

Safe and Wellbeing Visits (SWVs) and Make Every Contact Count



What are SWVs?

National/ Regional/ Local Picture



- National Health and Wellbeing Agenda set out by lead organisations
- Consensus Statement on improving health & wellbeing
- Principles for a 'Safe and Well' visit document released
- National EMR/ Wider work trial
- CFOA Health Strategy



Which key areas are we focusing on?



Local Partners



Altogether Better Policing



Safest People, Safest Places

County Durham and Darlington Fire and Rescue Service



Why did we implement MECC?

- **Partnership approach helps us tackle risk factors that contribute to accidental dwelling fire injuries and fatalities -**
 - Encouraging healthier lifestyle choices for residents
 - Ensuring consistent and concise healthy lifestyle messages during SWVs
 - Enhance staff skills, competence and confidence to deliver healthy lifestyle advice
 - Improve staff ability to direct residents to local services that can support them.

Challenges Faced

- **Logistics of organising MECC training sessions**
 - 15 separate locations across County Durham and Darlington
 - Different shift patterns
 - Staff providing emergency response
- **Cost implications of attending training**
- **New concept for staff (cultural change)**
- **Achieving Consistency of brief interventions during SWVs.**



Challenges Faced

- **Video of MECC training session to be shown to RDS staff**
- **Willing to be very flexible to accommodate MECC trainers' availability**
- **Accepting short term loss = long term gain**
- **Quality assurance of 100 SWVs per month**
- **Monitoring returns to compare similar stations or watches**
- **Utilising IT – online training packages, etc.**
- **Always listening to feedback from partners, trainers and delivery teams – constant improvement.**



Has MECC made a difference?

- Between 15th Feb – 31st Aug 9,255 SWVs carried out
- 3,506 people agreed to answer the lifestyle questions
- 1,352 referrals made to partner agencies

	Durham	Darlington	Total
Slips, Trips and Falls	229	82	311
Winter Warmth	243	87	330
Dementia	129	29	158
Smoking	75	25	100
Alcohol	11	3	14
Loneliness and Isolation	310	129	439
Total	997	355	1352

Case Studies



Ernie Malt



Jim & Bess Robertson



Todd Martindale



Any Questions?

