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?

6 Key Areas

- Slips, Trips and Falls
- Winter Warmth/flu
- Dementia Awareness
- Loneliness & Isolation
- Alcohol Harm & Reduction
- Smoking Cessation
Local Partners

County Durham Fire and Rescue Service
Safest People, Safest Places

Durham County Council

Warm Homes
Durham County Council

Alzheimer’s Society
Leading the fight against dementia

SAFER HOMES
Collaborative Working

County Durham and Darlington
NHS Foundation Trust

well being
for life

Lifeline Project

Darlington Borough Council
Altogether Better Policing

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 -
  o Encouraging healthier lifestyle choices for residents
  o Ensuring consistent and concise healthy lifestyle messages during SWVs
  o Enhance staff skills, competence and confidence to deliver healthy lifestyle advice
  o Improve staff ability to direct residents to local services that can support them.
Challenges Faced

• Logistics of organising MECC training sessions
  o 15 separate locations across County Durham and Darlington
  o Different shift patterns
  o 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

<table>
<thead>
<tr>
<th></th>
<th>Durham</th>
<th>Darlington</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slips, Trips and Falls</td>
<td>229</td>
<td>82</td>
<td>311</td>
</tr>
<tr>
<td>Winter Warmth</td>
<td>243</td>
<td>87</td>
<td>330</td>
</tr>
<tr>
<td>Dementia</td>
<td>129</td>
<td>29</td>
<td>158</td>
</tr>
<tr>
<td>Smoking</td>
<td>75</td>
<td>25</td>
<td>100</td>
</tr>
<tr>
<td>Alcohol</td>
<td>11</td>
<td>3</td>
<td>14</td>
</tr>
<tr>
<td>Loneliness and Isolation</td>
<td>310</td>
<td>129</td>
<td>439</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>997</td>
<td>355</td>
<td>1352</td>
</tr>
</tbody>
</table>
Case Studies

Ernie Malt

Jim & Bess Robertson

Todd Martindale
Any Questions?