

*my Best
Life*

My Best Life - Key Features

WHAT?

- ✓ Connecting & empowering people in their community
- ✓ Building peoples resilience and improving their health and wellbeing
- ✓ Reducing pressure in the Health & social care system, including High Intensity Users (HIU)

HOW?

- ✓ Borough wide
- ✓ Accessible & Integrated in primary care – MBL Champions
- ✓ Increased confidence & motivation of individuals
- ✓ Reduction in GP appointments
- ✓ People self managing their own health and wellbeing

Referral Criteria

- Frequent attendance at GP or other Health and Social Care services
- Mild to moderate depression or anxiety
- Long term physical or mental health condition(s)
- Poor mental wellbeing affected by social circumstance

What can we help with...

- Making connections
- Housing solutions
- Looking after emotional wellbeing
- Managing money
- Manage symptoms and promote healthy lifestyles
- Access work and volunteering
- Support to stay living at home

MBL – The Central Area Data

- 270 referrals
- All surgeries referring into the service
- 2 days until first contact
- 17% reduction in GP appointments
- 4.5 average hours of support (equivalent of 27 GP appointments)

Central High Intensity Group

- 44 Customers (16% of referrals)
- 65% of Advisors time spent supporting this customer group
- Average of 16 visits per customer
- Average of 10 visits to GP prior to referral
- Average of 4.2 GP appointments following interventions*

MBL – the data so far

- Resilience monitoring utilising WEMWEBS and 5WTW
- Increase in self assessed wellbeing*
- 17% increase in feeling optimistic
- 17% increase in feeling relaxed
- 20% increase in keeping learning

* 239 customers with comparable/distance travelled data

MBL – The Data

- 89% of customers agree or strongly agree that they are more aware of services and support in their local community
- 70% of customers agree or strongly agree that they feel better supported to manage their own health needs
- 60% of customers agree or strongly agree that they are more confident in managing their own health conditions

Partnership Working – Onward Referrals

DWP - Benefits

Royal Voluntary Service

Adult Contact Team: Adaptations and care

Dial-a-Ride Barnsley Community Transport

Age UK Barnsley

Silver Line

CAB - General

BMBC - Homechoice

ACT carers assessment

The Challenges in the Central Area

- Highest levels of referrals due to emotional wellbeing affected by social circumstances
- Long term emotional wellbeing support required
- Prevalent social isolation
- Lack of connections and community engagement
- Financial pressures often leading to crisis
- Lack of low cost private rented accommodation and tenancy support
- Bridging the gap between social care and advocacy
- Mostly affecting males of working age

Social Prescribing Advisor Feedback

'A customer said that they have benefited from me visiting them regularly and looking beneath their mental illness focusing on their social circumstances.'

'We need a service that can look at the bigger picture, creating new goals and bringing in specialist services when required. This is something My Best Life does, but the scale of referrals mean we are not able to provide this permanently, to every customer on a more regular basis.'

Onward Referral Provider Feedback

'We also have a problem when referrals are made in geographical areas where no organisations currently provide social isolation services. We get regular referrals for befriending type services to housebound older people. On some occasions we have taken referrals from Social Prescribing for quite desperate, lonely people where we don't have a service or funding and have provided a service at our own expense. We can't do this in all cases.'

Central Area Customer Case Study

Carl was referred to My Best Life following concerns for his mental health. He was suffering poor physical and emotional wellbeing. He was in the process of having his house repossessed. He didn't have benefits in place and was in severe debt. His anxiety was extreme, he wouldn't leave the house and couldn't focus on anything. Carl seemed to be very close to a break down and was very desperate, he suggested he had considered taking his own life.

Lisa supported the family weekly, applied for disability benefits and council tax for them and also helped them to look for a privately rented property. Lisa referred Carl to the mental health team, however they were unable to visit him. Lisa spent most of her time providing emotional support to this gentleman. They spent many weeks looking at triggers to his anxiety and building his confidence and goals to move forward.

Carl has now built the confidence to get out, gradually building up to going out in his car on small drives. He recently went to Bridlington for the weekend which was a massive achievement.

Central Area Customer Feedback

"Lisa got recommended to us just short of 12 months ago due to my husband having mental health issues, which led to financial difficulty. In the time that she has been visiting, she has been a great support in advising us how to deal with our finances, and most importantly my husbands health. Advising us which services to go to. If we had not discovered this service that Lisa provided, we would still have been in great financial difficulty and I wouldn't like to think what state my husband would be in at this time. Due to the continual service that Lisa has provided, my husband is on the way to recovery as is our finances. We cannot state how grateful we are for the dedication that Lisa has provided to us and would advise anybody in the same situation as us to get in contact with this service".