

EVALUATION REPORT 2015-18

Peer support programme for long-term
health conditions

Increasing knowledge around managing my diabetes and losing weight were key factors for participating in the programme. I felt neglected and left to fend for myself.

Participant, Leyton Orient Football Club



Executive summary

This report, compiled by Meg Aubrey, Paperboat Consultancy, provides an external evaluation of Hackney CVS's peer support programme, funded by the Hackney and City Clinical Commission Group, for people experiencing long-term health conditions.

The purpose of this evaluation is:

- to provide evidence of the outcomes of the peer support programme for long-term conditions;
- to record the impact and benefit of the peer support programme on participants;
- to provide a series of key findings and recommendations on how the programme can be progressed in the longer term.

The overall project aim of the programme is to offer grant funding to community based groups and organisations who are working with people and communities that traditionally under use primary care (GP services) and other statutory support services to develop peer support courses for people who have long-term conditions, to support them to take control of their medical condition and develop support networks.

These courses have the following key objectives:

- to support people to understand their condition better, better manage their own health and motivate people to make long-term lifestyle and behaviour changes to their diet and/or levels of exercise;
- to support people to be proactively

involved in drawing up their own care plans;

- to support people to get the best from the healthcare system;
- to help people to develop ongoing support networks.

The programme seeks to test the theory that participants respond more to this message delivered by trained peers rather than professionals.

Key findings

Across the programme there have been the following positive personal health outcomes.

78% of all participants have seen an improvement in their overall wellbeing

65% saw a drop in BMI levels

75% have seen an improvement in their worst symptom of their long-term condition

62% saw a drop in their weight

- Increased skills, knowledge and confidence of long-term conditions leads to improved health and wellbeing outcomes;
- Community groups and organisations are the experts at leading cultural and gender-sensitive peer support programming;
- Training delivered through this programme has provided excellent professional development opportunities to increase capacity and retain community groups and organisation's staff;
- All participants have gained greater understanding of their conditions with increased awareness of nutrition, healthy eating habits and how diet and exercise can help support their condition;
- Most participants saw an improvement in their long-term condition by the end of the programme;
- Programme activities have led to increased support networks within local communities;
- The programme has seen good cascading of learning on to other family members and friends suffering from the same condition;
- The programme is continuing to widen its reach to new communities;
- The groups that have recorded the most significant improvements have been the most targeted activities, focusing on both specific cultural groups and specific long-term conditions, delivered by skilled support staff;
- The programme was particularly effective at working with hard to reach groups and the most far-removed from primary care services;
- Although community groups working with the hardest to reach, house-bound participants saw less significant increases in health outcomes. Peer-led support programmes provide an important first step for the hardest to reach housebound participants to combat entrenched negative attitudes towards health and diet and improve social isolation.

Key recommendations

- Agree and use a rigorous evidence-based methodology to evaluate future programmes, with a locally achievable way of implementing a cost:benefit analysis tool to compare data at the start and end of the programme
- Explore the possibility of using a university-led, innovation-type research model, such as NESTA's People-Powered Health programme
- Support and prioritise targeted peer support programmes that focus on very specific target groups and long-term conditions
- Create case studies of best practice from the current programmes successful projects
- Encourage peer mentoring support between groups offering activities to support long-term conditions to share best practice
- Look at ways to support and facilitate the long-term sustainability of support networks that have been established through the programme
- Provide participants with further support to develop and utilise individual care plans to gain the best support for their long-term conditions
- Facilitate further training for community groups to support multiple conditions and support the most vulnerable participants. There is the potential to bring in more specialist support, advice and guidance within a community setting, once the groups have been established and the trust has been developed.





Peer Support Programme for long-term conditions 2015-2018

1. Introduction

Since October 2015, Hackney CVS have been managing a grant programme that provides peer support programmes for local people experiencing long-term health conditions, funded through the City & Hackney Clinical Commissioning Group. The first round of the programme focused on supporting local people with diabetes with two further programmes supporting a wider range of long-term health conditions.

The programme has been a very important pilot seeking to illustrate how local community groups with reach into local communities who are least likely to access statutory services can support people to make lifestyle changes, to take control of their medical condition and develop support networks. The programme has been designed around the assumption that peer support rather than clinician support will enable people to move to a healthier lifestyle and engage more with the statutory health and care system. The programme seeks to test the theory that participants respond more to this message delivered by trained peers rather than professionals. The project aims to see the increased health benefits for residents engaged in support activities outside a clinical setting and whether there is an increase in patients self- management skills and confidence to support their condition.

The service offers bespoke community-led solutions to support people with long-term conditions who may not access or have the confidence to participate in a GP or hospital-based support service. It is unlikely that participants, many isolated due to language and cultural barriers, would access any other alternative care and support in terms of peer support and self-management projects. This programme has focused on supporting community groups working with limited resources, in comparison to larger health charities, offering 'on the doorstep' knowledge and strong long-term connections to the communities they are reaching. The programme has identified the huge value in bringing together groups in a familiar, comfortable environment accessing culturally sensitive session focused around a shared specific condition.

1.1. Programme outcomes

Overall the programme aims to provide grant funding to community-based groups and organisations who are working with people and communities that traditionally under use primary care (GP services) and other statutory support services to develop peer support courses for people who have long-term conditions.

The key project objectives of the planned peer support activities were to:

- Support people to understand their condition better, better manage their own health and motivate people to make long-term lifestyle and behaviour changes to their diet and/or levels of exercise
- Support people to be proactively involved in drawing up their own care plans
- Support people to get the best from the healthcare system.
- Help people to develop ongoing support networks.

Peer Support Programme for long-term conditions 2015-2018

1.2 Programme delivery

The delivery model for the programme has been for community organisations to run 12-week peer support groups for targeted groups of people with long-term conditions. Successful grantees are chosen by a panel of assessors, including a local GP and the Programme Director.

The programme has specifically targeted hard to reach groups, from specific language or cultural groups and people who traditionally do not access statutory services. Courses are delivered within the community to increase accessibility and to provide familiar surroundings for participants. Courses have been run in first language, where language and cultural norms present a barrier to understanding the lifestyle changes needed.

All groups awarded funding have been provided with tailored grant monitoring training and provided with grant monitoring resources. Hackney CVS have provided training opportunities for the participating organisations which have included: adult safeguarding and motivational interviewing.

For evaluation and quality assurance Hackney CVS have also employed two trained monitoring officers to support groups in the clinical measurements for evaluation.

Hackney CVS have been able to offer an access fund for participating groups to access additional funding to respond to any specific access needs such as transport and communications needs.

1.3 Evaluation purpose

The purpose of this evaluation is:

- To provide evidence of the outcomes of the peer support programme for long-term conditions;
- To record the impact and benefit of the peer support programme on participants;
- To provide a series of key findings and recommendations on how the programme can be progressed in the longer term.

1.4 Evaluation tools

The following monitoring and evaluation tools have been used to track the delivery and success of the programme:

- Individual Beneficiary Forms;
- Baseline and Endline Questionnaire, including the collection of participants basic health-related data – weight, height, blood pressure and BMI;
- Satisfaction Questionnaires, completed during first, middle and final session.

1.5 Evaluation challenges

There have been significant challenges in capturing participants personal health-related data. The course has been modelled on an informal peer-support approach, however participants have been asked to provide personal health-related data. This has created a barrier to participation for some more hard to reach groups as they felt uncomfortable providing this data.

Although some groups showed limited increased in personal health-related data, project leaders felt the sessions had provided considerable personal and social outcomes that were not necessarily reflected in these outcomes. They felt twelve weeks was a short period of time to see significant change in weight, blood pressure and BMI amongst some of the participating cohorts.

Access to sessions has been a challenge for some participants, particularly those that are house bound. Hackney CVS has tried to mitigate this through the use of the additional Access Pot.



2. Project Findings

2.1. Overall Findings

From October 2015 to January 2018, Hackney CVS and the Hackney and City Clinical Commissioning Group have been able to provide 40 grants awards to engage 257



The total costs of the programme were £226,000, with £135,063 on direct grants and £91,000 on programme support – training, grants monitoring, evaluation and access pot.

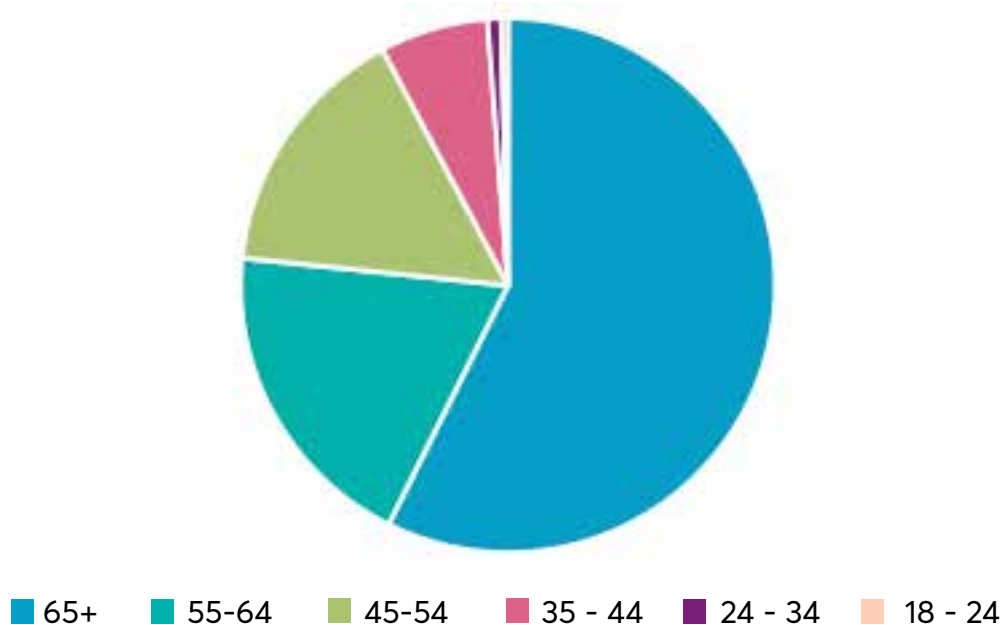
2.2. Participants demographics

The following results have been taken from the baseline and outcome questionnaires completed by participants.

2.2.1. Age range

There was a significant focus on supporting older residents, with 58% of participants aged 65 and above.

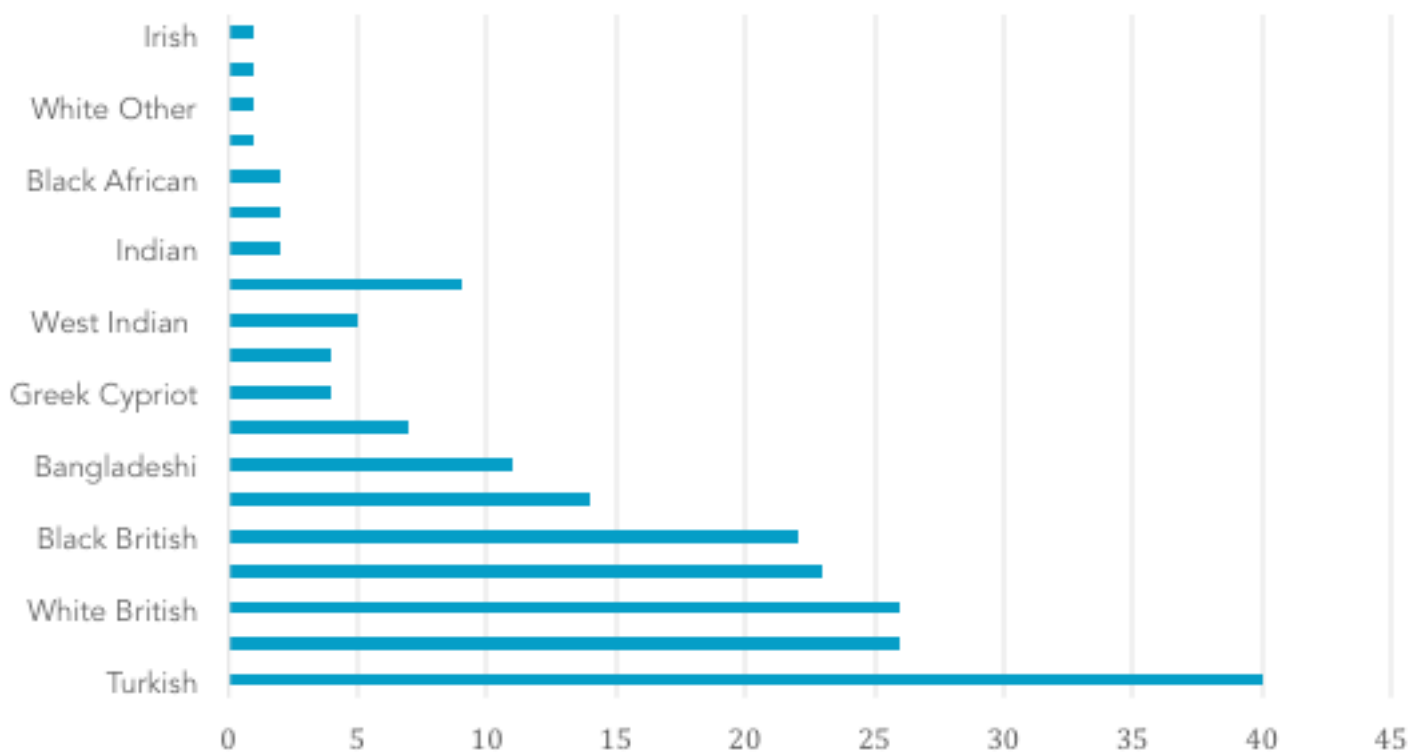
Table 1: Breakdown of participant's age range



2.2.2. Ethnicity

The project successfully engaged a wide range of language and cultural groups. This table shows a breakdown of ethnicity, as self-identified by participants.

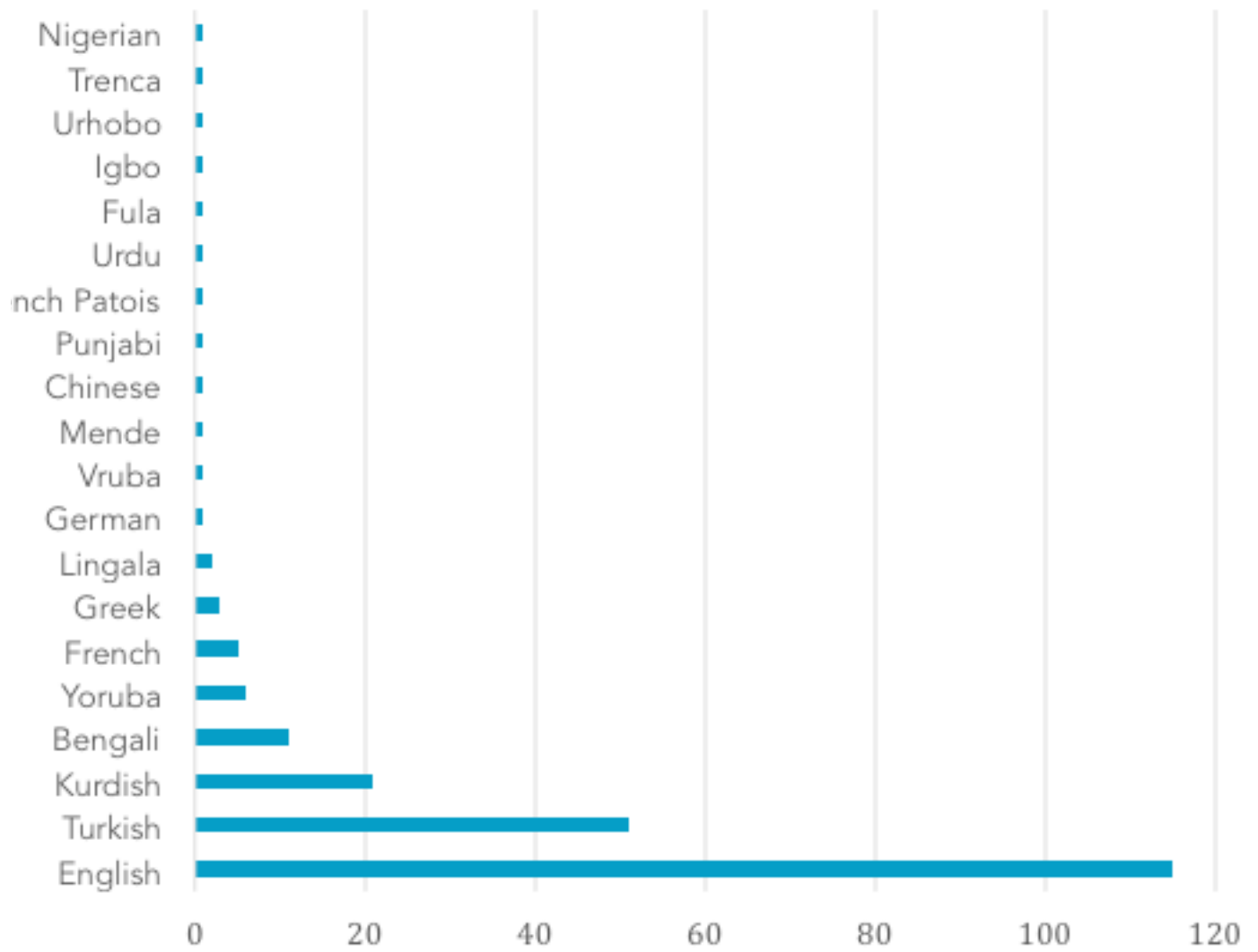
Table 2: Breakdown of participant's ethnicity



2.2.3. First language

Participants identified the following first language spoken.

Table 3: Breakdown of first language spoken by participants



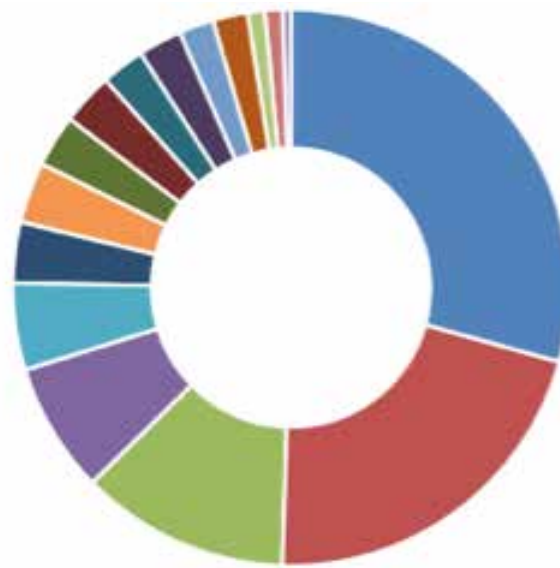
2.2.4. Disability

104 participants identified themselves as having a disability.

2.2.5. Participant's long-term conditions

The following table provides a breakdown of participant's long-term conditions.

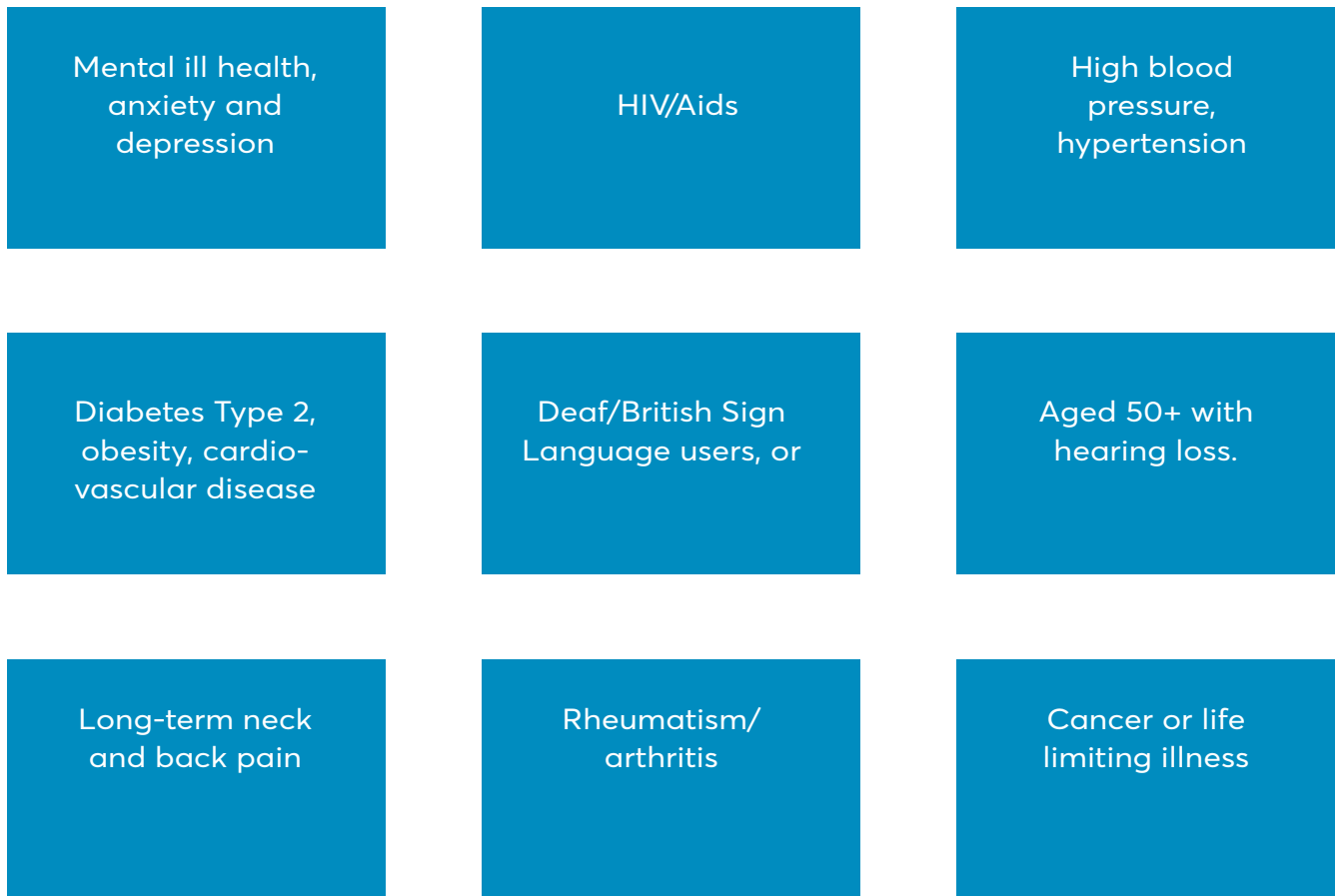
Table 4: Types of long term conditions



2.2.6. Long-term conditions supported

Hackney CVS were able to support a wide range of long-term conditions, this included:

Figure 1: Types of long-term conditions supported



2.2.7. Types of community supported

An overview of the types of communities supported through the programme, highlights the broad range of participants that have been able to access activities using community groups as gatekeepers. Groups included:

- Older people from lower socio-economic groups;
- Older people in supported housing
- People with African descent living with HIV;
- BAME members of the community from lower socio-economic backgrounds, with heart disease;

Afro-Caribbean community;
Greek, Turkish, Turkish speaking Kurdish and Turkish Cypriot community;
Bangladeshi community.

2.2.8. Access fund support

The following four organisations used the access fund to enable participants to attend sessions for the following identified reasons:

- MISGAV: wheelchair accessible transport;
- Shoreditch Trust: BSL interpreters;
- Beersheba: English language support and transport to access sessions over two-years of the programme.
- Leyton Orient through transport cost to access sessions.

2.2.9. Hope for the programme

Participants identified the following things they hope to gain from participating in the programme:

- More confidence
- Better quality of life
- Resilience
- Reduce medication
- Lose weight, feel energised
- Less pain
- Learn to manage my condition
- Eat more healthily
- Feel less alone.

2.3. Participant feedback

Participants were asked to use three words to describe the peer support sessions. The following wordle provides a summary of participants feedback.

Figure 2: Participant feedback wordle



Overall 100% of participants found the sessions very helpful. 100% of respondents felt they had learnt something that helped manage their long-term condition.

Participants found the peer support groups valuable in the following ways:

- Help me to make much needed changes in my life
- Improved self-care and understanding how I can support myself
- Increased self-worth
- Pacing myself to cope with pain and fatigue
- How to eat to help manage my condition
- How to pace myself when I have lots to do. How to plan my activities in order that I will accomplish what is to be done.

2.4. Overall health outcomes

Across the programme there have been the following positive personal health outcomes.

- 78% of all participants have seen an improvement in their overall wellbeing.
- 75% have seen an improvement in their worst symptom of their long-term condition.
- 65% saw a drop in BMI levels.
- 62% saw a drop in their weight.

2.5. Significant successes

The evaluation results have identified that projects have been most successful when they offer a targeted response focusing on both a specific cultural group and targeting on a particular health condition. The following three projects have been highlighted as having a particularly significant success.

Hackney Cypriot Association

supports members of the Greek and Turkish Cypriot community who are experiencing diabetes and rheumatism/arthritis with a portfolio of healthy activities across Hackney.

Target audience: Greek and Turkish Cypriot community with challenging mobility issues. Participants are over 50 years old.

Key objectives:

Provide safe, supportive and culturally sensitive environment to enable Greek and Turkish Cypriots to overcome barriers of language and mobility to access health support services. Support participants to adopt healthier lifestyles and find healthy activities that they enjoy. Enable participants to develop coping mechanisms to support their long-term conditions.

Activities include:

chair exercises, walks and visits to local gardens, Tai Chi and water art sessions, reminiscing of village life in Cyprus, healthy lunch based on the Cypriot cuisine, invited speakers on Diabetes and Arthritis/Rheumatism and blood pressure monitoring

Additional support provided:

The programme is delivered in Greek and Turkish and English where needed. The Association work to overcome language problems faced by its members in dealing with their long-term condition in settings where such support is not adequately provided.

Project Outcomes:

- 100% have friends and family that I can go to for support about my long-term health condition;
- 100% feel they are doing well at managing my long-term health condition;
- 100% are eating more healthily, 5 fruit and vegetables a day;
- 100% regular visit the GP/hospital to help manage their condition;
- 100% know what medication to take and take it regularly;
- 100% saw a reduction in their BMI levels;
- 86% lost weight in the 12-week project period.

Lessons Learned:

Meeting other people with the same conditions has meant that participants act upon information and advice previously given to them by health professionals. Meeting as a group gives people the momentum to eat healthily and continue to exercise.

Good Food and Mood

supported participants with high blood pressure, within the Turkish speaking Kurdish, Turkish and Cypriot Turkish communities.

Target audience: Turkish speaking Kurdish, Turkish and Cypriot Turkish communities, isolated by cultural and language barriers. Participants were 35-65+. No participants identified as having a disability. All participants have high blood pressure. No participant had accessed any support service before.

Key objectives: Participants learned how to make changes to their diets to stop hypertension. Participants learn to cook healthy food that supports lower blood pressure. Participants are supported to change behaviour and develop healthier habits to lose weight and lower risks of heart disease and stroke.

Activities included: studying family health history, impact of vitamins and minerals on high blood pressure, practical cooking classes to encourage a healthy diet, 'how to cook for a healthy blood pressure' and hair-based exercises in Turkish.

Project Outcomes:

- 100% felt they knew enough about their long-term health condition to manage it effectively;
- 100% are doing well at managing their conditions;
- 100% eat a healthy diet including 5 fruit/veg per day;
- 100% have friends and family that I can go to for support about my long-term health condition;
- 100% have support from wider support networks and groups in managing my long-term health condition.

Whereas no participant had a care plan in place at the beginning of the programme, 100% of respondents had a care plan in place by the end of the 12-week programme.

Lessons Learned: The project had the benefits of two course facilitators who were both active community workers as well as a trained chef/nutritionist and from a medical background. These dovetailed an ideal range of skills, that helped enable such a successful project.

Bangla Housing

Supporting Bangladeshi residents who have long-term diabetes, with a programme of support exploring healthy diet, cooking, exercise sessions and visits to local health hubs.

Target audience: All participants are Bangladeshi, Bengali speakers. Predominantly over 55. All participants are diabetic.

Key objectives: Tackle the lack of understanding, language and cultural barriers that prevent people getting support for their diabetes. Create interactive, relaxing sessions that encourage people to share their personal experiences and health concerns. Ensure participants are learning and adapting to a healthier lifestyle.

Activities delivered at the Bangla Housing Office included: preparing good food suitable for diabetes sufferers, food tasting session, smart shopping – checking labels, chair-based exercise and visiting health hubs.

Additional support provided: Verbal translation and printing of leaflets into Bengali and Sylheti.

Project Outcomes:

100% have felt increased overall wellbeing;

100% now eat a healthy diet including 5 fruit/veg per day;

100% feel they are doing well at managing their condition;

100% have a support network to support their condition;

100% have a care plan in place to manage their condition;

73% participants recorded reduced BMI and 60% recorded weight loss by the end of the project.

Lesson Learned: Participants' have learnt about their condition, causes and how it's relates to food and what they eat. How use their food labeling charts when shopping. Participants have found cheap places to exercise and access to good, cheap food.

Stories of significant change: 'I feel better now that I know what happens in my body when I eat. I am more aware of what I eat. Recently I noticed I am getting less headaches. I feel I have less aches and pains. Less dizziness and generally enjoying life, especially gardening.'

2.6. Individual Project findings

The following section provides details of the further funded activities. A full breakdown of the project results can be found in Annex 1.

Round one, long-term conditions programme

Beersheba Living Well

is a tailored peer support programme to empower and motivate residents to better manage their health needs through a diabetes management course.

Target audience: BAMER residents, older people and adults from lower socio-economic groups in Hackney diagnosed with Type 2 Diabetes or at greater risk of developing the disease. Participants were aged 45-65+. Additional support to access the sessions were English language support and transport to access the sessions.

Key objectives: Support residents to develop better personal health management and become active self-managers of their health. Create a compassionate peer-mentored supportive, learning environment. Provide practical advice through sessions with NHS pharmacists and qualified nutritionist.

Activities include: Living Well will support residents over 12 weeks to better manage their health needs through encouraging healthy lifestyles, accessing support, care planning, self-care, exercise, weight loss, diet, managing medication, blood glucose management.

Project Outcomes:

Weight change: 89% of participants who recorded their weight showed a decrease between the beginning and end of the programme;

Blood pressure: 100% of participants recorded reduced blood pressure from the beginning to the end of the programme;

BMI: 66% of participants recorded reduced BMI from the beginning to the end of the programme.

Key successes: Participants understand the correlation between diet, weight management and diabetes. Making better food choices and undertaking regular exercise has given participants more energy. Participants made significant changes to their diets to lower blood sugar levels.

Skillspool provide digital literacy sessions to participants with heart disease.

Target audience: BAME members of the community with lower socio-economic backgrounds, with heart disease. Participants have never used the internet and have no skills. All participants are over 65.

Project objectives: Develop digital skills to enable participants to access information to improve diet, physical activity levels. Encourage participants to sign up to text message fitness and diet reminders. Provide opportunities to meet other people with the same condition, helping them to understand that they are not alone in their anxiety.

Overview of activities: Digital literacy classes to gain new practical digital skills and bridge the gap to wider communication. Informal support sessions and fun learning through games and activities focused on improving health and well-being and increasing levels of social contacts and support.

Project Outcomes:

- Weight change: 75% of participants who recorded a decrease in weight between the beginning and end of the programme;
- Blood pressure: 75% participant recorded reduced blood pressure from the beginning to the end of the programme;
- BMI: 100% participants recorded reduced or stable BMI from the beginning to the end of the programme.

Key successes: Reduced reliance by patients on GPs for social well-being, as well as opening up opportunities for long term recovery and less dependence on formal public services. Skillspool provide health-enhancing activities that change participant's health-related behaviours.

Alevi successfully delivered a programme for Turkish and Kurdish men and women who have been suffering from long-term neck and back pain.

Target audience: Sufferers of long term back pain in the Turkish and Kurdish speaking community.

Key objectives: Provide exercise classes and discussion sessions for those suffering long-term back and neck pain. Combat isolation by enabling participants to help each other, gain confidence to manage their own long-term health needs. Provide an accessible and safe space to access wider support, which may affect their condition such as advice on housing, welfare and immigration.

Activities included: Separate classes for men and women including 1-hour exercise based on individual fitness plans, 1-hour themed discussions to encourage peer-led debate on types of back pain, wider causes, avoidance strategies, self-management, healthy behaviours, medication and medical terminology.

Additional support provided: Physiotherapists at St Leonards hospital shared information about back pain and associated conditions throughout the programme. Any documentation not already in Turkish was translated, offering accurate information to enable participants to understand their condition better.

Project Outcomes:

- 100% of participant found the sessions very helpful to support their condition;
- All participants feel they know enough about their long-term health condition to manage it effectively;
- 100% exercise regularly;
- 100% eat 5 fruit and vegetables a day;
- 100% take their medication regularly as prescribed.

Stories of significant change: 'There has been a big improvement in my pain, I can now walk without a stick. I am now able to stand up for longer periods without any severe pain.'

Round two, long-term conditions programme

Cordwainers herb project focuses on supporting people suffering from anxiety and depression by engaging them in creative horticultural activities.

Target audience: people suffering from mental ill health and those suffering from stress, low mood, anxiety and depression.

Key objectives: Develop interpersonal skills and social networks, reducing social isolation. Increase independence, finding activities that contribute to wellbeing and coping mechanisms. Increase skills and confidence allowing further engagement in community-based activities, volunteering opportunities, apprenticeships or paid work.

Activities included: Engaging gardening activities, included introduction to herbs and their use, herbal first aid, herbs in your diet, making natural products, Garden walks. Trip to Mabley Green looking at wild plants and how to forage in public green spaces.

Project Outcomes: All participants found the sessions very helpful in supporting their long-term health conditions, have taken away something helpful to support them to manage their condition and feel they have a support network that supports their wellbeing.

Lessons Learned: Soothing herbs have helped participants with their conditions. Participants have been supported to learn their triggers to mental health concerns.

Significant change: One participant joined the course feeling overwhelmed by life and struggling with responsibilities, family, benefits and alcohol. They felt positive having a place to come, being among people who understand, gaining new knowledge to help their condition. They now have new 'tools' to support themselves and feel optimistic for the future.

Beyond Feelings offers a programme of health support for older people with obesity and high blood pressure.

Target audience: Older people aged over 65 years old, targeting those from African-Caribbean backgrounds.

Key objectives: Reduce barriers to health and enable residents to feel more confident to engage in services that will improve their health. Help manage lifestyle changes, such as losing weight and being more physically active, to help enhance quality of life.

Activities included: peer support story time, engaging in discussions about common medical concern, improve personal capacity to make informed choices, improved coping abilities, cooking weekly lunch and chair-based exercise.

Project Outcomes:

- Weight change: 20% of participants who recorded their weight showed a decrease between the beginning and end of the programme;
- Blood pressure: 30% participant recorded reduced blood pressure from the beginning to the end of the programme;
- BMI: 100% participants recorded reduced BMI from the beginning to the end of the programme.

Shoreditch Hanover support older people, living in Hanover Place supported housing, to address issues of obesity, cardio-vascular disease and diabetes.

Target audience: Older people living in supported housing, from lower socio-economic groups, predominantly Afro-Caribbean women. All participants were 65+, with some recording ages over 85 years old.

Project objectives: Support individuals in a group environment to increase their confidence and knowledge, and to take steps to improve their health and lower associated risk factors (weight, blood pressure, cholesterol etc.). Support individual needs through partnership working with Food for Life, Health Coach teams, smoking cessation and mental health specialists.

Activities included: Sessions to help individuals to take ownership of their health by creating their own Health Action Plans. Learning about nutrition and cooking. Walking, yoga, and accessing community facilities. Guest speakers on mental health and smoking cessation.

Project Outcomes:

- Weight change: 2/3rds of participants recorded decrease weight between the beginning and end of the programme;
- Blood pressure: 2/3rds of participants recorded reduced blood pressure from the beginning to the end of the programme;
- BMI: 2/3rds of participants recorded reduced BMI from the beginning to the end of the programme.

St Joseph's Hospice offer a peer support group for Hackney residents with cancer or a life limiting chronic illness.

Target audience: Hackney residents, 55-65+ year olds. who have had, or are experiencing a life limiting illness, chronic condition or cancer.

Key objectives: To support participants to meet regularly to explore philosophical questions and approaches that can help improve their quality of life and improve their resilience towards, health, illness, dying, death and bereavement.

Activities include: developing philosophical life skills to improve wellbeing.

Project Outcomes:

89% found the programme very helpful. 89% of respondents felt they had learnt something that helped manage their long-term condition.

Shoreditch Trust Deaf Plus support Hackney residents who are Deaf/British Sign Language users, or aged 50+ with hearing loss, to address issues of obesity, cardio-vascular disease and diabetes.

Key objectives: To support individuals in a group environment to increase their confidence and knowledge, and to take steps to improve their health and lower associated risk factors (weight, blood pressure, cholesterol). To support individual needs through partnership work with Food for Life, Health Coaches, smoking cessation teams and mental health specialists.

Activities include: creating Health Action Plans, to take ownership of your health. Developing nutrition and disease knowledge through cooking. Walking, yoga and accessing community facilities. Guest speakers on mental health and smoking cessation.

Access pot support: This course is BSL-supported making the course unique and more appealing to the target audience.

Project Outcomes:

Reduction in participants attending the GP/hospital/nurse to help manage their long-term health condition. Reduction in the use of medication.

Round three, long-term conditions programme

Skillspool Training provided digital literacy sessions to participants with heart disease.

Target audience: Members of the BAME community, from lower socio-economic backgrounds, with heart disease. Participants have never used the internet and have no skills. All participants are over 65. All participants have had the condition for 10-20 years.

Key objectives: To develop digital skills to enable participants to access information to improve diet, physical activity levels. To encourage participants to sign up to text message fitness and diet reminders. To provide opportunities to meet other people with the same condition, helping them to understand that they are not alone in their anxiety. To reduce reliance on GPs for social well-being and less dependence on formal public services.

Activities included: Digital literacy classes to gain new practical digital skills and bridge the gap to wider communication. Informal support sessions and fun learning through games and activities focused on improving health and well-being and increasing levels of social contacts and support. Building a healthy body, creating personal management plan. Social Networking, smartphones and tablets Skype, Whatsap

Project Outcomes:

- Weight change: 80% of participants who recorded their weight showed a decrease between the beginning and end of the programme;
- Blood pressure: 57% of participants recorded reduced blood pressure from the beginning to the end of the programme.

Key successes: reduced reliance by patients on GPs for social wellbeing, as well as opening up opportunities for long term recovery and less dependence on formal public services.

African Health Policy Network – Hackney Yams focuses on HIV & mild mental health need (stress and anxiety) within the local Hackney African descent community.

Target audience: People of African descent located in Hackney who are living with HIV, experiencing mild/moderate mental wellbeing issues (such as anxiety/ depression) and are not proactively seeking help from services for this.

Key objectives: Improve the health and wellbeing of Africans living in the UK who are disproportionately affected by long-term health conditions such as HIV. Provide nutritional advice and empowerment to combat isolation, marginalisation and exclusion that

exacerbate mental health issues and depression.

Activities include: A weekly peer support forum, working through health issues (HIV and mental wellbeing), navigating health systems and making those changes necessary (lifestyle/diet/exercise culture/health management) to live long and live well.

Additional support provided: African Health Policy Network have access to African language speakers (eg Swahili, francophone, shone etc) in the event that they are needed.

Project Outcomes: Reduction in the worse symptom of the participants long-term condition. Clear increase in overall wellbeing over time.

Round four, long-term conditions programme

Beersheba Living Well is a tailored peer support programme to empower and motivate residents to better manage their health needs through a diabetes management course.

Key objectives: Support residents to develop better personal health management and become active self-managers of their health. Create a compassionate peer-mentored supportive, learning environment. Provide practical advice through sessions with NHS pharmacists and qualified nutritionist.

Target audience: BAMER residents, older people and adults from lower socio-economic groups in Hackney diagnosed with Type 2 Diabetes or at greater risk of developing the disease. All participants were over 65. Several participants identified themselves as having arthritis.

Activities included: Encouraging healthy lifestyles, accessing support, care planning, self-care, exercise, weight loss, diet, managing medication, blood glucose management.

What participants gained from the programme?

- Lower stress levels;
- Learnt how to reduce sugar intake;
- Feel better about myself;
- Working with healthcare professionals to support health and wellbeing;
- How to alter my lifestyle.

Skillspool provided digital literacy sessions to participants with heart disease.

Target audience: Members of the BAME community, from lower socio-economic backgrounds, with high blood pressure and heart conditions.

Key objectives: To develop digital skills to enable participants to access information to improve diet, physical activity levels. To encourage participants to sign up to text message fitness and diet reminders. To provide opportunities to meet other people with the same condition, helping them to understand that they are not alone in their anxiety. To reduce reliance on GPs for social well-being and less dependence on formal public services.

Activities include: Heart disease internet research, exploring myths and facts about heart disease. Create a plate – an easy way to eat. Heart voices- online community. Creating personal management plan. Using social Networking, smartphones and tablets Skype, Whatsapp to support your health.

What participants gained from the programme:

- Using exercise apps;
- Using the pedometer on my phone to tell me how many calories I have burnt and time spent walking;
- Support from others in the group;
- Hands on practical advice to support health conditions.

What participants will do differently as a result of the programme:

- Exercise regularly;
- Be encouraged to go to more classes;
- Adapt a healthy lifestyle;
- Use information available on the internet.

Diabetes Peer Support Programme

The Peer Support Programme began in 2015 with The Diabetes Peer Support Programme supported local community groups and organisations who are working with people and communities that traditionally under use primary care (GP services) and other statutory support services to develop peer support courses for people who have Type 2 Diabetes. The programme engaged over 60 people in a series of innovative activities covering a diverse range of groups, this included:

Alevi successfully delivered a pilot peer support programme for local residents from the Turkish community diagnosed with diabetes.

Target audience: All participants were Turkish speaking, with translation provided. 40% of participants were 65 years and older.

Activities included: discussions on portion control, exercise, chair exercises, video on exercising, walks in Stoke Newington, Lee Valley, and to Ridley Road to buy healthy vegetables.

Project Outcomes:

- 100% of participants eat the right food to manage their diabetes;
- 100% of participants know enough about the role of exercise to manage their diabetes;
- 90% make the most of the healthcare system to support their diabetes and now attend their annual eye checks;
- 90% regularly attend educational activities to help manage their diabetes.

Beersheba - Sweet Success a small peer-led community-based charity aimed at BAMER residents.

Target audience: adults and older people from lower socio-economic groups in Hackney diagnosed with type 2 diabetes or at greater risk of developing the disease. Participants predominantly identified themselves as Black British and Black Caribbean.

Activities include: one to one mentoring facilitated by service-users with lived experience of type 2 diabetes. How to improve daily self-care skills, develop confidence to support their own health care needs, live well with the condition and promote outcomes for health. Topics covered include: what is diabetes, blood glucose management, care planning, exercise & weight management and physical activity.

Project Outcomes:

- 91% of participants regularly visit the doctor for a diabetes check-up;
- 91% attend their yearly review with the GP practice;
- 100% go to the yearly eye check at the Homerton;
- 82% of participants have a care plan in place;
- 91% have friends and family that I can go to for support about their diabetes.

Beyond Feelings Community Counselling Service is a community-based counselling service based in Hackney.

Target audience: older people living in sheltered housing in Stoke Newington, from lower socio-economic groups due to the number of residents from these groups struggling with type-2 diabetes predominantly from BAMER groups.

Key Objectives: To reduce barriers to health and enable residents to feel more confident and empowered to engage in services that will promote their health.

Topics covered included: peer support and befriending, information and advice – awareness about diet, nutrition and weight management, counselling and walking outdoor and chair-based exercise.

Project Outcomes:

- 100% of participant feel they are doing well to manage their diabetes;
- 88% of participants now feel they are receiving support to help manage their diabetes, an increase of 62%;

- 88% of participants know when to take their medication and know how much medication to take;
- 75% of participants now have a care plan.

Leyton Orient Trust delivered a men's group, engaging participants in fitness activities involving boxercise sessions and the opportunity to do fitness training in Leyton Orient football stadium.

Target audience: BAME groups, with a majority of participants aged between 55-65 years old.

Project Outcomes

- 100% are aware of how to manage their diabetes;
- 100% of participants regularly exercise to manage their diabetes;
- 100% of participants are aware of what to eat;
- 100% take their prescribed medication regularly;
- 100% are able to meet and talk to other people with diabetes;
- 100% will continue to be involved in diabetes support groups beyond the life of this project.
-

Lessons Learned: Participants have identified a decrease in support from wider support networks and groups in managing diabetes at the end of the project, due to the completion of the project.

3. Data Analysis

3.1. Key cost:benefits analysis

There are approximately 75,000 people living with a long-term condition in City and Hackney. People living with conditions such as diabetes, sickle cell disease, heart failure, renal disease, chronic obstructive pulmonary disease (COPD) can experience a reduced quality of life, social isolation, health problems and premature mortality.

Nationally managing long term conditions, which can be controlled by medication or other therapy but not cured, accounts for almost 70% of the NHS hospital and primary care budget. These costs are set to increase due to an ageing population and rising levels of obesity and inactivity.

Having analysed the data from across all the project activities it is clear that the following costs:benefits will be realised through the project:

- Reduction in medication
- More effective use of medical appointments
- Increased number of care plans in place
- Reduction in service usage
- Less access to emergency care
- Increase in preventative rather than crisis medicine
- Increase in social networks beyond GPs and primary care to support people with long-term conditions

Therefore, we can see the following direct costs will be reduced through this programme: direct costs associated with primary care include GP time, practice nurse costs, drugs, and capital costs arising from equipment and buildings. As well as a decrease in emergency care interventions and surgical interventions.

Alongside indirect costs such as i.e. productivity losses or inputs from carers, or

intangible, i.e. loss of leisure time, costs of pain, suffering, uncertainty and heighten anxiety and stress. There is a clear indication from the data that participants have seen significant reduction in pain, anxiety levels, increased leisure time and some participants have been able to return to work.

Kernick makes the calculated cost of £2,000 for one-day case surgical intervention in comparison to £697 for the cost of accessing this programme. The average annual costs for prescribed medication for conditions such as diabetes is £433, rising to £830.

3.2. Comparison between Hackney CVS peer support programme

All participants from across all the peer support programmes have seen an increase in understanding about their conditions with better awareness of nutrition, healthy eating habits and how diet and exercise can help support their condition. Most participants saw an improvement in their long-term condition by the end of the programme.

The evidence shows that groups that have recorded the most significant improvements have been those that are the most targeted activities, focusing on both specific cultural groups and specific long-term conditions, such as, Bangla housing focusing on diabetes sufferers within the Bangladeshi community.

The programme was particularly effective at working with hard to reach groups and those most far-removed from accessing primary care services.

Although it is important to note that programme working with the most house bound hard to reach groups saw significant

decrease in social isolation and health eating improvements, although changes in personal health indicators were less significant.

3.3. Comparison to other UK peer support programmes

Feedback from participants on the X-pert diabetes structured education programmes for adults with Type-2 diabetes has shown that at 14-months it has led to: 'improved glycaemic control, reduced total cholesterol level, body weight, BMI and waist circumference, reduced requirement for diabetes medication, increased consumption of fruit and vegetables, enjoyment of food, knowledge of diabetes, self-empowerment, self-management skills and treatment satisfaction'.

In comparison to this programme, we can see a 12-week peer support programme can already see improvements towards reduced body weight, blood pressure and BMI, reduced requirement for medication, increased consumption of fruit and vegetables, increased enjoyment of food and cooking and increased self-management of long-term conditions.

This peer support programme also represents value for money against the DESMOND diabetes self-management education training programme that offers training modules for educators working in the community, through an annual licence fee to use the modules, alongside educator training fees between £350 to £850 per course. Whereas this peer support programme has effectively used the knowledge and expertise within the community.

4. Key Findings

This report finds the following key findings:

- Increased skills, knowledge and confidence of long-term conditions leads to improved health and wellbeing outcomes.

It is clear that community groups and organisations are the experts in leading cultural and gender-sensitive programming that responds to the specific health needs of local communities.

- Training delivered through this programme has provided excellent professional development opportunities to increase capacity and retain community groups and organisation's staff.
- All participants have gained greater understanding of their conditions with increased awareness of nutrition, healthy eating habits and how diet and exercise can help support their condition.
- Most participants saw an improvement in their long-term condition by the end of the programme.
- There has been good cascading of learning on to other family members and friends suffering from the same condition, inspiring further in-direct beneficiaries to make life-style changes to improve their health and wellbeing.
- Programme activities have led to increased support networks with communities, outside of statutory services.
- The groups that have recorded the most significant improvements have been based on the most targeted activities, focusing on both specific cultural groups and specific long-term conditions, such as, Bangla housing focusing on diabetes sufferers within the Bangladeshi community.
- The programme was particularly effective at working with hard to reach groups and those most far-removed from accessing primary care services.
- Community groups working with the

hardest to reach, house-bound participants saw less significant increases in health outcomes, although significant steps to address social isolation and entrenched negative attitudes towards health and diet.

- Facilitators saw these programmes providing an important role in support participant to build self-confidence to manage their conditions, as mixed between hospital consultants and GPs can leave them feeling overwhelmed by their health conditions.

5. Recommendations

This report finds the following recommendations:

- Agree and use a rigorous evidence-based methodology to evaluate future programmes, with a locally achievable way of implementing a cost:benefit analysis tool to compare data at the start and end of the programme
- Explore the possibility of using a university-led, innovation-type research model, such as NESTA's People-Powered Health programme.
- Support and prioritise targeted peer support programmes that focus on very specific target groups and long-term conditions, to increase the potential for success.
- Create case studies of best practice from the current programmes most successful projects.
- Encourage peer-mentoring support between community groups that are offering activities to support long-term conditions to share best practice.
- Look at ways to support and facilitate the long-term sustainability of support networks that have been established

through the programme.

- Provide participants with further support to develop and utilise individual care plans to gain the best support for their long-term conditions.
- Facilitate further training for community groups to support multiple conditions and support the most vulnerable participants. There is the potential to bring in more specialist support, advice and guidance within a community setting, once the groups have been established and the trust has been developed.



#Fairer Hackney
hackney
CVS

Hackney CVS, The Adiaha Antigha Centre,

24 - 30 Dalston Lane, Hackney, E8 3AZ

t: 020 7923 1962

www.hcvs.org.uk

Registered charity number 1069736 | Limited company number 3365292