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CAWT in Action

The CAWT Cross Border Health and Social Care Newsletter

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Irish Healthcare Award Winners!

Congratulations to the CAWT cross border Community Paramedic project, which was selected as the 'Sustainable Healthcare Project of the Year' at the Irish Healthcare Awards 2019 recently held in Dublin. It is a fantastic accolade to all those who have supported and implemented the project since commencing in 2017 and formally launched in 2018. The project, which is funded by the EU's INTERREG VA programme, is a collaboration with the National Ambulance Service in Ireland, the Northern Ireland Ambulance Service and the Scottish Ambulance Service. The three ambulance services have developed a new and standardised scope of practice for Community Paramedics to deliver similar care in each jurisdiction, under the governance of one project.

The project is enabling patients to access care and treatment which previously would have been delivered in a hospital emergency department, which often involves travelling long distances for the patient who may then experience long waiting times when they arrive. This service delivers treatment to patients in a much more acceptable timeframe, particularly for frail elderly patients. This service is also easing some of the pressures on busy hospital emergency departments. A key positive outcome to date is the consistently high volumes of patients being seen and treated at home or in their communities.

The rationale for the project was the recognition by all three ambulance services that some patients could be treated in their homes and communities without attending hospital. The project is targeting patient populations in rural and border areas of the Republic of Ireland, Northern Ireland and Scotland. The four pilot localities are: Buncrana, Co. Donegal, Republic of Ireland; Clones, Co. Monaghan, Republic of Ireland; Castlederg, Co .Tyrone, Northern Ireland and the Mid-Argyll area, Western Scotland. Some of the participating Community Paramedics are undertaking a Specialist Paramedic Course at Glasgow Caledonian University (GCU).

Commenting on the Project's success, Bernie McCrory, Chief Officer of CAWT: ***"This project is enhancing the health and social care of citizens living in more rural and isolated areas and is enabling the transition from traditional institution-based service provision to a more community-based approach. The valuable EU funding investment provided by the Special EU Programmes Body is supporting the health services to implement joint cross border solutions to issues that affect citizens living in the border region."***

CAWT
cooperation and working together
for health gain and social well being in border areas

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HSC Health and Social Care Board

HSC Public Health Agency

HSC Southern Health and Social Care Trust

HSC Western Health and Social Care Trust

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Department of Health | An Roinn Sláinte / Männystrie O Poustie

An Roinn Sláinte DEPARTMENT OF HEALTH

Acute Hospital Services Project

The project is making great progress, having assessed and treated 6,024 patients to date across the various project strands. It remains on target to deliver 14,500 patient beneficiaries by the end of the life of the project. Furthermore, the project has exceeded its training target and is continuing to provide training to staff throughout the CAWT border region of the Western and Southern Health and Social Care Trusts, the HSE border counties and the West Coast of Scotland.

More good news was recently received with the project achieving not one but two nominations for the **Irish Healthcare Awards 2019**. Both the Community Paramedic Project (already an EU RegioStars 2019 finalist) and the Discharge Lounge in Letterkenny University Hospital (part of the Emergency Department Reform initiative) have been shortlisted for an Irish Healthcare Award which is a great achievement. Even better news, as outlined on Page 1, is the Community Paramedic Project's win in its category.

IRISH HEALTHCARE AWARDS 2019 WINNER

Community Paramedic Project: The Community Paramedics continue to assess and treat patients in their pilot geographical areas and develop further knowledge and skills through practice and formal education. Feedback from patients has been positive to date. Significantly, to date only 12% of patients assessed and treated have had to be transported to hospital for further treatment, with only 2% of these patients requiring admission to an Acute hospital. Therefore the Community Paramedic Service is enabling the majority of patients to remain in their homes or communities, which is one of the major objectives of the project. A formal evaluation of this service has commenced which will provide the evidence to support all three ambulance services proposals to mainstream the service.

Emergency Department Reform: Although this aspect of the CAWT Acute Project has recently concluded as planned, the benefits continue to be gained by those hospitals who have accessed expertise offered by the project staff. Participants includes Letterkenny University Hospital, Sligo University Hospital and South West Acute Hospital.

Letterkenny University Hospital staff working in the new Discharge Lounge (l to r): Grainne Nic Ruairi, Health Care Assistant; Martin McFadden, CNM2 and Tess McLoughlin, Staff Nurse.

Dermatology: All four streams of the dermatology project are progressing successfully and patients are receiving a service in the various locations. It has been agreed that the Dermatology Nurse education strand, led by the projects' Scottish nurses will continue after the EU funding has concluded, which will support the standardisation of all dermatology nurse education and training from Level 1 (basic skills) up to Level 4 (masters level). Where possible, e-learning and other technologies will be employed as this will be particularly useful for many of the dermatology clinical staff, including nurses, in the rural border areas on the Island of Ireland.

Vascular: This strand involves a substantial number of patients crossing the border from Donegal to Omagh in the Western Health and Social Care Trust area to receive treatment. This cross border service is working extremely well for patients. In support of this strand, project staff are engaged in an 'Interoperability project' aimed at achieving the safe and effective transfer of patient records. The solutions and approaches adopted by the Interoperability project in the Vascular stream will serve as a 'blue print' for all future services of this nature.

Community Cardiac Services: This service continues to provide services to patients in their own communities instead of people travelling, sometime long distances and often with a family member/carer, to receive a basic diagnostic service. An evaluation of this service is currently underway with a report due in early 2020.

Urology Services: EU INTERREG VA funding is being used to support Urology services in both Letterkenny General Hospital and in the Western Health and Social Care Trust. This will support both Urology Departments to collaborate for the patient catchment populations of both jurisdictions.

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CoH-Sync Project

There is a lot happening within the CoH-Sync project! The eight CoH-Sync Hubs are all making steady progress in providing health and well-being support in their local communities. The trained Community Health Facilitators are actively working with clients to improve their health and well-being in areas such as physical activity, mental health, nutrition, smoking and alcohol consumption. To date 3,803 people have availed of the CoH-Sync service. Clients are benefitting from CoH-Sync services and support, with some clients experiencing positive benefits. Examples of feedback received from clients include:

CoH-Sync Project Community Health Facilitators at a recent 'Sharing the Learning' event in Armagh. As well as promoting teamwork, Health Facilitators had the opportunity to present on their experiences of implementing the project and share the learning about what has worked well and how challenges have been resolved.

"The support given by the health facilitator helps in many ways, the 'check-ins' from my health facilitator focus me more and keep me motivated to achieve my goals. They also let me see how far I've come since the beginning. It's been a great help to me."

"I spend long hours in the house on my own and had nobody to pal about with. Thankfully [they] got me in contact with an angling group, so I will be able to get out and about more and also meet people with similar interests."

"*I used to say CoH-Sync has changed my life but on reflection it has empowered me to change my life and I will be forever grateful for that.*"

To create awareness and to encourage people within communities to avail of the CoH-Sync services, each Hub provider organised a local launch event. The most recent of these launch events was for the Fermanagh Hub. This Hub is being delivered by ARC Healthy Living Centre. Commenting on ARC's success in securing the CoH-Sync Hub contract and on achievements to date Jenny Irvine, CEO of ARC said: *"We are delighted to be working with partners in Oak Healthy Living Centre, Lakeland Community Care and Fermanagh Rural Community Network delivering this new project within the Fermanagh area. At ARC we believe the only way to address health problems is to start from the bottom up, not by dictating what needs to happen but by encouraging and supporting people to take control of their own health and in doing so, their own lives."* All of the Northern Ireland and Ireland CoH-Sync Hubs have now been formally launched.

Representatives from ARC Healthy Living Centre, Oak Healthy Living Centre, Lakeland Community Care, Fermanagh Rural Community Network, the CoH-Sync Project Team and the Western Health and Social Care Trust at recent launch of the Fermanagh CoH-Sync Hub.

The Community Health Facilitators continue to avail of training provided by North West Regional College. Over the last 12 months, course participants have gained knowledge to support them in their role as Community Health Facilitators including relevant legislation and policies and understanding factors which can affect health and well-being including the 5 key areas of alcohol, smoking, physical activity, nutrition and mental health.

Currently, the CAWT CoH-Sync project team are focusing on rolling out a new suite of the material including a revised health and well-being plan, information leaflets and a consent form which have all achieved the Plain English Campaign 'Crystal Mark' for clarity - a great achievement indeed! The project is also introducing an online IT solution to assist with the data collection, management and reporting activities of the project. This is a major step forward for the project and will support the longer term vision and mainstreaming strategies for the project. Hub staff and in particular the Community Health Facilitators, have been actively involved in testing and feeding back their suggested amendments to ensure the new system is effective and supports their activities. In the meantime, all Hubs are continuing to secure new clients and supporting them to make sustainable improvement to their health and well-being.

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Innovation Recovery Project

The Innovation Recovery Project is going from strength to strength. Over the past 18 months a total of 1,093 people have attended mental health and well-being courses .

Attendees at the Letterkenny Wellness Café and launch of the Innovation Recovery Project Prospectus: (L-R): Edel O'Doherty, Deputy Chief Officer, CAWT; Cathy McCloskey, Innovation Recovery Project Manager; Raymond Guthrie, Assistant Director of Nursing, Donegal Mental Health Services, HSE; Tina Duffy, Recovery College Coordinator and John McCardle, Director of Nursing Donegal Mental Health Services, HSE.

Staff have been busy promoting recovery courses through collaboration and engagement with statutory and community and voluntary sector organisations. As a result of networking and building cross border links, courses have been extended beyond town centres to outlying and rural areas thus widening access and participation.

In recent months, Autumn and Winter Prospectuses have been launched across the three Project Hub areas. Over 100 courses are being delivered that raise awareness and understanding of mental health, well-being and recovery. The courses are being delivered across the three geographical cross border regions and are written and delivered by people with their own experience of mental health needs, alongside those with professional experience and knowledge. Fourteen of the 24 staff currently working on the Innovation Recovery Project have lived experience of mental health needs. The aim of the courses is to help participants tap into their own personal resilience and resourcefulness. Some of the most popular courses include: 'Getting a Good Night's Sleep,' the Wellness Recovery Action Plan (WRAP), 'Understanding Depression,' 'Mindfulness' and 'Managing Anxiety.' There are around 100 courses available in total, with females accounting for around 80% of the students attending to date.

Commenting on ensuring that the educational courses continue to meet the needs of local communities, Cathy Mc McCloskey, Project Manager for the Innovation Recovery Project said: ***"This is very much an ongoing process, with those who provide services and those who have lived experience of mental health needs and their families coming together to co-produce and co-deliver training and support programmes. It is a challenge to encourage men to come out & sign up to courses delivered in class-rooms. However, we are currently exploring more hands -on, practical courses which may appeal more to men."***

Innovation Recovery staff team at the recent launch of the Autumn / Winter prospectus in Letterkenny. Back row (l to r): Karen Elliott, Peer Educator; Michael Cullen, Hub Administrator, Wendy Risby, Peer Educator; David McBride, Peer Educator; Cathy McCloskey, Project Manager and Tracy Gray, Lead Peer Educator. Seated: Tina Duffy, Recovery College Coordinator, West Hub and Zara Doherty, Project Team Administrator.

As well as educational courses, local meeting groups such as the Recovery Café in Derry City and The Wellness Café in Letterkenny have been launched and operate weekly with the support of staff from the Innovation Recovery Project. The Lead Peer Educator in the East Hub helped to raise the profile of the Innovation Recovery Project at a European level when she presented on Recovery Colleges & co-production at the European Conference on Mental Health in Belfast in November. Furthermore, Innovation Recovery Project team members have been working closely with the 'Suicide or Survive' organisation to offer health professionals from the project partner organisations in the Northern Ireland Health Trusts and the HSE border counties the opportunity to attend evidence-based training in Wellness Recovery Action Planning (WRAP). So far 67 Staff have been trained in Wellness Recovery Action Planning (Train the Trainer); 10 Level 1 courses are being delivered across the 3 Hub areas; 15 Staff have been trained in WRAP Level 2 to date and 6 level 2 courses are being delivered across the 3 Hub areas. Course evaluations have been glowing and 100% of participants have rated the course and facilitators very highly. The health professionals have all agreed to work with the Innovation Recovery Project in the coming year to ensure colleagues get the opportunity to attend these much sought after WRAP courses.

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mPower Project

Representatives from the Scottish, Northern Ireland and Republic of Ireland project partner organisations at the recent mPower Project Assembly hosted by NHS Western Isles in Scotland.

The mPower project has seen lots of activity in recent months. At the end of September, mPower hosted a cross border knowledge and learning event for over 70 clinicians and health professionals in Enniskillen. The event was jointly hosted by the CAWT partner organisations: the HSE, the Southern Health and Social Care Trust and the Western Health and Social Care Trust. The event explored the delivery of Respiratory Care best practice, pathways and technology and provided information, education and shared experience of effective Respiratory Care whilst integrating eHeath interventions, treatment and self-management.

In October, the mPower team in Dumfries and Galloway hosted an event for over 80 guests who listened to key speaker Professor Peter Gore, a leader in the field of how to age well and increase vitality. Professor Gore introduced LifeCurve™ which is a tool developed from years of work at Newcastle University by Professor Gore and colleagues. It is used to map age related functional decline. Professor Gore spoke about the role and impact of different interventions in moderating age-related decline, focusing on digital interventions.

A new digital health intervention has been introduced in South Leitrim HSE Community Health Organisation 1 (CHO 1). Following a small trial of 'NHS Attend Anywhere,' this simple-to-use video calling tool has now been introduced to the HSE CHO 1 area which allows remote health appointments via mobile devices, The Chronic Pain Management Team from Sligo University Hospital have agreed to refer more clients to mPower. This is so more people can benefit from having a health consultation from the comfort of their own home and avoid having to travel to the hospital. Buoyed by this success, the Respiratory Integrated Care Team in Donegal have undertaken 'NHS Attend Anywhere' training and plan to roll the service out for clients in the near future. This is a great example of the value to be gained from cross border working, with HSE now using a tool provided by their mPower partners in NHS Scotland.

The project has hosted several educational webinars covering topics from 'Transforming the Future of Ageing' to 'Mobile Health Monitoring' with more planned in forthcoming months. These can be found on the mpowerhealth.eu website. The project has further developed the website with each partner area now showcasing a localised website aimed at beneficiaries and their families. See mpowerhealth.eu

mPower recently expanded in the Western Isles and is now employing two additional Community Navigators to cover Uist and Barra, widening the area covered from Harris and Lewis. Lewis and Harris was the setting for the latest mPower Project Assembly, which brought all the project partners together to learn from each other as well as providing opportunities for presentations from specialists.

With so much happening Alan Connor, mPower Programme Manager said: *"It's great to see the project embracing cross-border working, I'm very enthused to witness how the partners are engaging with one another to work collaboratively, build strong relationships and share their successes".*

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MACE Project

Through the CAWT Partnership, the MACE Project has been awarded grant funding from the EU INTERREG VA programme with the aim of transforming the lives of children, young people and families who are at risk from multiple adversities in their lives, through identification, early intervention and the provision of nurturing support within their own communities.

Georgina O' Brien, MACE Project Coordinator speaking at the 'Road to Resilience' cross border workshop held in Enniskillen recently.

The project operates across five community network areas in the border region of Ireland/Northern Ireland and all five Trauma Informed Cross Border Community Networks have been established. Through cross border co-operation, the Project is building on infrastructure that already exists within each community network area and is facilitating local communities to build local capacity by working together and learning from each other. The MACE Project is jointly owned by both jurisdictions through management and oversight of the project.

An Evidence Review investigating assessment/screening tools and practices relevant to childhood adversity was completed at the end of the summer and this information has been used alongside Scoping Reports from each of the Project's Cross Border Network areas to inform the content of a competitive tender process which will commission community based trauma informed and trauma specific interventions aiming to build resilience in children, young people, families and communities in each of the Cross Border Community Network areas. The MACE project staff team will also plan and manage the delivery of a range of universal type interventions in partnership with local communities that meet local needs.

Progress is also being made to commission a framework and training (that will complement existing family support assessment processes) to support practitioners in identifying families who could benefit from trauma informed interventions.

In preparation for the roll out of MACE project interventions and the framework, the Project Co-ordinators have been hosting a range of workshops, awareness raising and networking events to continue to move towards creating Trauma and ACE aware communities, building connections, partnerships and cross border working. The Project is hosting a major Cross Border Conference on Coercive Control in Letterkenny on 11th December which will see over 350 delegates from both jurisdictions coming together to hear from a range of experts on the issue of coercive control, domestic violence legislation, how to recognise the signs of coercive control and the impact on children & young people. The Coercive Control Conference is a collaborative initiative between the CAWT MACE Project and Donegal CYPSC Safe & Secure Sub-committee and is supported by Donegal Domestic Violence Service, An Garda Síochána and Tusla, the Child and Family Agency.

The MACE project was jointly developed by a collaboration of six statutory sector partners, namely the HSE and TUSLA in the Republic of Ireland, the Southern and Western Health and Social Care Trusts, the Public Health Agency and the Health and Social Care Board in Northern Ireland. Each of these organisations is represented at Project Board level and will oversee the project's implementation with the support of the Project staff team.

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EU INTERREG VA projects in pictures

Project representatives pictured at the SEUPB Evaluation event in Cavan (l to r): Alan Connor, mPower Project; Sean Murphy, CAWT Acute Project; Cathy McCloskey, CAWT Innovation Recovery Project; Brigid McGinty, CAWT CoH-Sync Project; Leanne Maskey, Special EU Programmes Body; Deirdre McDaid, CAWT MACE Project and Wendy Robinson, eHealth and EU Funding Unit, Dept. of Health Northern Ireland.

National Ambulance Service (NAS) representatives at the IHC Awards 2019: Back row (l to r): Paul Cryan, NEOC Control Centre Manager; Dr Paul Grant, GP, Buncrana Medical Centre; Ann McDermott, Community Paramedic Tallaght; Professor Cathal O'Donnell, Medical Director; Declan Smith, Community Paramedic, Clones, Co Monaghan; Dr Seamus Clarke, GP Clones; Brendan Finan, Community Paramedic, Clones; Tom Horwell, Assistant Chief Officer, Dublin North Leinster and Macartan Hughes, Chief Ambulance Officer, Education and Competency Assurance. Front row: Bill Forbes, Assistant Chief Officer North West and Bridget Clarke, Out of Hospital Cardiac Arrest Strategy.

Pictured at the health information event hosted by the Northern Ireland Brussels office (l to r): Sean Murphy, General Manager, Letterkenny University Hospital; Bernie McCrory, Chief Officer, CAWT; Elaine Colgan, Dept of Health NI; Edel O'Doherty, Deputy Chief Officer, CAWT; Chris Matthews, Director of Primary Care, Dept of Health NI; Lynda More, Northern Ireland Executive Office in Brussels and Damien McCallion, National Director, HSE & CAWT Director General.

At the launch of the Fermanagh CoH Sync health & well-being Hub are (left to right): Maura O'Neill, Assistant Director of Performance and Service Improvement, Western Health and Social Care Trust; Brigid McGinty, Project Manager, CAWT CoH-Sync Project; Michael Mowen, Manager, Oak Healthy Living Centre; Jenny Irvine, CEO, The ARC Healthy Living Centre; Aideen McGinley; OBE; Barry Boyle, Fermanagh Rural Community Network; Frances Spence, Community Health Facilitator, Lakeland Community Care Belcoo and David McDowell, Director, The ARC Healthy Living Centre.

At the Innovation Recovery Prospectus launch in Strabane (l to r): Lorna O'Hara, Volunteer; Cathy McCloskey, Project Manager; Kate Tierney, Volunteer; Bernadette Donaghy, Volunteer and Olive Young, Recovery College, WHSCT.

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