



Aberdeen City
Health & Social Care
Partnership
A caring partnership



Aberdeen City Vaccination & Wellbeing Hub



Evaluation Report 19th June 2023 – 30th May 2024



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Our Mission

Create a Priority Intervention Hub which delivers an easily accessible location where a range of health, social care and third sector voluntary organisations work together responding to local need and putting health inequalities at the heart of all we do.

If we get it right, we can prevent illness and/or further deterioration of someone's health through early intervention - in turn reducing demand on GP Services or Acute Services in Hospital.

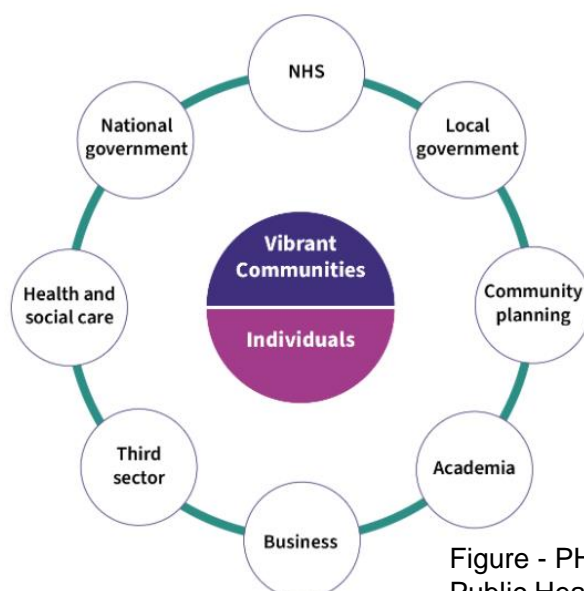


Figure - PHS Strategic Plan 2022-2025 - Public Health System Serving Communities & People

Key Points

The following are key messages from this Evaluation which this report will further demonstrate:

Footfall

Average of 6,000 footfall per month during 2023/24. Projecting an increase to an average of 8,000 per month during 2024/25.

Free Services

All services provided at the Hub are free at the point of contact, therefore accessible to everyone no matter their financial circumstances.

Service Pressures

Primary Care, Social Care, & Hospitals are under severe pressure. Hub provides a proactive and community based location to intervene earlier.

Inclusive

The hub is inclusive making it accessible to everyone to feel safe and receive support.

Outreach

Service providers highlight that around 54% of people they have reached and engaged with at Hub, would not have otherwise contacted their service.

Making Every Opportunity Count

The hub provides a location to raise awareness of difficult health & wellbeing conversations i.e. food poverty, HIV, addictions, dementia, men's health and wellbeing, menopause, period poverty etc.

Connecting People

The Hub provides a warm social space for groups who don't usually access health & social care services..

Co-location & Co-production

6 Clinical Services and over 70 health, social care, voluntary & third sector community partners providing support under one roof.

Access

The hub is open 6 days per week within a shopping mall environment to increase access outwith working hours and engage with passers by for opportunistic support.

Cost Efficiency

The service is working within existing revenue budget and project same position for 2024/25.

Public Health Promotion

Space to publicise emerging public health issues like social isolation, vaping in children & young people, obesity, child oral health, mental health and brain health

Employability

Prospective students and candidates can wander in to see what the day job looks like. Volunteering and work experience available to promote health & social care roles.

Effective

98% of people satisfied with services at the Hub and 98% of people state the venue is accessible.

Links to Strategic Plans

The Hub supports the delivery of the Aberdeen City Health & Social Care Partnership Strategic Plan (1), NHS Grampian “Plan for the Future – Healthier Together”(2), the Community Planning Aberdeen Local Outcome Improvement Plan (3) and Public Health Scotland Strategic Plan – A Scotland where everybody Thrives 2022 – 2025 (4) Scottish Government – Social Isolation & Loneliness: Recovering our Connections 2023 – 2026 (6) focussing on:

Keeping People Safe at Home



Caring Together



Preventing Ill Health



Achieving fulfilling healthy lives



Promotes Independent Living



Prevention & Recovery – Drugs and Alcohol



Promoting connections to Stay Well in Communities



Reducing Inequalities



Cross Sector Community Hub



Community Empowerment



Make Every Opportunity Count (MEOC)



Mental Health & Wellbeing Support



Access to Employability Support



Promotes sustainable Travel



Early Intervention for Children & Young People



Community Growing for Wellbeing



Strategic/Delivery Plan



Local Outcome Improvement Plan
Community Planning 2016-

Recovering our Connections
2023-2026

A Plan to take forward the delivery of
A Connected Scotland – our strategy for
tackling social isolation and loneliness and
building stronger social connections

February 2023



A Scotland where everybody
thrives

Plan
for the
Future
Healthier Together
2022-2028

Inspiring Change



Chief Executive of Public Health for Scotland Paul Johnston said

“We are at a pivotal moment in public health where the focus is shifting significantly towards the need to prevent ill-health and promote wellbeing. In essence, prevention is about keeping people healthy and avoiding the rise of poor health, illness, injury and early death” (5)

Faculty of Public Health President Professor Kevin Fenton CBE stated (5)

“Prioritising good Public Health with proper investment and effective system-wide policy will enable us to reverse the declining health and wellbeing we are seeing in Scotland and build a solid foundation for sustainable productivity. We know that investing in prevention is one of the most cost effective interventions that the NHS and wider system can make in improving population health and reducing inequalities, with an estimated £14 returned for every £1 invested in prevention measures including vaccination programmes, reducing smoking and encouraging healthy diet.”



Anchor Organisation

As an Anchor Organisation, our services should be rooted within our communities, using buildings and spaces to support communities and ensuring these are easily accessible.

The Partnership has signalled a committed to working more closely with our local partners to learn from others and share ideas. Services should be reducing their environmental impact and widening access to quality work.

We will use our role as an anchor organisation and our reach an influence to make a real difference in Grampian.

Recovering our Connections 2023-2026

A Plan to take forward the delivery of A Connected Scotland - our strategy for tackling social isolation and loneliness and building stronger social connections

February 2023



The Scottish Government's Social Isolation & Loneliness (SIAL): Recovering our Connections 2023 – 26 Strategy (6) published in February 2023 highlights the need to focus efforts to support people's mental health & wellbeing during challenges following the COVID 19 pandemic and the cost of living crisis and its impact it was having on people's ability to make and maintain connections.

The report highlights that the World Health Organisation (WHO) research (2021) (7) on the effect of social isolation & loneliness on older people notes “there is strong evidence that social isolation and loneliness increase the risk of older adults for physical health conditions such as cardiovascular disease, stroke, mental health conditions such as cognitive decline, dementia, depression anxiety, suicidal ideation and suicide.”

Evaluation Aims

This evaluation will be monitored against the following aims:



The hub will focus on prevention & early intervention as per the National Strategy which will see a shift to helping people before, rather than after, significant life events. This will include making every opportunity count and focus on wellbeing & tackling social isolation & loneliness by creating a safe accessible community space for people to come together.



To enhance collaborative working to create a more effective model of delivery with better access to health, social care, voluntary and third sector organisation support. Aiming to increase the number of people who would not have been otherwise engaged with services by 20% in turn reducing demand on primary and secondary care.



The service will engage with people to develop an Inclusive Hub to create safe spaces, promoting diverse representation and encouraging open dialogue to ensure that everyone has access to the same services and support which is free at the point of contact.



The service will evaluate, obtain feedback, listen and respond to local need providing drop in services to reduce barriers to access support.



What did We Do?

1. **Reviewed Local & National Policies, guidance and Strategic Plans** to identify key priorities.

2. **Created a Public Questionnaire** to gather needs and identify gaps to inform actions.

3. **Staff Training** in Making Every Opportunity Count (MEOC).

4. **Made connections** with health & social care services, voluntary and third sector organisations to look at collaborative working. Focus on prevention, early intervention and wellbeing based on public needs assessment from questionnaire.

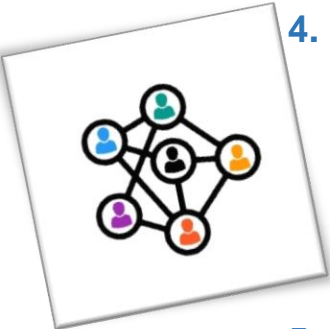
5. **Environment** – Designed the space to ensure it was inclusive and flexible to provide community spaces to support social isolation & loneliness activities.

6. **Communication & Social Media** – Monthly newsletter⁽⁸⁾ of events widely distributed. Increased social media and events promoted via local community radio.

7. **Data Gathered** over the course of the year - clinical and non clinical activity, footfall, MEOC conversations, signposting and resources handed out.

8. **Feedback Questionnaires** developed for public and service providers to gather feedback on accessibility and effectiveness of the hub.

9. **Staff Training Days** – Kept staff informed through daily MS Teams news chat and presentations during Staff Training days to gather ideas and feedback. Invited voluntary and third sector organisations to training days to promote their services to staff to support MEOC signposting.





Hub Data

Between 19th June 2023 – 30th May 2024

6

Clinical Services

1. Vaccinations
2. Community Treatment & Care (CTAC) – Blood Tests, Chronic Disease Management & Vitamin B12 Injections
3. Health Visitor – 8 Month Reviews
4. Community Respiratory Team - CHSS
5. Spina Bifida Adult Assessment
6. LD Health Assessments

52,281

Clinical appointments attended



71,197

Overall Footfall
73% - Clinical Appointments
27% Non Clinical Support

Collaborative Working with over

70

Community Partners



613

Community Partners sessions held totalling

2400

hours support



Open 6 days per Week (Mon – Sat)



50

weeks of Health & Wellbeing Campaigns promoted



Over

400

Volunteer Hours

37,680 Telephone Calls



Over 2,500 AGILE Booklets Distributed

Distributed

2000

Leaflets

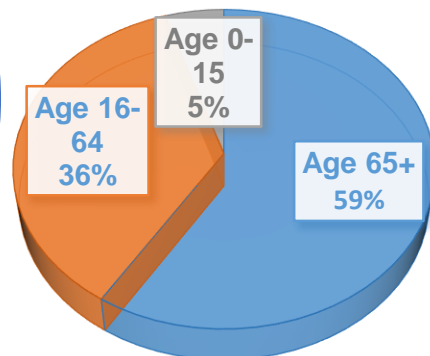
1960

Period Products

940

Condoms

AGE DEMOGRAPHIC



Yearly Footfall Projections*

71197

June 23 - May 24

95583

June 24 - May 25

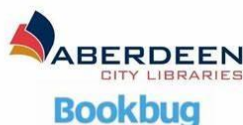
*Footfall projections: Several Clinical Services commenced Mid year 2023/24 (i.e. CTAC in October 23 and additional clinic opened In June 2024, Vitamin B12 Injection in February 24 and LD Health Assessments commenced July 2024), therefore footfall is due to increase during 2024/25 to take account of the full year effect of these additional clinics.

Children & Young People

Children Aged 6m – 15 Years

Around 5% of people attending the hub are aged aged between 6 months and 15 years either attending for a Vaccination, pre-school immunisation drop in clinic. Health Visitor appointment or attending with a parent or Carer.

The service have made collaborations with services and voluntary organisations to attend during these sessions to make every opportunity count. For example Childsmile, Aberdeen City Libraries, CFINE, Social Security Scotland etc attended during the 2023 Winter Flu Vaccine Programme and Health Visitor Clinic days in 2024.



In July 2024, a test of change “Children’s Health & Wellbeing Day” will take place at the hub in conjunction with the pre-school immunisations team, Health Visitors, Aberdeen City Council Children’s Services, PEEP, Home Start and various other children’s voluntary and third sector organisations following a model of delivery piloted in Merseyside in 2013 (9) to increase childhood immunisations against vaccine preventable disease.

This event will include collaboration with various voluntary organisations to provide children’s entertainment, free refreshments and manned stalls providing support with cost of living, income, housing, healthy eating, oral health etc to support children having the best start in life and reducing child poverty.

FREE FAMILY HEALTH & WELLBEING DAY Wednesday 24th July 10.30 - 3.30pm

Free refreshments, facepainting & tattoos, Bookbug Taster Sessions, Character meet & stalls of health & wellbeing information

Aberdeen City Vaccination & Wellbeing Hub, Bon Accord Centre



Adults at 16-64

Adults aged 16-64 (including those identified as “At Risk”)

Around 36% of people attending the hub are aged between 16 – 64 attending for a Vaccination appointment due to falling within an “at risk” category for flu or COVID due to a health condition or receiving treatment making them immunocompromised.

Connections have been made with various organisations & peer support groups to make every opportunity count and engage with people identified as being “at Risk” to support their health & wellbeing. These range from conditions such as Mental Health, Substance Misuse, Learning Disabilities, Parkinson's, Epilepsy, Asthma, Cancer, Stroke, Long COVID and other respiratory conditions. Services have attended the hub to engage with people after their appointment to raise awareness of the services and support they offer.



Links have also been made with organisations to support people during the cost of living crisis with energy savings support, access to food, employability support and financial support to ensure they are claiming what they are entitled to.



Older Adults aged 65+

Older Adults aged 65 and over

Around 59% of people attending the hub are aged 65 and over attending for a vaccination appointment for routine Shingles, Pneumococcal, Flu & COVID, or attending for CTAC appointments or Community Respiratory Team appointments.

Connections have been made with various organisation to support older adults. The Community Adult Assessment and Rehab Service (CAARS) from Woodend Hospital attend regularly in conjunction with Sport Aberdeen falls champions to promote safer mobility and falls prevention. Allied Health Professionals (AHP) have attended to promote Podiatry Service and AHP Dementia Information Day. Various organisations attend to promote independent living around telecare and digital inclusion. Alzheimer's Scotland attend regularly to promote their Brain Health Resource Centre and services to support people living with dementia. Scottish Fire & Rescue attend to promote staying safe at home along with organisations attending to promote Home Care Services and companionship. In addition there have been several promotional events to support people around Power of Attorney and Carers Support Forum.





Key Findings Of Evaluations





Aim: The hub will focus on prevention & early intervention as per the National Strategy which will see a shift to helping people before, rather than after, significant life events. This will include making every opportunity count and focus on wellbeing & tackling social isolation & loneliness by creating a safe community space for people to come together.

Outcome - The Vaccination & Wellbeing Hub evidenced it's focus on prevention & early Intervention by:

Access to Vaccination Clinics

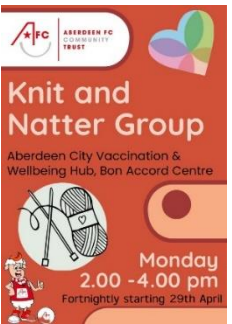
Immunisation provides protection against a range of infections, often on a life-long basis, enabling people to live longer, healthier lives, reducing health inequalities and reducing the need for health and social care services. It is important to remember that it not only protects the individuals being immunised, but it also helps to protect those people around them by reducing the potential for passing on infections to others. The partnership provide vaccine clinics in Bridge of Don (North) and Airyhall (South) which compliment the Aberdeen City Vaccination Hub as the largest of the 3 situated in the City Centre. The vaccinations delivered within the service are in line with the Scottish national average uptake, but there is always room for improvement.

Created Community Space to support SIAL

The World Health Organisation (WHO) declared loneliness to be a global epidemic in 2023 following the COVID pandemic. The Hub helps to combat this, provides a warm, social space for groups who don't usually access health and social care services therefore helps to meet NHS Grampian health inequalities plan. In addition to connecting people within the hub, people are signposted to activities in their local communities to help people around social isolation, wellbeing and building a sense of community. The community café also provides a warm space for people to have a cuppa and conversation whilst engaging with organisations promoting their services and support Carers Support Services also provide a weekly "Wee Blether" Café for unpaid carers.

Provision of Community Health Information

Providing a Community Health Information Point Monday to Saturday with drop in access to information leaflets, QR codes, free period products, free condoms, blood borne virus testing home kits & hearing aid batteries. Staff use this information to support with MEOC & signposting.



Making Every Opportunity Count (MEOC)



Increased opportunity to Make Every Opportunity Count

MEOC is a brief intervention which aims to take a preventative approach whereby, staff can make the best of every appropriate opportunity to raise the issues of a healthy lifestyle and promote health and wellbeing messages. These conversations allows opportunities to engage with people at an earlier stage and signposting. The hub allows a location to raise awareness of difficult health and wellbeing conversations due to the central location that people may avoid otherwise or have stigma around i.e. HIV, addictions, food poverty, dementia, men's health and wellbeing , menopause, period poverty etc.

With a large volume of information being readily available on the internet, the potential for MEOC to become a self-management and peer-support tool is greatly enhanced. Health improvement officers provided training to all staff prior to commencing MEOC conversations and have undertaken an evaluation of this training on page 26 (10)

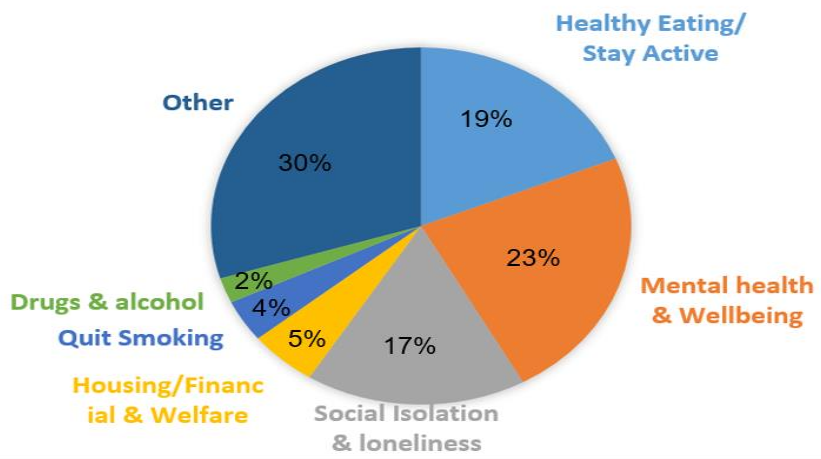
1517 MEOC Conversations

During a 6 week period the following conversations were recorded at the hub:

40% (593) provided with Literature

16% (244) signposted to Services

MEOC CONVESATIONS



Outcomes

<p>MH & Wellbeing - Linked with Penumbra Mental Health 1st Response to provide drop Service every Friday.</p>	<p>MH & Wellbeing - Linked with SAMH to provide for Suicide Awareness Sessions & links with Men In Mind to promote peer support.</p>	<p>SIAL - Wellbeing Co-ordinators promoting activities in local communities.</p>
<p>SIAL – links with Aberdeen Football Club Community Trust & CFINE for provision of workshops & groups to support Social Isolation & Loneliness</p>	<p>Smoking Cessation - Focus on Public Health Campaigns on Smoking Cessation & Healthy Eating & access to resources. Staff trained in Smoking Cessation.</p>	<p>Drugs & Alcohol Links with ADA and Aberdeen in Recovery to promote peer to peer support for recovery & Naloxone Training. Drug Overdose Awareness days.</p>
<p>Financial & Welfare - Linked with CFINE Safe Team, Social Security Scotland, Home Energy Scotland & SCARF to provide cost of living support.</p>	<p>Other - Access to specific health condition support - Aberdeen Carers Support, Grampian Stroke Club, Parkinson's UK, Prostate Cancer UK, Epilepsy Scotland. Alzheimer's Scotland, Age Scotland, Long COVID Practitioner, Asthma & Allergy UK etc</p>	



AIM: To enhance collaborative working to create a more effective model of delivery with better access to health, social care, voluntary and third sector organisation support. Aiming to increase the number of people who would not have been otherwise engaged with services by 20% in turn reducing demand on primary and secondary care.

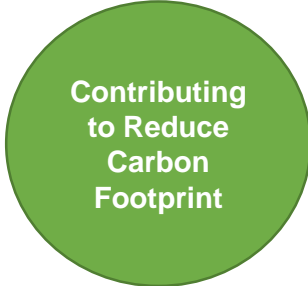
Outcome - The Vaccination & Wellbeing Hub evidenced it is effective as follows:



659 people completed a Service User Feedback form. 98% of people reported that they were satisfied with the service they received within the Vaccination & Wellbeing hub. Similarly 98% of people who completed the form also stated they felt the venue was accessible.



During 2023/24, all costs associated with the Hub were met within existing revenue budget. It is anticipated that the service will continue to meet the costs within a reduced allocation during 2024/25.



The hub supports contributing towards reducing the carbon footprint by offering more than one service and support under one roof. For example – service users have fed back that they attended their Community Respiratory appointment or Vitamin B12 appointment and were able to book in for their vaccine at the same time saving them another journey in the car.



The service provide a multi-skilled workforce that support cost efficiency of staff able to work across various services. The vaccination team are trained to deliver Vaccinations, Vitamin B12 Injections, CTAC blood tests/chronic disease management. This workforce are able to provide cross cover within other locations. Further training for the delivery of Learning Disability Health Assessments and Atrial Fibrillation (AF) Health Checks will commence in June/July 2024. By using existing workforce to deliver more than just vaccinations has ensured staff have diverse and fulfilling roles, are working to capacity, making best use of resources and as a result are supporting general practice to release capacity.





The hub has contributed a footfall of just over 71,000 people many of whom would not have otherwise visited the city centre that day had it not been for their appointment or attending with their family member/person they care for.

Public Feedback

Pleased to see it is a Wellbeing Hub – Men like me are more likely to come in and have a chat.

Plenty opportunities for asking questions – as we age our needs need to be anticipated as signs of future need can be spotted quite early.

Love the fact there is different professionals on hand to help with issues

Coming into town on the bus got me out of the house. Was easy to get to.

Nice and easy to talk to staff in the café area about my mobility problems. She provided lots of information about other services and also gave me a copy of the Agile Booklet.



Service Provider Feedback

The hub allows an opportunity for networking with other organisations to enhance our knowledge, joint working opportunities and better signposting for people looking for support.

One visitor expressed their thanks for information to help support their family member who was starting to struggle at home. They now had a greater understanding of how to help prevent falls and encourage safer mobility.

The hub has given us a central location to meet with people who may be vulnerable that wouldn't have reached out otherwise.

The hub has given us the ability to reach a wider audience – providing us with an increased visibility enhancing our impact.

Being located in the hub has given us good access to older adults that we often struggle to engage with.



Service Providers reported that an average of 54% of people that they engaged with at the Hub would not have contacted their service otherwise.

Feedback from Public Health Scotland Visit – 24th May 2024 - Vaccination & immunisation Division (VAID)
“The visit to your hub was up-lifting; and to see how integrated, not only public health, but health and wellbeing in its wider sense is delivered by committed multi-disciplinary professionals from different organisations as one team was exemplary. You should all be proud of this achievement. All the staff we met at the wellbeing hub showed dedication, commitment and professionalism which reflects your honest, transparent and collaborative public health approach and leadership”

Feedback from Aberdeen City GP Practice Manager
“We are delighted that we have been able to move our B12 injections across from the practice and increase the treatment nurse capacity for other procedures.

Many practices have been eagerly awaiting a solution to this. Thank you for the work of your team”

Inclusive



AIM: The service will engage with people to develop an Inclusive Hub to create safe spaces, promoting diverse representation and encouraging open dialogue to ensure that everyone has access to the same services and support which is free at the point of access.

Outcome - The Vaccination & Wellbeing Hub evidenced it continues to work towards being an inclusive hub as follows:

Accessible

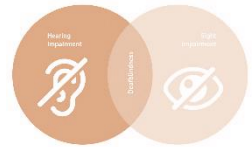
The hub has access to over 50 blue badge parking bays within the car park, which is in close proximity to lifts. There are electronic opening doors from the car park to the lifts removing any barriers to access. The lifts take people directly to the Vaccination & Wellbeing hub. The hub is based on the ground floor level, is all on one floor and is fully accessible for wheelchairs, mobility scooters and for people with waling aids.



Sensory Services

The hub has mobile hearing loops to support people with hearing impairments and work closely with North East Sensory Services (NESS) for the provision of BSL assistance vaccination clinics. Further collaboration has taken place to further develop wayfinding markers, and reduce barriers to further enhance the hub. NESS have provided awareness sessions for Deaf Awareness week and deaf /blind awareness weeks and provide training and information to staff.

north east
sensory services
achieving independence for blind & deaf people



Language Barrier

The hub has access to Language Line (telephone interpretation service) and google translate to support people where English is not their first language. Leaflets are available in different languages via a QR code in each vaccination pod.



Minority Groups & Transient Population

The service work closely with local religious venues to promote vaccines and arrange pop up clinics and promote use of the hub for minority groups. The Grampian Regional Equality Council (GRED) run regular skills workshops at the hub for Afghan and New Scots and the Team are working closely to promote opportunistic vaccinations and services provided with the hub to support their health & wellbeing. The Team work closely with Public Health & the Care Navigation Team to support people seeking asylum and with Universities and colleges for students travelling to the UK for study.



Homeless

Staff have a close working relationship with the Link Practitioners & Homeless GP Practice to promote services to the homeless community within Aberdeen – encouraging them to access the hub for vaccinations, services and community café as a warm space.



Learning Disabilities Week 2024



Inclusive



Learning Disabilities Week – Digital Inclusion

LD Health Assessments

Feedback

Learning Disabilities (LD) Week 2024 was hosted at the Vaccination & Wellbeing Hub from the 6th – 10th May 2024. LD Week was a good example of collaborating to create a welcoming environment where service users felt safe and confident and supported the development of relationships and trust with the staff onsite. Over 100 LD Service users and their carers attended during the week.

With the development of LD Health checks being carried out in the venue in future, LD week was a good introduction to allow services users feel safe to return. Visual explanations, descriptors and cues are really important for many people who have a learning disability so a directional video has been produced by SHMU in collaboration with a service user. The video has been shared with local providers so staff can show it to supported people attending in future.

Service Manager for Adult Learning Disabilities Services commented, “ Thank you for making people attending the event feel welcomed. Some of our supported people have commented on how they feel safe and if they are in town and feel a bit anxious, they know that they can come in here, see a friendly face and be safe. During the week we also had members of the general public stop and listen to peoples stories and some commented on the very happy joyful noise that was coming from the area in which we were based. Comments like – “ this is great, very interesting, did not know there was so many services in Aberdeen supporting Adults who have a learning disability to live as independently as they can” is some of the feedback we have collated over the week.”





Aim: The service will evaluate, obtain feedback, listen and respond to local need providing drop in service to access support.

Outcome - The Vaccination & Wellbeing Hub evidenced its commitment to meeting people's needs as follows:

Reducing Barriers to Access

The hub provides access by way of drop ins to reduce barriers to access support. The hub is also open on a Saturday to support those who are unable to attend during work or school hours. Anyone can drop into the hub to collect health and wellbeing information, use the community area or link with voluntary organisations promoting their support. All clinical support is by way of appointments.

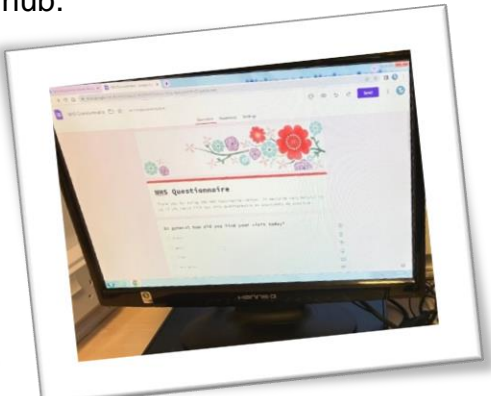
Tailoring Needs to Connect People

The service identified the importance of tailoring the needs of people and connecting them within their own local communities to support with social isolation, wellbeing and building a sense of community. Through close links with the Aberdeen City Wellbeing Officers, Churches, Community Centres and Football club community trusts, the service have gained a vast range of information of what voluntary groups provide in local communities. These have been displayed on "Wellbeing Walls" within the hub and digital folders for staff to use to signpost people to make local connections. These include walking groups, exercise groups, boogie in the bar, community café's, mother & toddler groups etc.



Feedback

The service worked with Harlaw Academy Students as part of their excellerate programme to develop a feedback questionnaire to allow the service to listen and respond to local need. 659 forms were completed over a period of 6 weeks. The service used this information to identify need and action as highlighted in "You Said, We Did" section. The service also promote Care Opinion with access to QR Codes in the community area of the hub.





Meets Need


The following actions were taken as a result of feedback received from members of the public visiting the hub.



You Said	We Did
Provide Mental Health Support	Wide Range of Mental Health peer support & service support Leaflets. Penumbra Mental Health 1 st Response Drop In Service available every Friday 10:00 – 15:00. SAMH Aberdeen Links Service (Face to Face contacts for GP Referrals). May 2024 – Hub Promoting Mental Health Awareness Month. Men in Mind promoting peer to peer support during Mental Health Awareness week.
Provide CTAC Services	CTAC Services providing Bloods and Chronic Disease Management commenced in November 2023.
Provide Vitamin B12	Vitamin B12 Injections commenced at the hub from February 2024.
Provide Information on Physical Activity	Wide Range of healthy eating and physical activity resources available at the Hub. May 2024 – Hub Promoting Healthy Walking Month. Wellbeing Festival – range of Wellbeing activities at the Hub during 2024.
Adult Oral Health	Adult Oral Health Sessions by Public Health Team during May 2024.
Provide Menopause Guide and Assistance	Menopause Resources available at Hub, plus fortnightly Menopause “Bring your own Lunch and Chat” sessions – Mondays 12:30 – 13:30 (Drop In)
Provide Information Leaflets for Carers	Aberdeen Carers Support Leaflets available at Hub. Wee Blether Carers Conversation Café every Friday 11:00 – 13:00. Podiatry Foot care Information Sessions for Unpaid Carers during April 2024.
Long COVID Advice	Long COVID Practitioner attending hub during May 2024 to provide drop in sessions as part of Wellbeing festival. Further sessions to be organised. Information & support leaflets now in place.
Recruiting for NHS or Charity Volunteers	Recruitment of NHS Volunteers to support Hub ongoing. ACVO – Volunteers Week & The Big Help Out planned at Hub 7 th & 8 th June 2024.
Drop In Alzheimer’s Service	Monthly Alzheimer’s Scotland Information Sessions & Promotion of Brain Health Service on King Street.
More Music & Creativity Sessions at the Hub.	CFINE Stories through songs workshop ran during Feb/March. CFINE Grow your own Food Indoors workshops continue ongoing in April and May. AFCCT Knit and Natter Group commenced end of April.
Access to WIFI for accessing QR Codes and feedback	WIFI now available for Public Use throughout the hub.

Public Feedback also identified “Free Health Checks” high on the list of things people would like to see within the Hub that can be booked or walk into without a referral. Work is ongoing around this area of development.

Lessons Learned

Lesson Learned	Action taken to mitigate negative impact
<p>Infection, Prevention & Control (IP&C) standards restricts full range of clinical services.</p>	<p>Robust Risk Assessments followed by IP&C assurance visits carried out prior to any new service provision. Focussed on non evasive and low risk procedures mixed with non clinical support.</p>
<p>Noise levels within an open plan environment.</p>	<p>Noise reducing soundboards in place and consideration when booking types of activities.</p>
<p>Some resistance to change or non engagement due to pace of change – moving from a solely clinical service to a collaborative priority intervention hub.</p>	<p>Staff engagement – presentations & feedback at staff training & development days. Regular communication via MS Teams Staff daily news. Verbal updates at weekly touchpoint meetings & daily safety huddles.</p>
<p>Data sharing agreements put in place during COVID pandemic to support cross working arrangement now reverting back. Ongoing lack of data sharing between health, social care, voluntary and third sector organisations does not lend itself to collaborative integrated working.</p>	<p>New data sharing arrangements in place for call centre. Continue to promote requirements for data sharing across partner agencies.</p>
<p>Services initially interested in working within the hub has not materialised due to staff capacity within their service.</p>	<p>Discussions ongoing with services to discuss how services can jointly work together to support around capacity and multi-skilled workforce.</p>
<p>Car parking charges for patients attending their loading doses for Vitamin B 12 (6 appointments over 2 weeks) led to negative verbal feedback during appointments.</p>	<p>Exploring opportunities within CTAC Clinics to undertake initial loading doses before moving across to hub for 12 week reviews to reduce financial burden.</p>
<p>Although open plan environment has successfully facilitated integrated work, some services have felt unable to engage as they require a closed room for conversations.</p>	<p>Ongoing review of spaces within the hub and promoting the environment has worked well for other services who undertake confidential conversations</p>
<p>Ensuring sufficient support in place to provide the day to day running of the hub taking account of admin support, public health promotion campaigns, communications & social media, volunteers etc</p>	<p>Volunteer recruitment ongoing. Working Group set up to support health promotion co-ordination and promotion of campaigns. Admin & logistic support identified. Ongoing review of tasks and support.</p>
<p>Reducing stigma & providing anonymity for people attending hub.</p>	<p>Less clinical layout with community area. Advertising a large range of services and support for drop in for the use of community space to enhance the sense that people can be attending for any reason. Openly promoting support in all areas including Mental Health, addictions recovery, sexual health etc</p>
<p>Menopause Walk & Talk – Non engagement with pilot sessions.</p>	<p>Pilot changed to a Lunch and Chat session, now well attended by Aberdeen in Recovery Woman's group at Hub Staff.</p>
<p>City Centre shopping mall provides opportunities to engage with  for support.</p>	<p>Good working relationship with Bon Accord operational team to work jointly on projects around wellbeing & access to stands in main thoroughfare of centre to support opportunistic engagement with shoppers.</p>



Stories from the Hub

Immediate Access to Support

- "I had an instance where someone has come in for their vaccine and during discussion it has become apparent that they have very little support networks or access to food and are presenting socially isolated. Working alongside organisations has helped me to access immediate support for them by way of a food parcel from CFINE and signposting them to other organisations for support. An adult support & protection form has also been completed to ensure they get additional support. It makes a big difference knowing that I can do something to help."

Staff Knowledge - During Staff Training Days, the service has arranged for voluntary and third sector organisations to attend to help promote their services to support our staff to stay up to speed with what help is available for their MEOC Conversations and signposting for self-management.

Social Isolation: "There are now a few people who come into the hub every day for a cuppa and conversation. I always take the time to chat, offer them a cuppa and spend time chatting about their day. I keep them updated on what we have going on in the hub, and have also provided some advice and guidance on where they can go in their local area to find similar warm spaces that provide food and activities to help them meet other people in their local community"

Prostate Cancer - A member of staff with a special interest around prostate cancer has made it his mission to take the time to speak to all men within the Community Café to promote Prostate Cancer UK. He hands out the website details and takes them through the "Check your risk in 30 Seconds" guidance. If they are concerned or wish further information, he provides them with the pocket sized support leaflet from Prostate Cancer UK and shares his experience and knowledge.

Social Isolation - A Gentleman who lost his wife had been feeling cut off from life and social activities, he didn't really know where to start. I told him about things in his area and asked what he was interested in. Music and dancing had been their passions, so he was keen on the Boogies but a bit worried about being on his own and maybe didn't want to dance. I explained that not everyone who comes dances, that for some it is a chance to just meet up, tap your feet, eat lunch together and have a good blether. I am so happy to say he came along to The Abbot boogie and met a friend he used to work with. **Wellbeing Co-ordinator**

Connecting to Communities

A lady at today's session spoke about her husband that had not long been diagnosed with Parkinson's. He has been going to a few things and getting some professional help. She was looking for things they could do together that didn't just focus on Parkinson's. When I showed her the Wellbeing table and all the flyers of things going on in Aberdeen, she was amazed. She said "I had no idea there were so many things going on in the city. I am so glad I met you today"

Smoking Cessation - The Hub have several members of staff who have a keen interest in Smoking Cessation and have undertaken various Turas and National training courses to support their MEOC conversations.

One of the Vaccinators held a "Smoking Cessation" session for all Staff during a recent training day to support their MEOC Conversations.

Health Coaching - A member of staff who undertakes Health Coaching in her spare time offered to provide some free sessions during the May Wellbeing Festival to support the public with topics such as Nutrition, Movement, Relaxation & Sleep.



Conclusion

Primary Care, Social Care and hospitals are under severe pressure. People are getting older and sicker and services need to be more proactive and community based to intervene earlier. This evaluation has highlighted that the hub has focussed on prevention & early Intervention focussing on health & wellbeing and supporting activities to tackle social isolation & loneliness by creating a safe accessible community space for people to come together.

The project has demonstrated a truly collaborative and integrated model of working with health, social care, voluntary and third sector organisations towards meeting the needs of the population ensuring that support is available as early as possible to support prevention & early intervention. These collaborations have allowed services to co-produce events and support in a way that addresses the widening inequalities gap and supports people's physical health, mental health and social wellbeing.

By making these collaborations and co-locating with multiple services has enhanced the team's knowledge & understanding of a variety of voluntary service provision and self management supports to assist with MEOC conversations & signposting. This is likely to reduce demand on primary and secondary care.

The project has demonstrated that the hub offers an inclusive space ensuring everyone can access the support they need in a safe environment by meeting diverse needs. The Learning Disability Week 2024, highlighted the positive impact within increased engagement with service users, enhancing the connections they made with staff and their feeling of the hub being a safe space to visit.

The service has demonstrated that they obtain continuous public, staff and service provider feedback to learn and improve service provision to meet local need.

By fostering a collaborative and inclusive environment, the hub effectively meets the needs of the community, ensuring that support is available early for all. This success highlights the value of integrated care and community centred approaches in creating a healthier and more resilient population.

June 2024



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Document







Our Community Partners

