

# DEVELOPING, IMPLEMENTING AND EVALUATING A MECC TRAINING PROGRAMME ACROSS SHEFFIELD CITY COUNCIL

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**SHEFFIELD CITY COUNCIL HAS ADAPTED THE MECC APPROACH INTO A 'HEALTHY CONVERSATIONS' TAILORED TRAINING PROGRAMME.  
102 STAFF ACROSS FOUR COHORTS PARTICIPATED IN THE FORMAL EVALUATION**

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

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

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

**COHORT 4: Housing Officers**



## STAFF FEEDBACK – TRAINING PACE AND STYLE

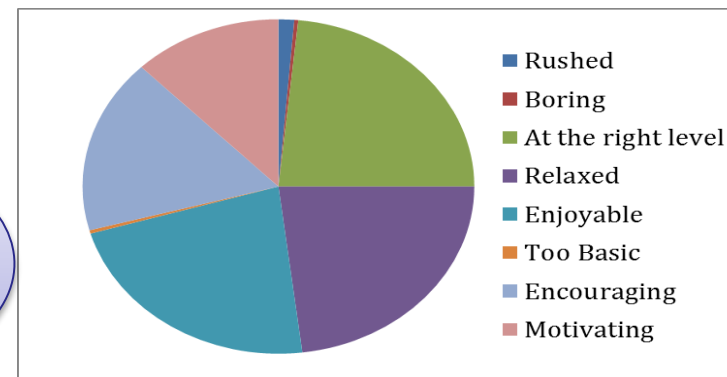
### RESULTS (QUANTITATIVE AND QUALITATIVE DATA)

- Pre training, 68/90 had no previous knowledge of the MECC approach
- The majority rated the training as either 'very good' or 'excellent'
- Course content was tailored to meet the needs of the staff teams and their different customer bases
- Post training, staff would feel more comfortable talking to customers about their health and wellbeing
- An increased confidence to discuss issues with customers and a reinforcement of their existing knowledge
- Some felt the training had raised awareness of their own health and wellbeing

*'Feel a lot more confident, you're not getting into territory that you shouldn't be in. You have the council's permission'*

*'It's about looking in your own backyard and seeing what is needed there'*

*'So I've started saying '.. what's stopping you?' I've started challenging (customers) why they are not making that change'*



### DISCUSSION

- MECC is not a 'one size fits all' approach
- Most effective when targeted towards staff teams with extended customer contact
- For sustained impact it needs to be rooted in a broader strategy of positive customer engagement with the backing of key stakeholders willing to commit staff time and organisational support