

## Who we are and what we do?

The 'A Better Ü' Coaching Team is working across a number of practices in South Tyneside, supporting a shift in care towards a bio-psycho-social approach. We have worked with over 300 individuals so far, encouraging them to access community assets, improve their health and wellbeing, and to make healthier lifestyle choices. The Patient Activation Measure (PAM) is used to identify client needs for intervention and to measure success, with an increase in PAM linked to a decrease in health and social care costs. We are delighted to be expanding to additional practices this month.

## The News



People successfully discharged from the service



Average change in PAM for our most inactivated clients



New GP Practices benefitting from the Coaching Service this month

## The People



### The Background

“Eric” joined us through an Initial Contact Clinic and was living alone. He struggled with eating regularly and didn’t engage in any community activities. Eric frequently called emergency services when he was hungry or lonely. Initially unwilling to engage with us, Eric called us when he was discharged from hospital and was finding it difficult to care for himself.

### The Support

A home visit to Eric flagged some concerns around his wellbeing, as there was very little food in the house and Eric had poor mobility. We made referrals to the local Social Care Team, as well as raising our concerns with his GP Practice. Eric was worried about finances and we helped to alleviate some concerns and arrange immediate support.

### The Achievements

We supported Eric to access a food parcel from Age UK and discussed with him the options around care in the home. Eric was against care packages at first but we worked with him to understand how a care package would benefit him and he has agreed to engage with the social care team. Eric’s PAM score has risen from 42.2 (Level1) to 51 (Level 2).

Eric’s next goal for himself is to get out and about in the local community.

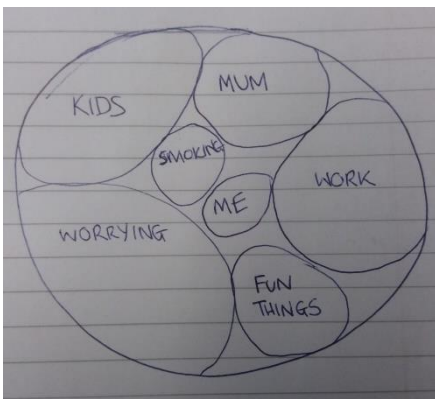


## *This month we look at our dinner plates.*

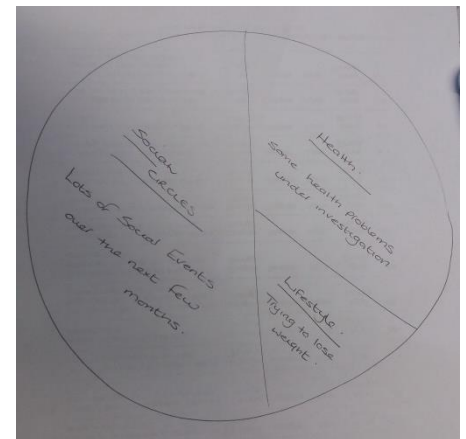
How often have you heard the phrase “I just have a lot on my plate at the moment”? It’s used to explain why we haven’t got time to do something, or to signal that there’s a lot going on impacting on our

health and wellbeing, and it’s often brushed over in conversations as we try to move on. “The Dinner Plate” is a great tool to support holistic working and understand more about what life is like for our clients. It can be used in multiple ways: from collaborative agenda setting and goal planning to appreciating change.

**“What’s on your plate?”** We ask clients to draw their plates and



section off what takes up their time, energy and brain space. This might be work, home life, financial pressures, symptoms... whatever turns up on the plate has an impact on that person. We can then use the plate to facilitate a good quality conversation about what could change and use the plate tool to monitor change over time.



## *Mutual Aid Group*



Our Tuesday group has a new home at our Centre for Change building! The group have settled into their own surroundings well and have even moved their own mugs into the kitchen cupboard. Recent sessions include talking about Diabetes: what does it mean and how can we prevent it, and St John’s Ambulance came along to show us some CPR and First Aid techniques. One of our facilitators also brought some seated exercises to the meeting and everyone enjoyed the activity so much that they’re incorporating it into every group. We have some healthy eating experts and relaxation techniques to look forward to this month.

If you’d like to join a session, please come along to Centre for Change, every Tuesday, between 9.30 – 11.30 am.