Arthritis Care Wales
Living Well with Arthritis Hubs
Taking control of your health

Mary Cowern - Wales Director
Welsh Public Health Conference
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More than 480,000 adults in Wales live with the pain of arthritis
- most frequently reported chronic condition in Wales and leading cause of disability
- 30% GP consultations
- 42% reported cases of work related ill health
- aging and overweight population
- Many myths and misconceptions about arthritis
Prudent health issue

- For most the majority of care is self managed
- The people who say arthritis has the most impact on their quality of life are 3 times less likely to adopt self management strategies

*Arthritis Care OA Nation, 2012 Report*
Bringing the public with us

• 12 month consultation to understand support needs
  – Particular focus on individuals who didn’t self refer to Arthritis Care

• Co-produced the project with our established volunteers
  – People with arthritis continually involved in developing and refining the project

• Consulted GP’s and multidisciplinary teams
  – “This really fits in the gaps we don’t have time for”
Our Response

- Developed a community focused, value for money approach that:
  - Complimented statutory services
  - Offered a wider range of geographically focused services
  - Took a prevention based approach
  - Built on our strengths in information, training & peer support
  - Improves an individual's capacity to take ownership of their health and well-being
Living Well with Arthritis Community Hub

- Team of four to eight volunteers based in a geographical area working with each client as an individual
- The volunteers bring local knowledge of existing services and opportunities
- Clients provide support to each other and often go on to train as volunteers
- Volunteers provide support for each other and develop the reach of their service together
- Trained to achieve outcomes for clients so able to adapt service delivery model to local and individual need.
LWwA Hub teams provide:

- Information
- Peer Support opportunities
- Self management skills
- Suitable activity
Community outreach & information

- Hub volunteers are trained as information “Champions”
- Irrespective of where and when volunteers meet a client, they tailor information to the individual’s need
- Hubs provide Information Points across a mix of community, primary & secondary care settings
- Volunteers draw in local knowledge and networks to signpost to other agencies / services
Peer support is at the foundation of the Hub model

- One2One mentoring
- Support Groups with additional One2One Mentoring
- Friendship groups
- Skype chats
- Closed Facebook Groups
Offering self management techniques and self care support is integral to the service

- Goal setting on an individual & group basis
- Modular workshops – managing change, effective communication, person centred self management, healthy eating
- Awareness talks and workshops
- Care planning
Volunteers provide support and encouragement to overcome barriers to getting more active and participating in exercise.

As well as signposting to local activity opportunities the Hubs provide fun group sessions

- Walking
- Tai Chi for Arthritis
- Boccia
- Seated exercise
Case Study – John’s Story
Project impact

- Wider beneficiary reach
  - Jan-June 2016, 826 beneficiaries accessed services across 2 Hubs (73% increase in comparison to 2015)
- 89% gained more knowledge about their condition
- 67% now try new self management techniques
- 29% made changes to their diet
- All reported they feel less isolated and more independent
- Increase in self confidence
- Beneficiaries have gone on to volunteer with the project or returned to paid employment
- Volunteers developed new skills
Our learning

• Wider service menu in one geographical location created greater opportunity for choice
• Volunteer Champions were best placed to decide what they should be delivering
  ⚠️ Curbing enthusiasm a challenge!
• Able to expand our reach in a more cost effective way
• Self care and shared decision making central to the service thus helping to reshaped the relationships between beneficiaries and providers
• Partnerships integral to success
Thank You – maryc@arthritiscare.org.uk

We are the UK’s largest charity working with and for people with all forms of arthritis. Our vision is a world where people with arthritis can lead full and active lives.

Contact our free confidential Helpline on 0808 800 4050 or Helplines@arthritiscare.org.uk

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