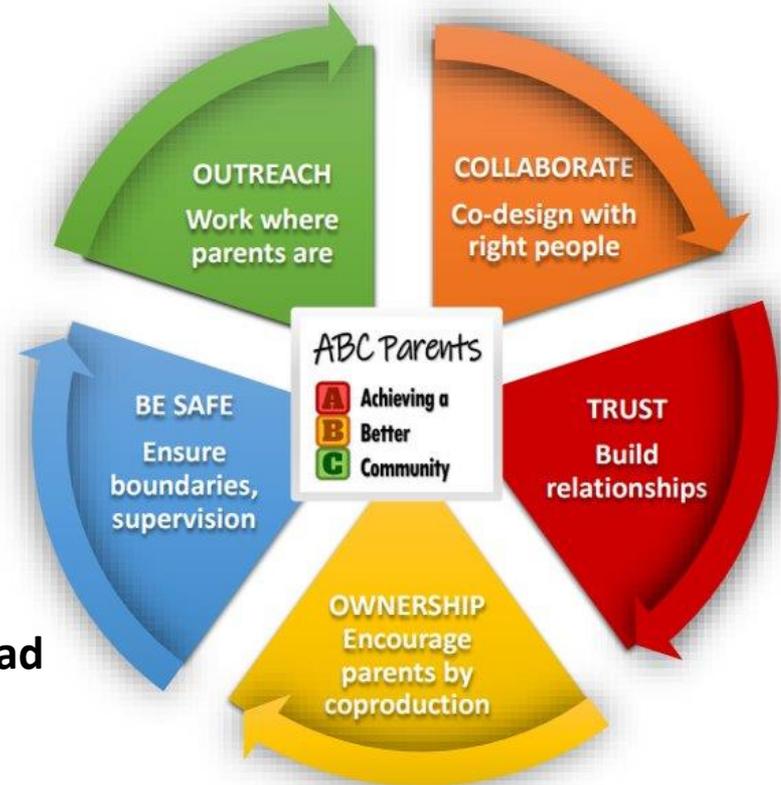


ABC Parents

Achieving a Better Community

28th June 2023

Dr Akudo Okereafor, ABC Parents Project Lead
Belinda Okyere, ABC Parents Clinical Lead



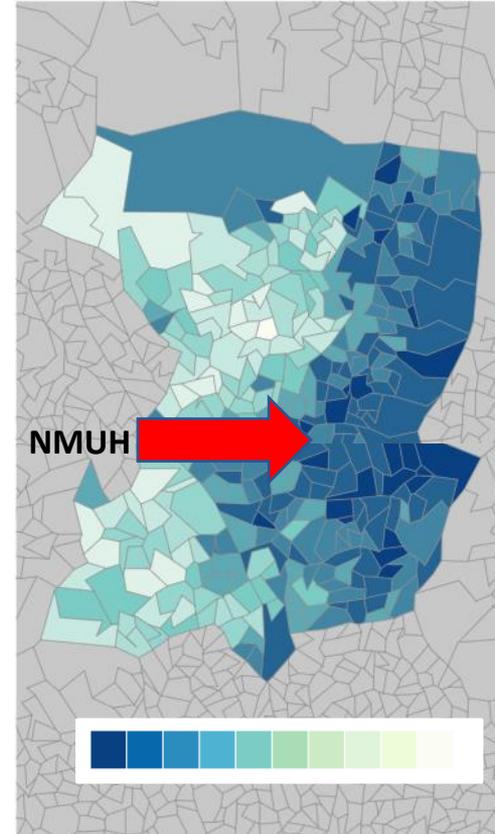
Our starting point:

Health inequality and A&E attendances

40% of A&E attendances are “avoidable”

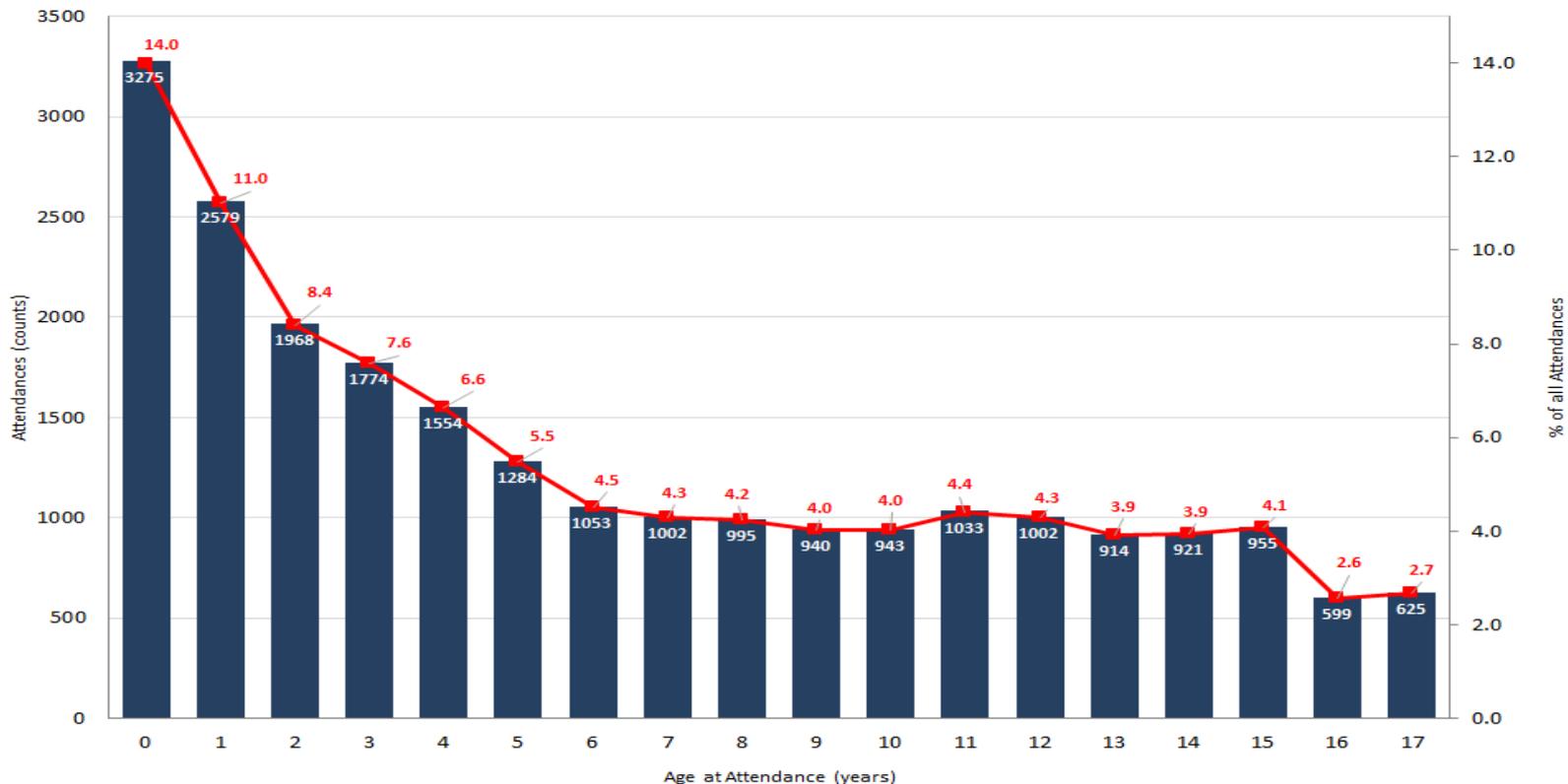
Crescent surrounding North Middlesex Hospital, among the most deprived 5% in England

Correlates with high A&E attendances by children under 5 years



Index of Multiple Deprivation (IMD2019)

Attendance at ED with acuity 4 and 5 between April 2019-Mar2020 by age



Of those attending ED with acuity 4 & 5, Pre school age group, 0-4 years , represent 47.6% of all attendees between April 2019-Mar2020

The Indices relatively rank each small area in England from most deprived to least deprived

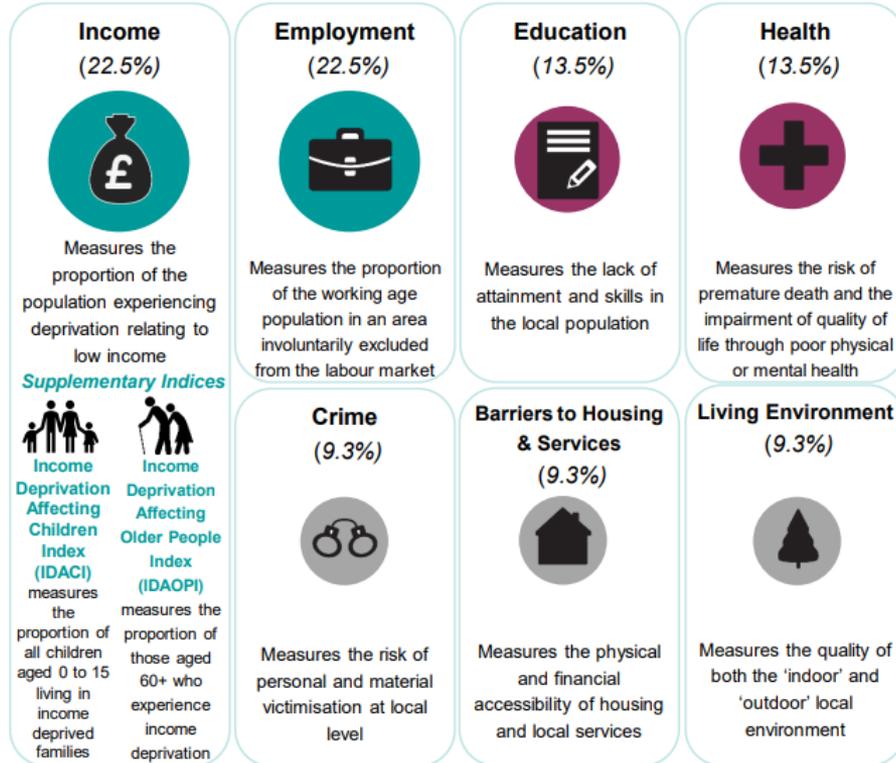
1st
most
deprived
area



32,844th
least
deprived
area

There are 32,844 small areas (Lower-layer Super Output Areas) in England, with an average population of 1,500

There are 7 domains of deprivation, which combine to create the Index of Multiple Deprivation (IMD2019):



PROBLEM

Social inequalities are also key drivers in health behaviours and determinants of A&E attendances:



Deprivation
Fear
Lack of Knowledge
Language Barrier



Isolation
Lack of confidence
Unable to self-care
Unaware of health services

In 2018 – an idea inspired by our local families

“ When Arinze graduated [from neonatal care] and our boy was ready for home, we were certainly not ready. The Neonatal Community Nurse supported us well but we felt broken. We feared death. We brought him to A&E three times. I felt alone. I needed to know more about raising a premature baby. I needed parents who could share my fears and reassure me.

Alishia's story



ABC Parents programme

Achieving a Better Community of Parents



North Middlesex
University Hospital
NHS Trust

Avoidable attendances driven by:

Fear, doubt, parental anxiety

Reassurance

Convenience and access that A&E offers

Perceived challenges accessing primary care

Underlying factors for families – lack of support, isolation, language

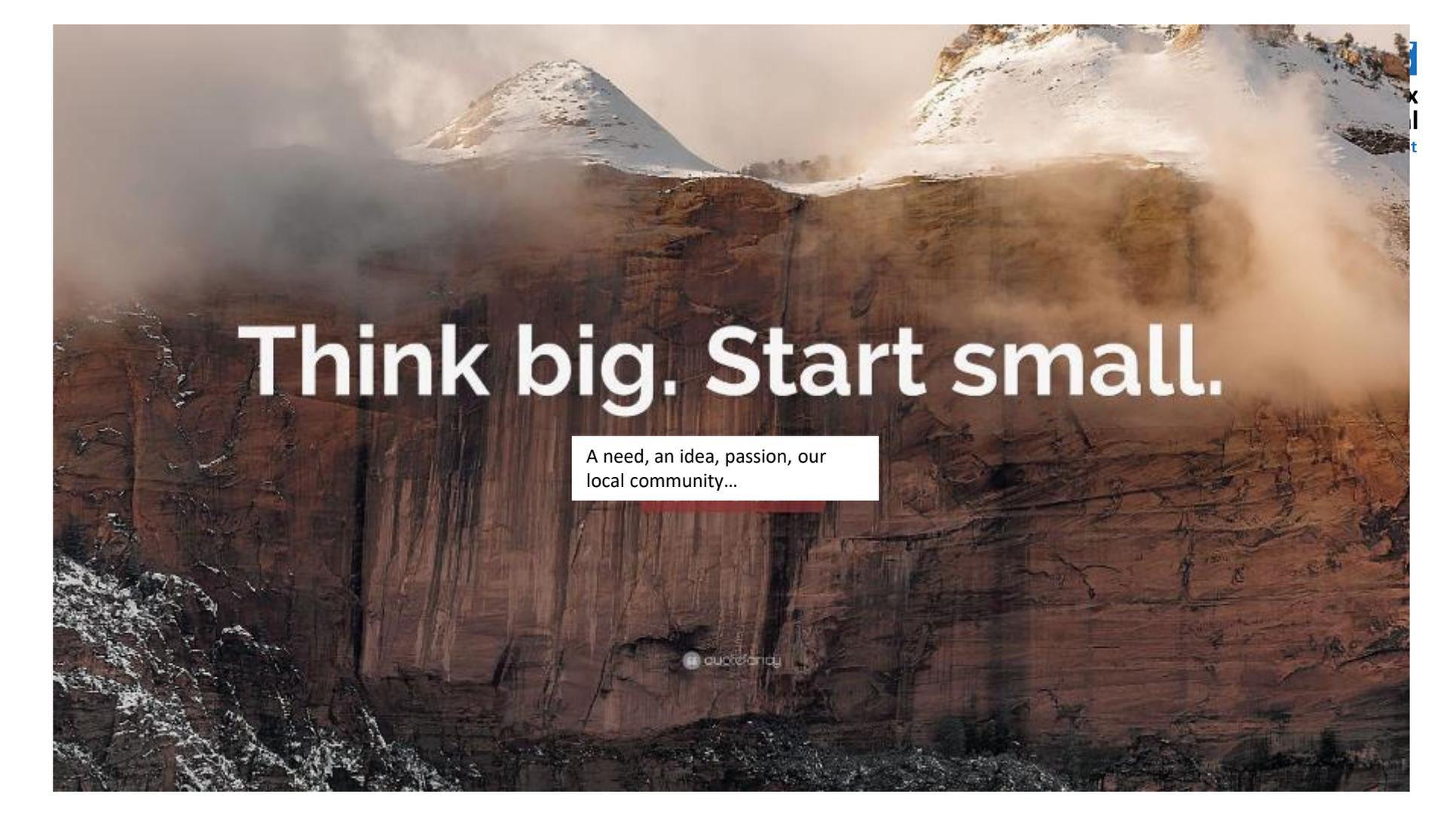
Aims:

To co-produce solutions with our diverse parents and carers to increase:

- A. Child health knowledge**
- B. Parental confidence**
- C. Sustainable communities**

“For me not having any family here in the UK I feel since I have joined this group I have met some amazing mums who have become a great friendship. Especially feeling ‘alone’ as a mum it’s amazing to get the support we do.”





Think big. Start small.

A need, an idea, passion, our
local community...

 aupre

We started from the bottom...

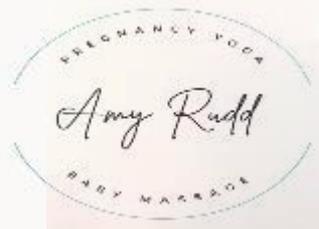
ABC Parents

- A** Achieving a
- B** Better
- C** Community

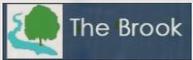


We built partnerships...we climbed...





Let's Talk IAPT



END VIOLENCE AGAINST WOMEN AND GIRLS Together we can stop it

think big. Start small.

We're scaling heights together...

Barnet, Enfield and Haringey Mental Health NHS Trust



Pembury House Nursery School & Children's Centre



Rowland Hill Nursery School & Children's Centre

ONE YOU HARINGEY



ABC Parents - Key interventions



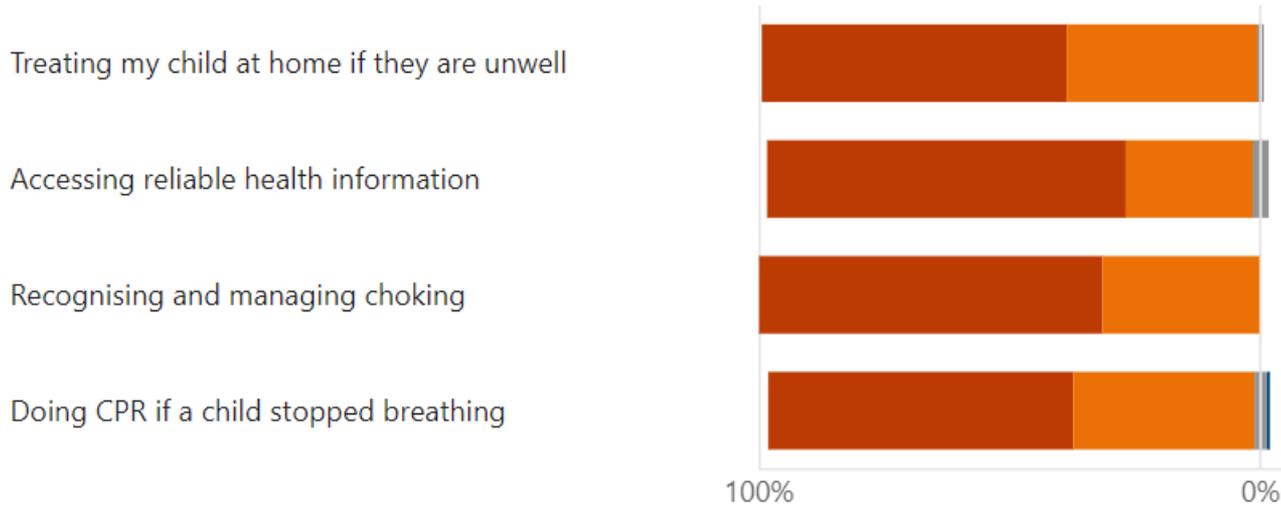
- Work with maternity, paediatrics, ED, health visitors, social workers and primary care to target the most vulnerable families
- Outreach across local communities to build relationships and identify opportunities

ABC Parents outcomes

I feel more confident ...

1. Confidence and utilisation of learning
2. Health-seeking behaviours and use of services
3. Avoided attendances and preventative measures

Strongly agree Agree Neutral Disagree Strongly disagree



Course impact: Online Survey 2023

1. Confidence and utilisation of learning
2. Health-seeking behaviours and use of services
3. Avoided attendances and preventative measures

Sharing the knowledge.

Have you shared any of your learning with other people?



Would you recommend the ABC Parents course to others?

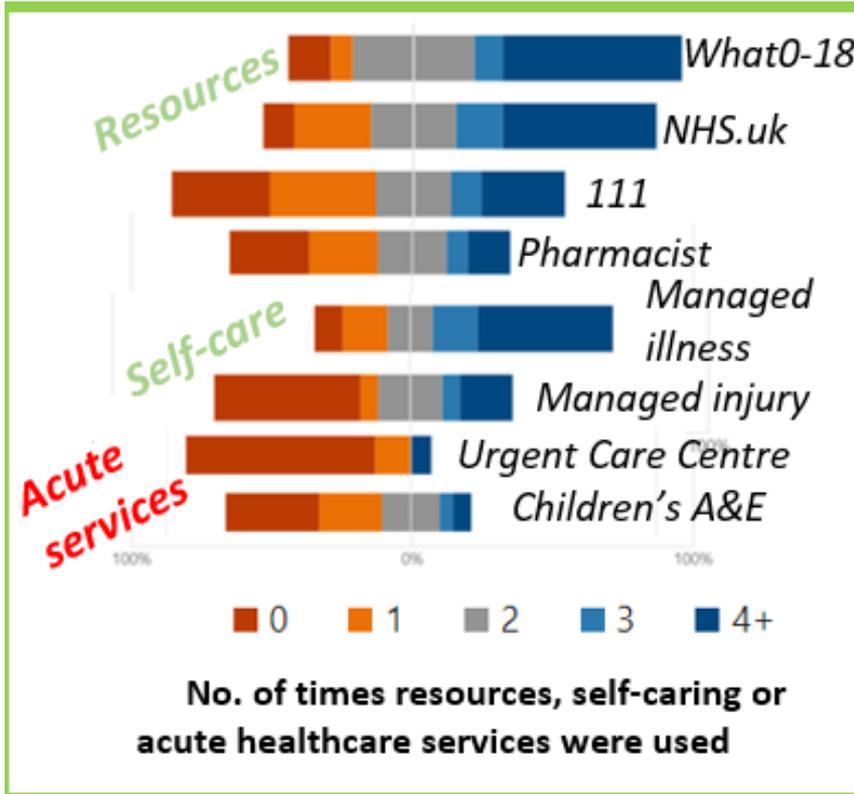
99%



Report – Choking skills used and stayed calm
Katrina and baby Aaron 8mths

ABC Parents outcomes

1. Confidence and utilisation of learning
2. Health-seeking behaviours and use of services
3. Avoided attendances and preventative measures



APPROPRIATE ATTENDANCES

- ✓ More use of online resources
- ✓ More use of 111
- ✓ More parents managed illnesses or injuries themselves
- ✓ Less use of acute services

ABC Parents outcomes

AVOIDED & APPROPRIATE ATTENDANCES

Self-reported

- Survey respondents used online health resources on > 280 occasions
- They self-managed illness > 150 times and injuries > 70 times
- 111 service was used > 90 times
- Pharmacists were consulted > 49 times
- Children taken to A&E > 66 times
- Four parents used choking lifesaving skills
- One recognised life-threatening sepsis in an adult

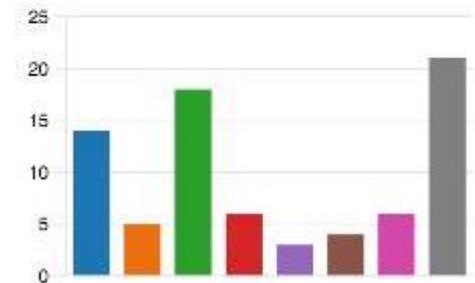
Actual A&E data

- 64 A&E attendances were found from this cohort
- 40 were deemed “appropriate” - 111/GP referrals, red flags, required tests, medication, admission or referrals
- 24 were potentially “avoidable” as determined by a senior paediatric doctor. Based on A&E clinical documentation. Parental interviews may provide further information – e.g. one stated “I was scared I might be called later by social services about his head injury” [note family never known to Social Services]

1. Confidence and utilisation of learning
2. Health-seeking behaviours and use of services
3. **Avoided attendances and preventative measures**

23. If you attended A&E with your child, what was the outcome?

Advice only	14
Blood tests	5
Medication	18
X-ray/scan	6
Injury care	3
Referral	4
Admitted to hospital	6
Did not attend A&E	21



ABC Parents outcomes

1. Confidence and utilisation of learning
2. Health-seeking behaviours and use of services
3. **Avoided attendances and preventative measures**

PREVENTATIVE MEASURES

Health promotion / Home Safety (no. of parents)

Got vaccines	41
Taking vitamins	70
Removing choking hazards	107
Removed button batteries	68
Stair gates/guards	44
Moving cleaning chemicals/ medicines	61
A first aid kit or medicines to use at home	62

14. Did you make any changes at home to prevent injuries or improve health?

[More Details](#)

[Insights](#)



"Please keep on doing the amazing work you do, you're saving lives every time you put on a class. From the people who attend, to the people who they teach, we can't thank you enough!"

Course impact: Online Survey 2023

REMINDER OF CORE AIMS

- A. Child health knowledge
- B. Parental confidence
- C. Sustainable communities



27. Did you meet any other parents as a result attending the course?

[More Details](#)

[Insights](#)



good conversations breastfeeding group
lots of friends community parent champion
ABC community **parent** feel connected
regularly meet **Whatsapp** long friends
definitely feel **friends group** No friends
WhatsApp group app group mums and parents
connected to a community

1 in 3 request peer support
1 in 7 wish to volunteer

"It's a brilliant organisation as it's accessible to financially struggling parents as everything else out there can be extremely expensive."

REMINDER OF CORE AIMS

- A. Child health knowledge
- B. Parental confidence
- C. Sustainable communities

IMPACT – Health Inequalities

Recorded support given to parents/carers:

- Baby bank – equipment, clothes, toys – 13
- 1:1 interventions for financial hardship – 16
- Mental health difficulties disclosed – 19
- Housing problems - 6
- Smoking cessation – 5
- Supported into paid employment – 9



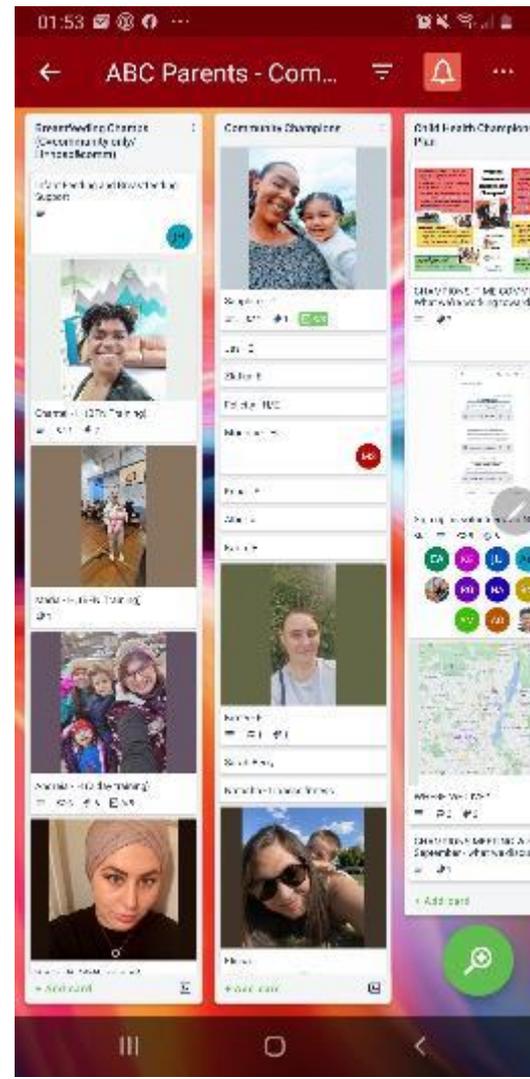
Empower champions to lead, engage and overcome barriers



Outreach

Involvement of Black, Asian and ethnic minority partner networks

Raise awareness of courses, peer support and resources available



IMPACT: Real families, real lives

Champions and Parents

- Reduced isolation
- Improved quality of life
- “Why treat people only to return them to the same conditions that they came from?” **Michael Marmot**



A dramatic landscape featuring snow-capped mountains in the background and a large, layered rock formation in the foreground. The sky is hazy and the overall tone is warm and atmospheric.

Think big. Start small.

Seth Godin

...SUSTAINABILITY

SUSTAINABILITY

IDENTIFY BARRIERS – coproduction to challenge and overcome difficulties

EDUCATION – earlier intervention

RAISE AWARENESS – comms and outreach plans

TARGETED COHORTS – most vulnerable groups and harder to reach

MULTILINGUAL COURSES & PEER SUPPORT – MDT trainers and champions

PATHWAYS WITH PARTNERS

WORKFORCE AND TRAIN THE TRAINER



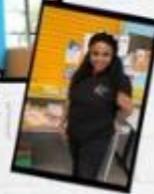
International Forum
on QUALITY & SAFETY
in HEALTHCARE
COPENHAGEN



- Conferences
- Networking
- Awards



COMMUNITY CHAMPIONS TRAINING



- Knowledge
- Resources
- Support
- Opportunity
- Belonging
- Pride
- Unity
- Passion
- Friendship
- Empowered

Volunteering with
ABC Parents
April 2023



NEXT STEPS:

- Family Hubs: Embed and integrate ABC Parents offer into the community...

...pathways with Primary care, Health Visiting, Social Care and across the community

- Courses in other languages, peer support with multi-lingual champions

➔ Help us target families especially with <5yr olds

➔ Spread awareness and collaborate to impact health inequalities

CONTACT US:

Twitter/Instagram: @abc_parents



Email: northmid.abcparents@nhs.net

Website: www.northmid.nhs.uk/abcparents



Tottenham Talking



Overview of presentation

Overview

- Project aims
- Referral processes
- Activities
- Volunteer programme
- Events and Project highlight
- Case study

Current up to date data

- Referrals
- Demographics

Next steps

- 18- 25 pathway
- Reflective Practice Offer

Project Aims



Outcome 1: To improve the confidence of people who experience mental health issues, and their accessibility to peer, family and community support.

Outcome 2: To be an accessible programme offering a range of activity for persons experiencing mental health challenges for persons of all ages and from diverse backgrounds

Outcome 3: To work with local grass roots organisations to offer a training and reflective practice peer support to support local community development and capacity.

Outcome 4: : To provide community support for our participants in order to reduce hospital admissions.

Outcome 5: To address and reduce stigma surrounding mental health within the community.

Tottenham Talking progress to date



- Open date 8th of November 2021
- 270 referrals; referrals can be self-referral, referrals from BEH, charities and other local organisations
- Open to self-referral January 2022
- 89 self-referrals to date
- 13 groups a week being offered
- The project currently has funding through to March 2024
- Of our referrals referred 178 are people who identify as BAME
- Gender make up is 84 are male and 148 are female 1 non-binary person
- 50 people approx. attending 1-13 groups per week
- We have had 5 Volunteers within the project
- We have had 4 trainees or students within the project

Tottenham Talking Timetable

Week beginning:

12th June 2023

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

2:00-3:30pm

Womens Group

CHESTNUTS
COMMUNITY CENTRE
Cheyenne and Launa

10:30-12:15pm

Art Therapy

Prior booking required
Anna and Dawn

12:00-1:15pm

TT's Book and Podcasts

THE BRIDGE COMMUNITY
HUT
Stacey and Launa

1:30-3:15pm

Art Therapy

Prior booking required
Anna and Olivia

2:00-3:30pm

Let's get Baking!

Prior booking required
Launa

10:30-12:00pm

Art and Conversation

CHESTNUTS COMMUNITY
CENTRE
Olivia and Stephanie

2:00-3:30pm

Movement for the Soul

CHESTNUTS COMMUNITY
CENTRE
Dawn and Olivia

10:30-12:00pm

Mindful Writing

CHESTNUTS COMMUNITY
CENTRE
Adam and Joanne

1:00-3:00pm

Creative Space

CHESTNUTS COMMUNITY
CENTRE
Joanne

11:00-12:00pm

Haringey Walks - Mens

Walking group

CHESTNUTS PARK
Haringey Walks and TT

2:30-3:30pm

Men's Group

CHESTNUTS COMMUNITY
CENTRE
Paul

Contact details:

tottenhamtalking@bridgerenewaltrust.org.uk

07392 193430

Volunteer programme

```
graph RL; A([Becomes a participant at Tottenham Talking, eventually expresses interest in volunteering.]) --> B([Discusses with Volunteer Coordinator about the role, their strengths and hopes.]); B --> C([Completes HR process including DBS checks.]); C --> D([Completes induction including history of TT, training and shadowing group facilitators]); D --> E([Combines own strengths and capabilities with the needs of the project to design their own unique volunteer role.]); E --> F([Starts volunteering at Tottenham Talking. Receives bi-monthly group volunteer supervision for formal support plus informal support from each group facilitator and managers on a daily basis.]);
```

Becomes a participant at Tottenham Talking, eventually expresses interest in volunteering.

Discusses with Volunteer Coordinator about the role, their strengths and hopes.

Completes HR process including DBS checks.

Starts **volunteering** at Tottenham Talking. Receives bi-monthly group volunteer supervision for formal support plus informal support from each group facilitator and managers on a daily basis.

Combines own **strengths** and capabilities with the needs of the project to design their own unique volunteer role.

Completes **induction** including history of TT, training and shadowing group facilitators

Events and Project Highlights

Art Exhibition for Mental Health Awareness week



Screening of 'Us'



Events and Project Highlights

Staff Away Day



Participant Christmas Dinner



Highlights continued..

- With approx. 300 referrals the team have supported many of these to complete onboarding, of the current statistics 250+ welcome chats have taken place
- The project runs a full timetable with up to 14 groups per week with between 2 – 15 per group with an approx. average of 8 per group.
- The programme has supported two service users into volunteer roles both whom are motivated and being supported to seek paid employment as peer workers
- 33% of referrals are male
- 62% of referrals are for BAME individuals

Case study - A



A 20-year-old Black Somali Muslim was referred by an NHS professional. Due to the following:

- Feelings of being overwhelmed.
- Difficulty coping.
- Struggling to go out and feel safe.
- Low in mood.
- Thoughts of ending their life.

Person A was contacted by Tottenham Talking and started regularly attending groups. These groups have appeared to make a tremendous impact on their mental health. Person A transitioned from struggling to go out to now going out to not only our groups but also doing weekend trips with another client they have made friends with. Last year Person A challenged themselves to speak about their progress at our Mental Health Awareness week exhibition. Since attending our groups Person A has expressed that they feel motivated to keep active, stay busy, learn new recipe's and try new foods.

It is uncertain what Person A would have been doing if they were not engaging in our groups however, they are not expressing thoughts of ending their life anymore.

Person A has stated the following:

“Tottenham Talking is both convenient and helpful as there are different activities every day. Everybody is really friendly, and it feels like a community.

Next steps

- **18 – 25 Pathway**: At present, all groups are open to all ages. However, one of our aims is to develop a pathway for young adults transitioning out of CAMHS and may be supported by the BEH 18-25s pathway, in collaboration with other partnership organizations and businesses in the borough. The meetings for this collaboration have commenced (June 2023) and it is expected that Tottenham Talking would have at least one group in place specifically for young persons by September 2023.



- **Reflective Practice Offer**: To offer a monthly reflective space for grassroots organization for 1.5 hours per month, and to develop training and workshop to address identified needs. In addition, for our Psychologist to lead with a peer the reflective practice one line or in person at a suitable and accessible location in the borough.