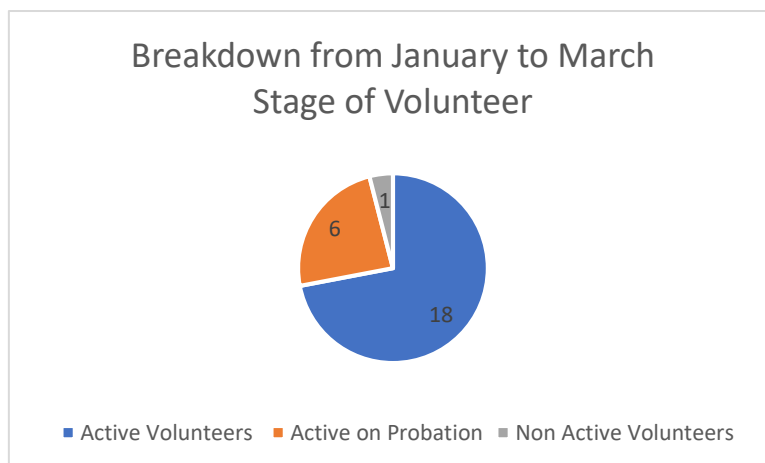
“I feel healthier, more confident with my balance and walking. I love meeting friends at the class and learning with them and having fun”

Service User statement on our services

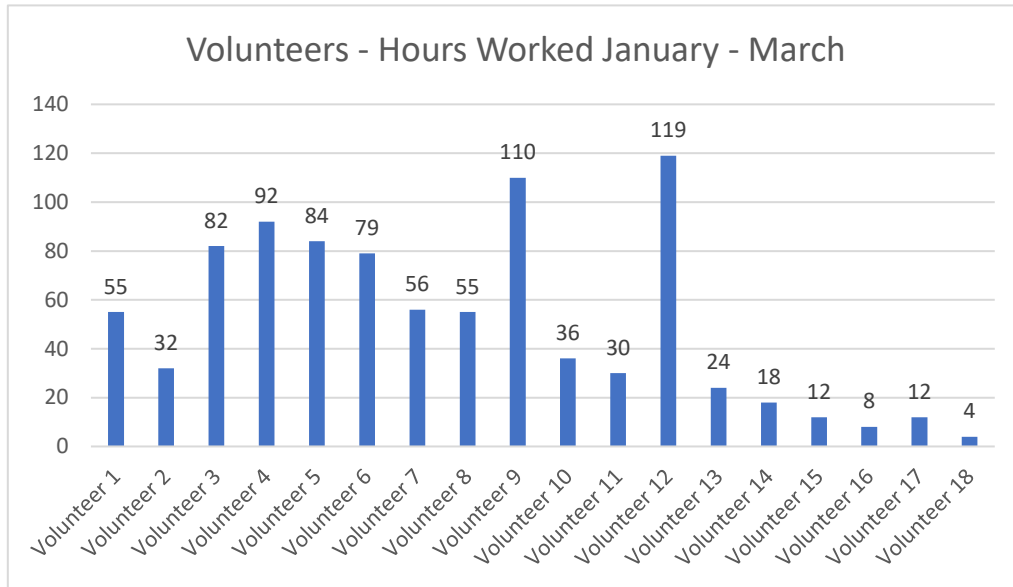
“Since joining the class, I feel more focused on life. I feel physically better it has helped my mobility and makes me want to focus on getting fit. Also engaging more with other people”

Volunteer Statistical Information

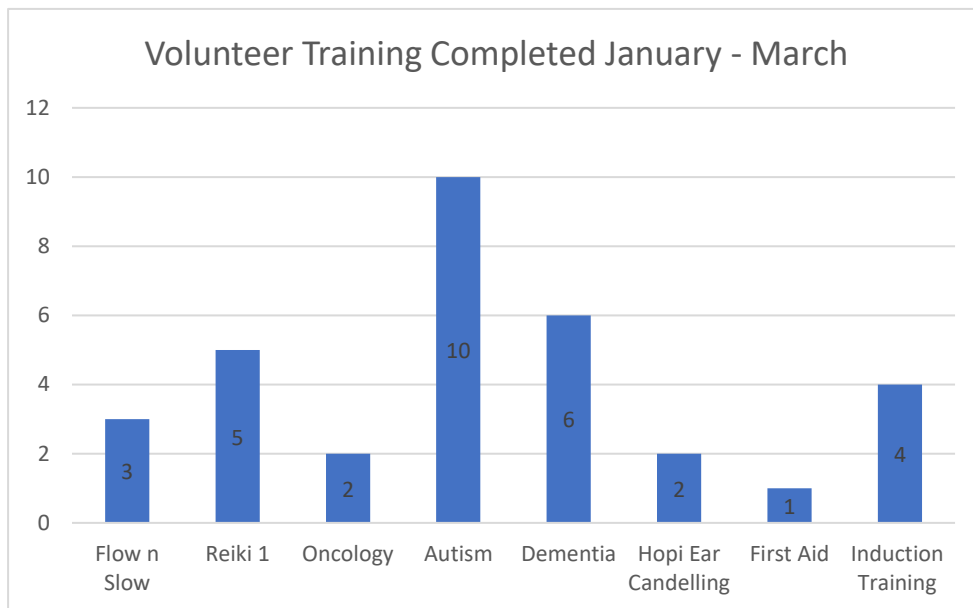
From January to March 2018, there were 25 volunteers registered with us, 18 of these volunteers were actively volunteering and 6 were on probation.



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



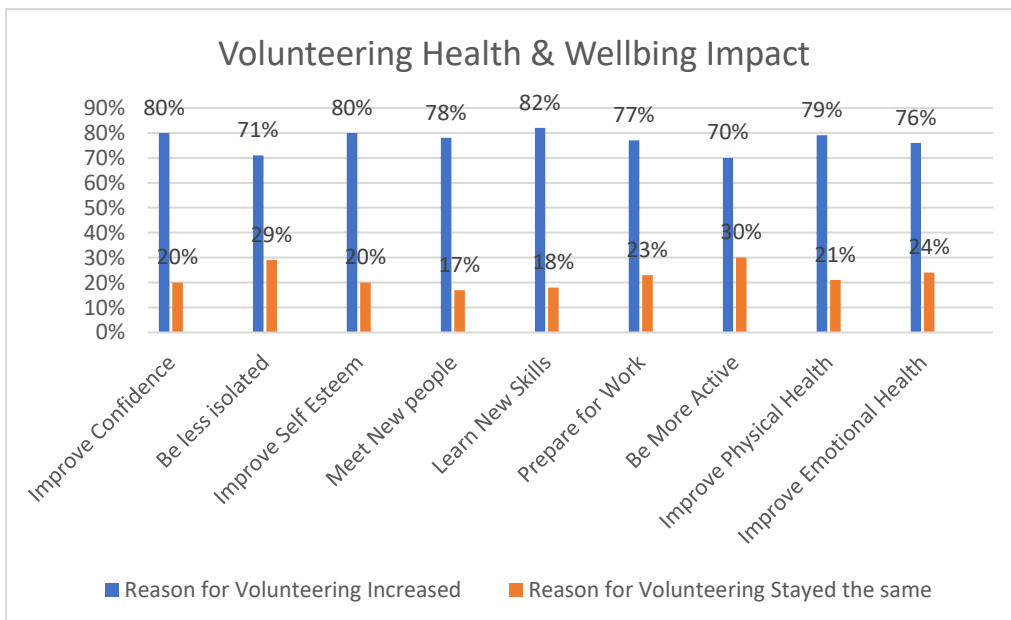
Collectively, our volunteers worked an average of 76 hours per week over the period from January 2018 to March 2018.



“I have bad arthritis which causes me constant pain and I must take morphine because of the pain. I have Arthritis on my knees and I’m currently on the waiting list for a knee replacement. When I get my Reiki on a Friday at the group the pain in my knees vanish for around 2 hour so the treatments really help but my medication intake is still the same at the moment. The treatments we receive at the Parkinson’s is one of the only things that keeps me going and I’m excited about the centre opening as I’ll be able to get the bus straight over from old Forgewood right to the Main Street :)”

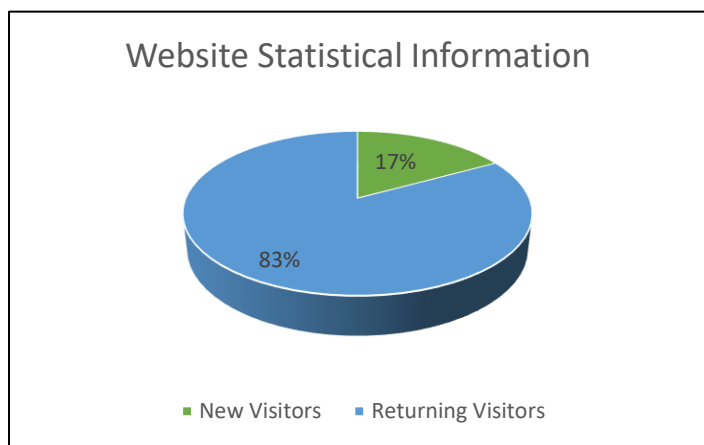
***Parkinson’s Service User**

From January to March, the 18 active volunteers have shown an improvement in the following areas stated in graph below.



"I am a single mother to 2 young daughters. When my youngest started school last year, I found my mental health declined and I found myself severely depressed. I would take my daughters to school and come home and go back to bed in despair. I would stay there until it was time for the girls to come home from school. When my daughters came home from school even though I missed them so much, because of my depression I could not enjoy my time with them at home. After 3 months of feeling this way, I was at the job centre and I broke down because of my depression and I had to go and see the doctors. My doctor gave me options on how to go forward and I found myself on anti-depressants and was referred for counselling. It took a month for the counsellor to get in touch with myself to make an appointment. I also had to go for a weekly assessment at the doctors during this time to keep an eye on my mental health. When I finally got to see my counsellor, I was then referred to an occupational therapist a week after my first session. My therapist assisted in helping me make first steps to get out the house again and I went to visit cafes, the library etc. I was also advised to attend a computing course, even though I had no interest in this, it was something I could attend on a weekly basis and get some structure back into my days. After the second week, I bumped into Leanne who told me about the Pat Cullinan centre and the work that The Health and Wellness Hub do within the community, Leanne gave me further information on The Health and Wellness Hub and the volunteering opportunities within the organisation. Leanne advised me that all the volunteers within the organisation have all went through what I was going through at the minute and that everyone has similar backgrounds with mental health and physical health. This gave me comfort and I started to take an interest in volunteering for the organisation. I started to attend the Community Health Hub to try the treatments which were on offer, after a few months of attending the hub, I decided that I wanted to volunteer. I spoke to Leanne and it was agreed that I could be put through the massage training. I was a mixture of nerves and excitement, but I went for it and I received my qualification in full body Swedish massage. I now volunteer in two of the Community Health Hubs as well as volunteering within The Health and Wellness Hub's outreach programmes. I always had my training notes with me as I was too nervous to go into the hub without my notes and I was scared that I was going to let the service users down but as my confidence has grown I no longer need my notes and I love attending the hubs and I look forward to this time each week. I can now see myself as my own person again rather than just "mum". I have now gone on to complete my training in Reiki level 1 and 2, Scottish Mental Health First Aid, Manual Handling, First Aid and I have also completed my SQA in Volunteering. I am so much happier than I was before, my depression has gone, and I have been off my anti-depressants for six months now and I no longer need to see my counsellor and occupational therapist. At home, I am back to my normal self and my children have noticed. I am back out shopping with my girls, spending quality time with them at home and recently, carving pumpkins! They have said how much happier I am and know what days I go to work as they can see it in me in the morning. I'm back at enjoying life now. Not everyone wants to be on anti-depressants, but I felt I had no choice. If I had been given the choice from the doctor of taking anti-depressants or attending The Health and Wellness Hub I would have picked the hub"

***Volunteer**



To date our Facebook page has 614 followers to date with new followers being added daily. 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 Clients: *"The service provided by The Health and Wellness Hub by providing Tai chi for our intergeneration projects with the local nurseries and our residents, families and staff has made a significant difference to our home. CAPA (care about physical activity) was the inspiration behind the instigation of the intergeneration project to get our residents, staff, families and local community to exercise slowly, smoothly and continually. Which has been a wonderful success for everyone who has been involved. The positive energy generated by bringing the young and old together at Park Springs care home to take part in Tai chi has improved the resident's wellbeing, falls prevention increased motivation and levels of mood. I can't speak highly enough of the great service provided by The Health and Wellness Hub"* **Rosie Brennan (Parksprings Care Home)**



