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# #MECCing it Happen ~ in Sheffield

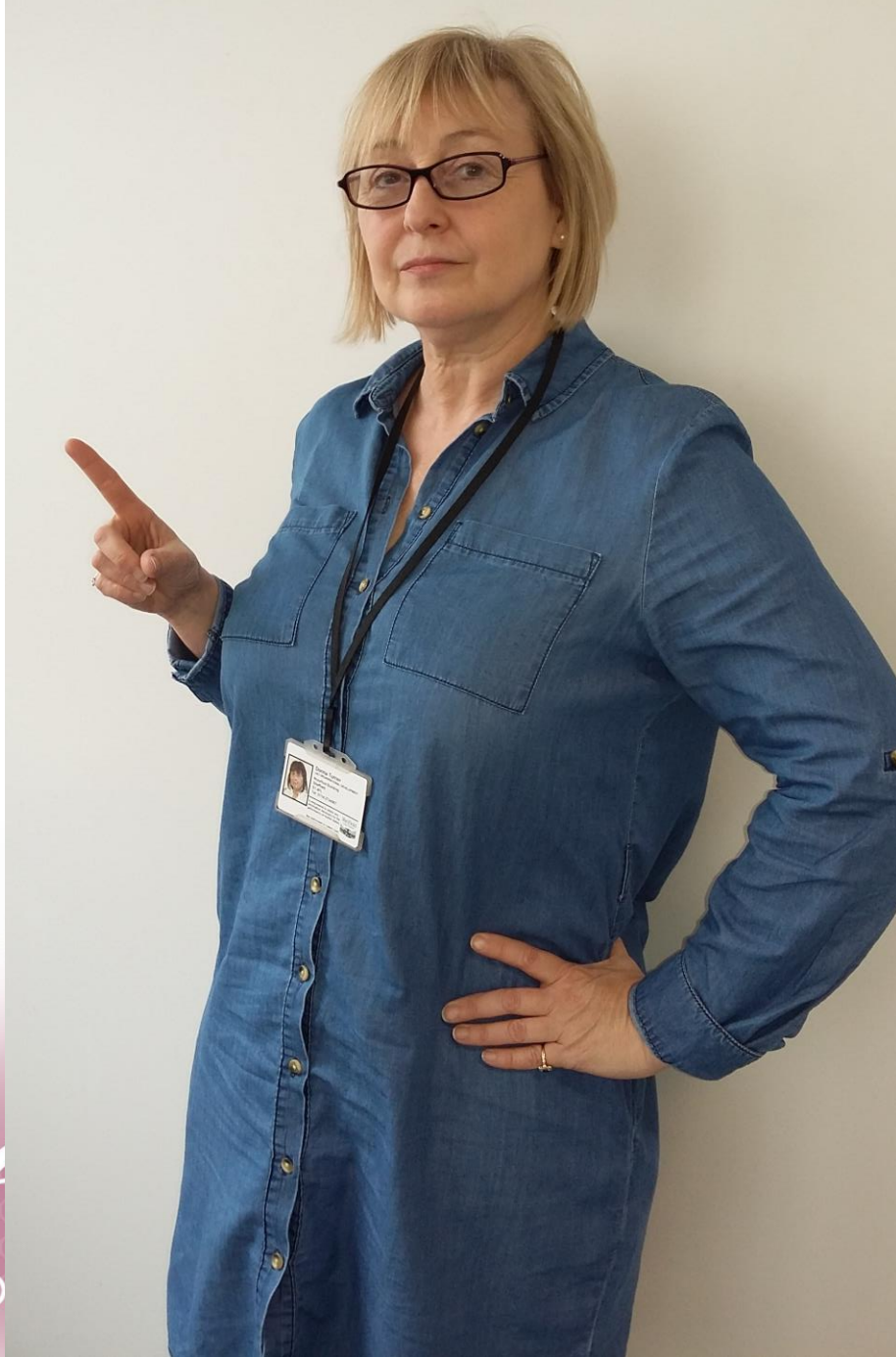
The development, delivery & evaluation of a  
MECC Plus training programme  
with a range of local authority front line staff

**Isobel Howie, Donna Turner, Annette Haywood**



Sheffield  
City Council





# Underpinning Ethos = 'Better Conversations'

Use opportunities presented to make brief interventions

**ACT**

Person Centred

Partnership

Ask open questions

Positive

Listening

Empowering

Offer Information

Enabling



**CONNECT**

**ENCOURAGE**

# Our Sheffield Journey

2014  
Small  
pilots  
Housing  
and Social  
Care



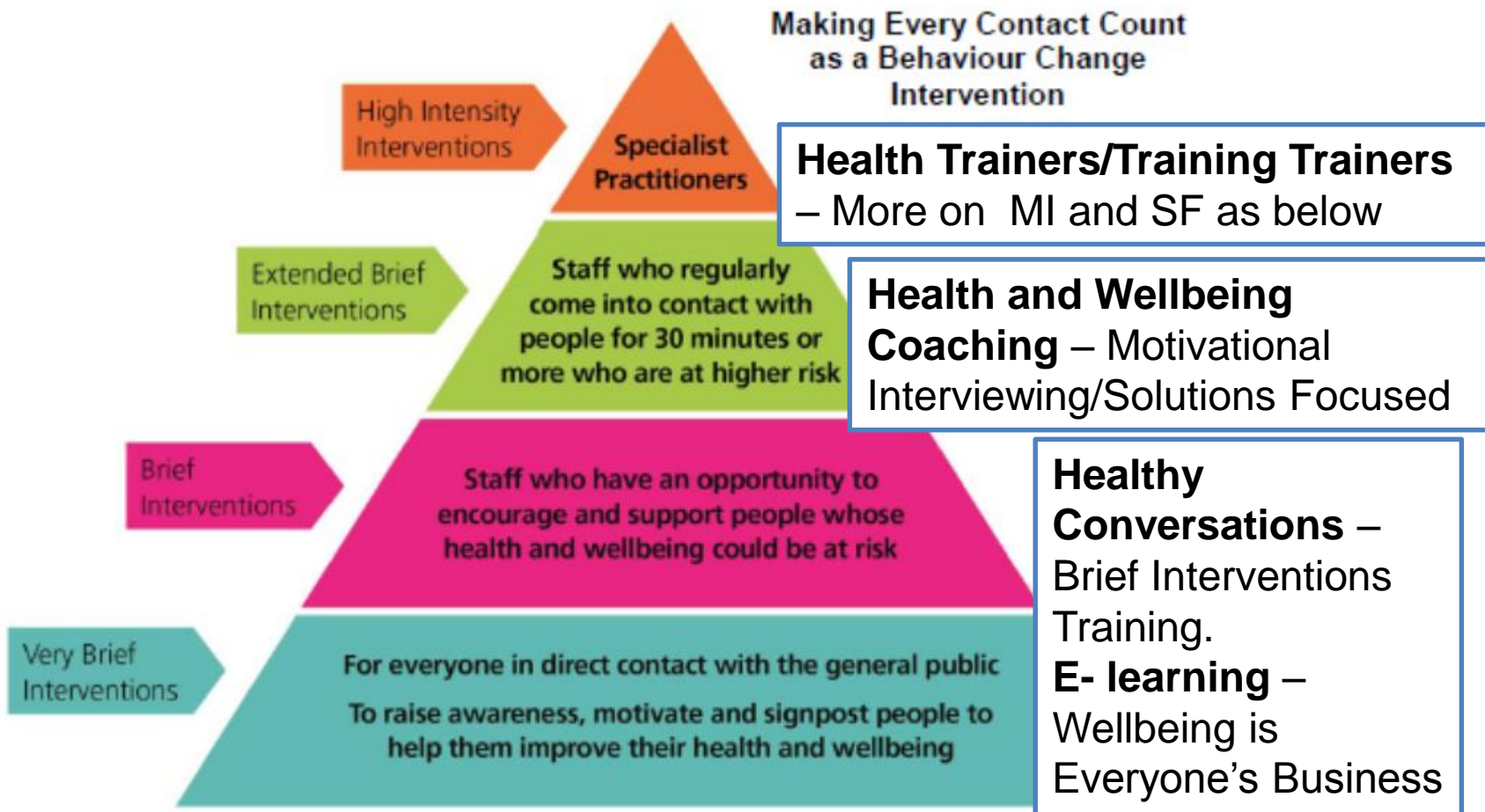
- + + staffing resources
- Research study £ by PH and Sheffield Hospital Trust,
- Supported by CLAHRC YH and SchARR to share learning from research across region

- Develop – building on best practice
- Deliver – Test out different exercises, formats and lengths
- Evaluate impact
- Develop – tool kit - regional collaboration



2017  
City Wide Vision

- Different levels/ or focus of interventions, but shared ethos
- Tool kit of best practice resources
- Flexible L&D progs.



**Making Every Contact Count (MECC):  
 Consensus statement**

Produced by Public Health England, NHS England and Health Education England, with the support of partner organisations identified below

April 2016

# Healthy Conversations Taught Course

- A MECC Plus 'Healthy Conversations' course by SCC which includes wider determinants
- To increase staff skills and confidence to offer targeted support to people in vulnerable communities or population groups
- Enabling people to take greater control of their wellbeing



# Possible Door Openers

- We are talking to everyone about the 5 Ways to Wellbeing, can I briefly talk to you about this?
- "I can see it's a struggle for you to walk very far today because of that chesty cough."
- "You mentioned that you want to keep active so that you can enjoy your holidays with the grandchildren."



# The Evaluation Project

**COHORT 1: Community Support Workers/Social Workers/Care Managers**

**COHORT 3: Libraries Home Hub / Older People's Independent Living Wardens / City Wide Alarms**

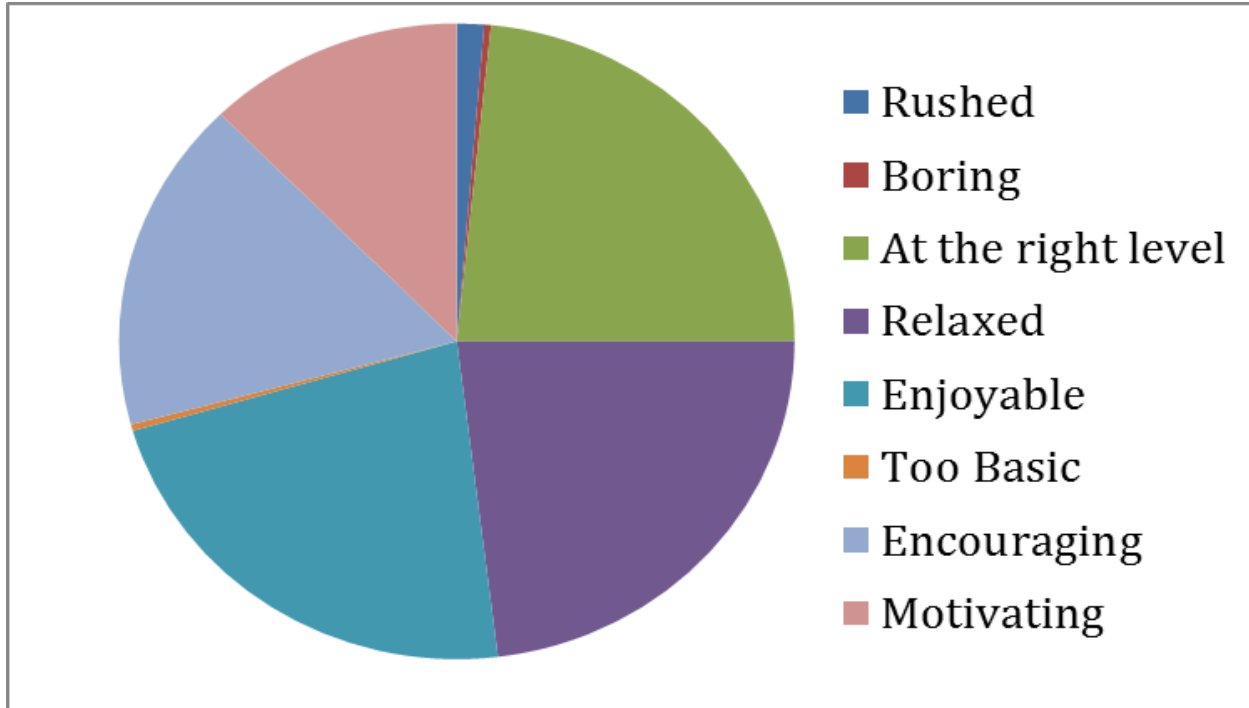
**COHORT 2: Occupational Therapists/Therapy Assistants/Community Support Assessors**



**COHORT 4: Housing Officers**

- “Healthy Conversations” training tailored to the identified needs of 4 different staff groups
- Evaluating - appropriateness & impact of using MECC training to support brief interventions in a local authority with a range of staff in different roles and impact on staff wellbeing

# Results



- Pre training, 65% of participants had NO previous knowledge of the MECC approach
- The majority rated the training as either 'very good' or 'excellent'

# Impact

“ I feel a lot more confident”

“You have the councils permission”

“I've started saying what's stopping you ? “

“Its made me think about my own  
wellbeing and my own family”

# Conclusions

- Aim to make it 'business as usual'
- MECC needs an underpinning 'ethos' BUT approach is not a 'one size fits all' model
- Make training bespoke, involve key stakeholders from outset to secure commitment - staff time for training & organisational reinforcement & support for staff
- Get maximum effect by targeting staff teams with extended customer contact
- Have a 'Tool Kit' of resources that can be tailored
- Offer flexible training where possible
- Support impact on staff wellbeing

# Better Conversations

## Our 'emerging' Vision

That there will be **more conversations** that **encourage** and **enable** people to have an **active role** in their health and wellbeing and help them to take a **simple step** or do 'one thing' that will improve their wellbeing.

Anyone having conversations with others about health and wellbeing in Sheffield, especially those working in public, voluntary and community services will be **skilled** and **confident** to have **positive, empowering** conversations that **share** simple and consistent messages, information and ideas.



**2017**  
**City Wide Vision**

- **Different levels/ or focus of interventions, but shared ethos**
- **Tool kit of best practice resources**
- **Flexible L&D programmes.**



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With thanks to Sheffield Hospital Charitable Trust

**Donna Turner, Isobel Howie, Annette Haywood**