

mPower Journey

Working in Collaboration with the Western Trust

Western Trust Pathways



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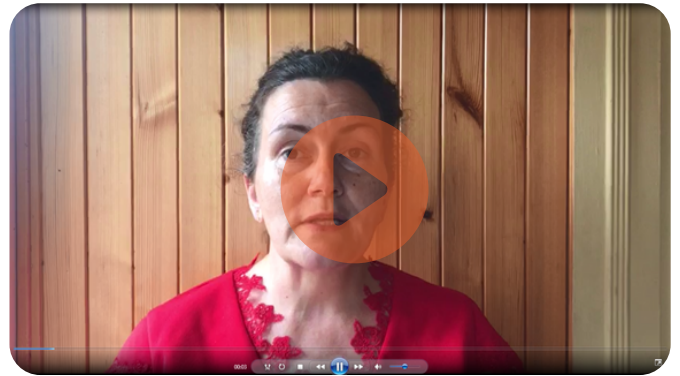
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mPower Team

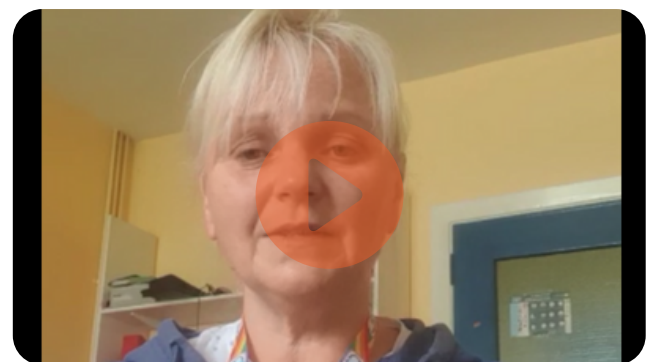
The Team

The SEUPB funded the mPower project which supported services to transform how health and care can be delivered to people aged 65 and over living with Long Term Conditions. Through facilitating the use of digital technology in a number of areas, the project demonstrated how this can enable people to manage their conditions and improve longer term health and wellbeing outcomes.

mPower helped transform older people's services in Ireland, Northern Ireland and Scotland, enabling people to live well, to be safer in their own homes, supported by a modernised infrastructure for healthy ageing.



Pauline McKeown
Community Navigator



Ruth Beaumont
Quality Improvement
Co-ordinator

Community Navigator

Community Navigators (CN) were employed to work with people referred from social care, voluntary organisations, self referral and from public funded organisations to develop wellbeing plans connecting them to activities in their community, as well as connecting them to new technology to enhance support for health and wellbeing. There were two Community Navigators within Western Trust.

Two main mPower projects

- Social prescribing - this connected people to local activities and services which support health and wellbeing a key component of the plan was “What Matters to You”
- Digital health interventions - including integrated home and mobile monitoring solutions, digital health and wellbeing apps and video enabled care solutions.

This service has delivered **379 wellbeing plans and 178 Digital Interventions**. During the pandemic the CN continued to deliver a reformed service working with community organisations and social care teams to reduce the impact of loneliness during this period.

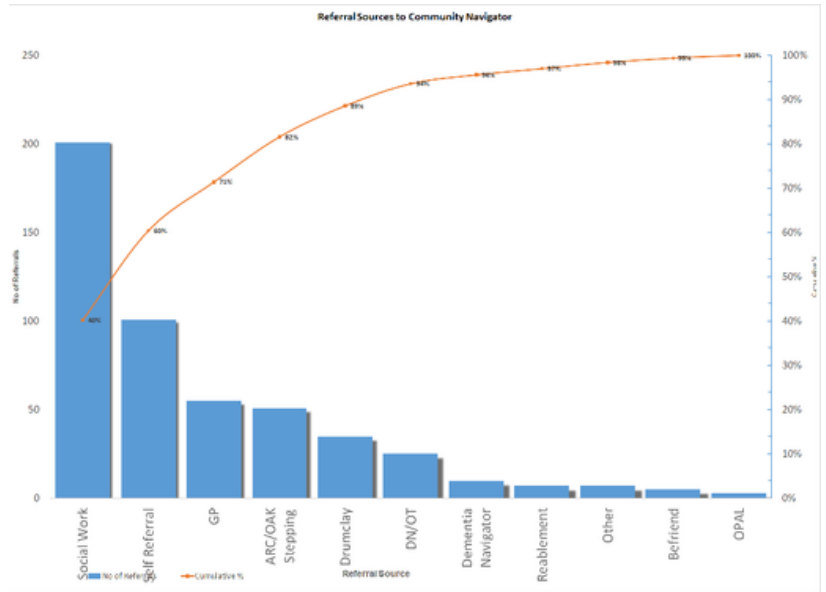
Navigators have become an outreach support to beneficiaries providing a personal service, inclusive of dealing with softer touch issues ie helping older people access Blue Disabled badges, directing to meal provisions, directing to the right person for reviewing benefits, organizing referrals to other voluntary organisations. Community Navigators bridged the gap, provided a service which is not clinical however provides the support to people within the community who otherwise would not have had the interaction, connection or indeed the outcomes to enable older people to live better live longer within their own community.

Community Navigator Pareto Charts

Click on the
charts to expand

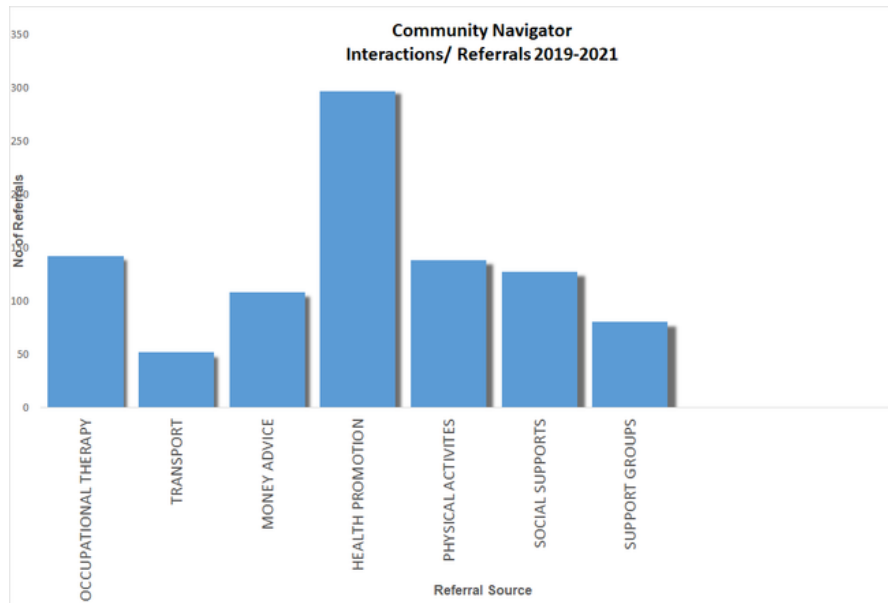
Pareto chart 1- Referrals to CN

Referral Source	No of Referrals	Cumulative %	Cumulative Count
Social Work	201	40%	201
Self Referral	101	60%	302
GP	55	71%	357
ARC/OAK Stepping	51	82%	408
Drumclay	35	89%	443
DN/OT	25	94%	468
Dementia Navigator	10	96%	478
Reablement	7	97%	485
Other	7	98%	492
Befriend	5	99%	497
OPAL	3	100%	500



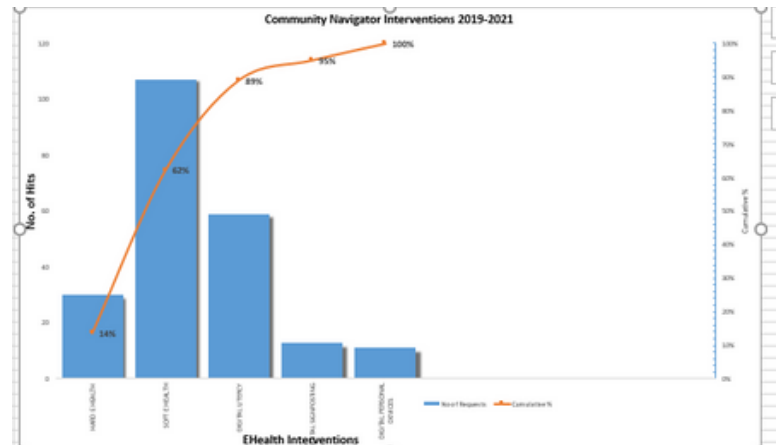
Pareto chart 2- Social Prescribing Activities/ Referrals via CN

Referral Source	No of Referrals	Cumulative Count
OCCUPATIONAL THERAPY	142	142
TRANSPORT	52	194
MONEY ADVICE	108	302
HEALTH PROMOTION	297	599
PHYSICAL ACTIVITIES	138	737
SOCIAL SUPPORTS	127	864
SUPPORT GROUPS	80	944



Pareto chart 3-CN interventions ehealth

Support Area	No of Requests	Cumulative %	Cumulative Count
HARD E HEALTH	30	14%	30
SOFT E HEALTH	107	62%	137
DIGITAL LITERCY	59	89%	196
DIGITAL SIGNPOSTING	13	95%	209
DIGITAL PERSONAL DEVICES	11	100%	220



Community Navigator Testimonials & Case Studies

Testimonies



*Denis Ryan
Manager Drumclay House
describes the valuable
service Community
Navigator delivered*



*Ruth Beaumont
Quality Improvement
Working in
Collaboration with
Other Services Users-
Community Navigators*



*Rita Befriend Hub Voluntary
Organisation*

*Bernadette & Paddy
Beneficiaries personal
narrative on how CN helped
in their lives.*

Case Studies



Community Navigator Case Study



Beneficiary response

e-Health Pathways

eHealth Pathways- Stepping on Florence Falls Prevention. This service was delivered through Healthy Living Centres Oak and Arc. This pathway was aimed at improving strength and balance through education sessions throughout the programme. The aim was to use the FLORENCE app to improve adherence to doing the exercises, collect information through questions sent out to participants via text message to enable collection of information regarding falls. This app issues basic text messages to encourage mobility to prevent reduced movement which long term could cause potential falls.

District Nursing (DN)- Tissue Viability Nurse (TVNs) Video consultations - This pathway was formulated and agreed by the Western Trust to pilot this in a rural area within two District Nursing catchments.

This pathway was to enable the following-

- Facilitate collaborative case management between TVNs and DNs for people with complex wounds in the community.
- Optimise referral triage for TVNs ensuring patients with the greatest need receive TVN home visits.
- Allow for more timely reviews
- Provide DNs with immediate access to TVN where required

This pathway was implemented September 2021 and the staff have to date used the 14 iPhones. This has had a positive impact for both patients and staff. DN have been able to connect with TVNs to refer patients, this has enabled better collaboration together no more SILOs, commenced on treatment sooner and reduce travel for TVNs to triage patients. A timely decision can be made by DN and the patient doesn't need to be seen by TVN.

"We receive approximately 10-12 photos per month from these 2 teams"

"Enabled prompter access to appropriate treatment and therefore better outcomes for the patients."

Virtual Pulmonary Rehabilitation

Virtual Pulmonary Rehabilitation Programme

This was recognised as a key pathway within the Western Trust, iPads were purchased by mPower to reach people who have no access to WIFI to enable equality to all patients to gain access to services.

- The Western Health and Social Care Trust had lengthy waiting times for Pulmonary Rehabilitation prior to COVID 19 and waiting times continued to grow as this vulnerable cohort of patients isolated throughout the pandemic. Pulmonary Rehabilitation is a six week programme, 2 hours per week; 1 hour educational component and 1 hour exercise component;
- The educational component of the programme has been video-recorded with clinical experts and the content uploaded to the Western Trust YouTube channel where it can be accessed by the public. On a small scale, the

community respiratory team have been offering patients with their own devices and internet access the option of completing the exercise component of the programme virtually also, via the Trust video-conferencing platform, Pexip. The pilot scheme initiated by the respiratory team in 2021 for patients with their own access and own WIFI had successful outcomes.

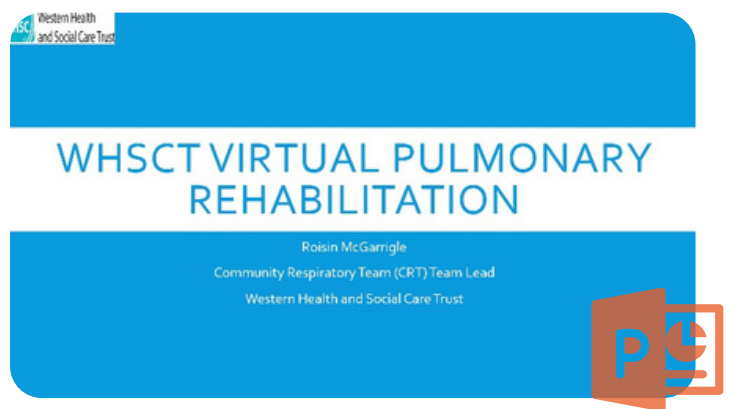


Virtual Pulmonary Rehab Team

Virtual Pulmonary Rehabilitation

The following outcomes were determined and achieved-

- ✓ Patients can continue with the programme not dictated by dates and times
- ✓ Patients don't have to leave their own homes
- ✓ Programme takes one hour each session, pre virtual it took two hours each session
- ✓ Enable larger number of patients to access the programme
- ✓ Reduces the footfall within the hospital setting



Virtual Pulmonary Rehab Presentation



*Roisin McGarrigle
Lead Nurse Pulmonary Rehab*

HOPE

(Helping Older People Engage)

This project reconnected existing groups and established new activities and services that supports health and well being for people within Co. Fermanagh, ensuring "What Matters to You".

- 5-10 Fermanagh groups
- Each group received 2-4 cellular iPads (fitted with a mobile network sim that worked in the area if the person didn't have a broadband connection)
- Providing data for people taking the pressure off putting in broadband
- Developed a programme of activities for all groups to participate in
- Provided a digital support tutor to enable people to learn how to connect and how to link in with groups and activities on line.

Outcome

Provided programmes including exercises, crafts, dancing, history, connecting to online technology



*Allison Forbes
discussing HOPE and how mPower
made a difference to people within the
Community*

Virtual Community Digital Health Hubs

Mental Health Virtual Clinics Within Community Facilities

The Western Trust partnered with the Community and Voluntary sector in Omagh, Fermanagh and Claudy to create three Virtual Community Digital Health Hubs.

mPower provided funding to enable each facility to purchase video conferencing equipment, dementia training for community facility staff, meet and greet staff and to employ a Western Trust Dementia Companion to attend each clinic.



Community Mental Health Team

Patient's can now access Mental Health Virtual Clinics. These clinics enabled patients and family members, to attend a virtual clinic within a community facility to be seen by either a Consultant or Specialist Nurse. These clinics provide patient-centred care, are easy to access without the need for long travel or having to attend a hospital.

Feedback

- Close to own patients home
- Quieter relaxed facility
- Virtual appointment works well



*Ruth Beaumont
Quality Improvement Co-ordinator
Digital Hubs- Community Mental
Health Clinics*

LEGACY

There have been many accomplished projects within Western Trust and in partnership with mPower, the most significant with the greatest outcome has been the Community Navigator (CN) roles. CNs bridged the gap between social care and non clinical care, through in-depth sign posting, being a live database to courses, programmes and links to other voluntary and non voluntary organisations. There have been so many fabulous testimonies which was shared at mPower Festival in April.

Other Pathways Virtual Pulmonary Rehabilitation, Virtual Community Digital Health Hubs, District Nurse-Tissue Viability Nurse through time will evolve to similar status Community Navigator has established.

mPower have been visionary with their ideas and projects and one of the most influential has been planting the seed for service providers to think outside the box in the delivery of care and services to its users.

Within the NHS one of the aims is addressing digital poverty and exclusion, mPower has already enabled Western Trust to start to deliver on bridging the gap in digital poverty and exclusion- enabled trust to be leading within this field.

Western Trust is engaging with local communities, voluntary organisations to deliver services outside of the hospitals.

mPower have enabled the Western Trust to undertake the pilot project for Virtual Community Digital Health Hubs within local community settings. This is so powerful, not only putting the patient at the centre of services, crossing the boundaries within health, addressing climate changes by reducing footfall within hospital settings, reducing time spent travelling, but also delivering on equality and diversity.

By the year 2024, The number of people aged over 65 is due to rise by almost 26%.

The wide-ranging demands placed on the NHS are also increasingly costly and complex. Community Mental Health Virtual Clinics enables another way to deliver services within the community. Mental Health Strategy 2021-2031 D.O.H.

