

# Workforce for Prevention Implementation Achievements and Recommendations



**North Central London  
Sustainability and  
Transformation Plan**

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## Setting the Scene

The North Central London (NCL) Sustainability and Transformation Plan (STP) sets out how local health and care services will transform and become sustainable over the next five years. One of its key aims is to improve health and wellbeing outcomes for the people of NCL and ensure sustainable health and social care services, built around the needs of local people.

NCL recognises that every member of the public sector workforce in North London is a champion for prevention and that we must develop and support a motivated, highly skilled and professional workforce.

The workforce for prevention workstream aims to increase the numbers of referrals into preventative services via 'brief advice' and signposting. This will ensure residents are appropriately directed to services that might be of benefit to them, including lifestyle interventions and those addressing the social determinants of health e.g. debt, employment, housing.

Additionally residents with mental health issues, including dementia, will be identified more quickly and guided towards the right support service to address their needs.

To achieve this NCL set targets to up-skill the frontline health and social care workforce to enable this. This will be achieved through delivery of 3 programmes. Making Every Contact Count, Mental Health First Aid and Dementia Awareness.

This document sets out to outline the strategy for the Workforce for Prevention for across North Central London. This will include a review of current training provision, a needs assessment for the future of the programmes including funding opportunities and evaluations. Recommendations and next steps will be presented.

## Making Every Contact Count

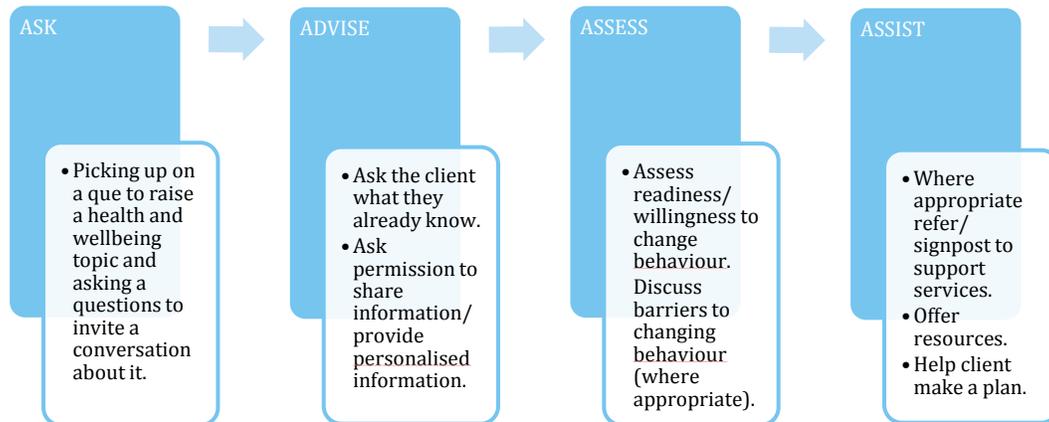
Making Every Contact Count (MECC) is a scaled behaviour change approach that encourages positive health and wellbeing choices through individual, organisational, environmental interactions. It involves opportunistically engaging people in conversations about their health in a respectful way and signposting them to further information and support.

MECC employs a conversation transcript known as Brief Advice or a Brief Intervention. This intervention has been perfected in the stop smoking services over the years and evidence of its effectiveness has been very strongly established.<sup>1</sup>

Typically brief advice would involve 3 steps:



A Brief Intervention is usually delivered in 4 steps:



Training for brief advice and brief intervention are typically delivered in half-day face-to-face training sessions or via an online training programme. Training aims include:

- Raising awareness the Determinants of Health and Health topics and their key messages

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<sup>1</sup> Aveyard, P., Begh, R. and West, R. (2012). Brief opportunistic smoking cessation interventions: a systematic review and meta-analysis to compare advice to quit and offer of assistance. *Addictions*. 107(6):1066-73

- Improving Communication skills
- Teaching the Brief advice or a Brief Intervention skill
- Providing information on the appropriate Referral or Signposting resources

In April 2017 NCL STP proposed to:

- Increase the number of staff across the health and care system and the wider public sector participating in online MECC training and;
- Increase the number of frontline health and care staff participating in face- to- face MECC training<sup>2</sup>.

Each of the five boroughs in NCL have been delivering Making Every Contact Count (MECC) training for Health and Social Care staff and the wider workforce since 2016.

This paper will explore the current MECC programmes in NCL, opportunities, challenges and recommendations to deliver MECC training to the workforce in NCL

## Existing MECC Programmes in NCL

All of the local authorities in North Central London are delivering a Making Every Contact Count programme. These programmes have a lot of similarities in their delivery yet vary in their aims and approach.

For example Camden and Islington's programme is designed to increase awareness and signposting to Council Services and addresses the Wider Determinants of Health. Whereas Enfield, for example aims to raise awareness of health topics such as silent killers and secondary prevention with a view to increasing appropriate signposting to a variety of health and wellbeing services and the primary and secondary sector. An overview the programme aims are outlined in Table 1.

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<sup>2</sup> North London Partners in Health and Care: Sustainability and Transformation Plan – DRAFT (April 2017): accessed at [https://www.camden.gov.uk/ccm/cms-service/stream/asset/?asset\\_id=3579320&](https://www.camden.gov.uk/ccm/cms-service/stream/asset/?asset_id=3579320&)

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Table 1: **OVERVIEW OF EXISTING MECC PROGRAMMES IN NCL.**

Borough	Training content/ aims	Signposting
Camden & Islington	Raising awareness of issues and signposting. Topics include: Healthy living (stop smoking, physical activity, sensible drinking, mental health, healthy eating and sexual health)  Money worries, debt and fuel poverty, getting the right job and housing	Camden: Wish Plus, Camden Employment Team and One you Camden website  Islington: Islington Shine, iWork and One you Islington
Enfield	Raising awareness of issues and signposting. Topics include: Detecting silent killers, such as hypertension, atrial fibrillation and diabetes; secondary prevention by motivating chronic disease sufferers to stop smoking.	A variety of H&WB services and in the primary and secondary sector
Barnet	Raising awareness of issues and signposting. Topics include: Mental health, sexual health, healthy diet, physical activity, smoking, alcohol, social isolation, winter wellness, falls prevention, employment, housing and dementia.	A variety of H&WB services the primary and secondary sector
Haringey	Raising awareness of the basic health components of MECC and signposting. Topics include: messages on smoking, healthy eating, physical activity, alcohol consumption and mental health awareness.	Haringey One You hub

## The Training Offer

The training approaches also differ through out in NCL, these are summarised in Table 2. Camden and Islington and Haringey offer a three tiered training offer that comprises of free and open online training, half-day face-to-face training and enhanced training at tier three. The three tiers ensure that the training accommodates varying training needs and expectations.

The enhanced training in Camden and Islington is a menu of topic specific options for MECC champions which includes: Smoking Cessation, Mental Health First Aid, Alcohol Brief Advice and Safe Guarding. Haringey offers a one-day Motivational Interviewing training with the MECC skill included as their Tier 3 training.

Additionally, Haringey Public Health and CEPN have developed a MECC Simulation Training programme that is delivered at Whittington Health. This training offers additional coaching

with actors on the communication and intervention skills required to Make Every Contact Count.

To ensure flexibility in the training provision Enfield offer bespoke face to face training to professional groups that are able to ensure enough staff are released to attend. For example Enfield will be providing a shorter training session delivered in the evening for local pharmacists.

### Training Content

The MECC skill taught in Camden and Islington, Barnet and Enfield is the Brief Advice (Ask, Advise and Assist). Social Marketing Gateway is their training provider and although the health and signposting differs in for each borough there is little variance in skills development in their training. Active listening and open questions are the focus of their conversational skills and the Stages of Change from the Transtheoretical Model of Behaviour Change provide theoretical guidance on how to ascertain a person’s readiness to change.

Haringey teaches the Brief Intervention approach (Ask, Advise, Assess and Assist). Their Training Provider, Innovative Health includes the underpinnings of Motivational Interviewing as a theoretical approach as to why people make decisions about their health; this includes the decisional balance and individual autonomy. The communication skills from Motivational Interviewing are also taught, these are: open questions, affirmations (effective praise), reflective listening and summarising.

**TABLE 2: OVERVIEW OF EXISTING MECC TRAINING PROGRAMMES IN NCL.**

Borough	Training Offer	Accreditation	Training Provider	Target groups
Camden & Islington	<ol style="list-style-type: none"> <li>40 min E-learning</li> <li>Face to face - half a day accredited RSPH training</li> <li>Advanced MECC training and champions network</li> </ol>	Tier 2 is RSPH Certified and Accredited.	Tier 1: N/A Tier 2: Social Marketing Gateway (SMG) Tier 3: Various, SMG are also contracted to deliver MECC Champions network, refresh training, webinars.	All frontline council staff, emergency services, VCS etc. The online training is publicly available (900 trained in 17/16). - 470 trained (Face to Face) in 16/17
Enfield	½ day face to face training	TBC	SMG	Front-line staff working in both public and third sector - 150 trained in 16/17

Barnet	½ day face to face training	TBC	SMG	Customer services staff, housing officers, environmental health officers and Link workers.  - 150 trained in 16/17
Haringey	Online Training- 2 levels (2 hours in total)  1. ½ day face to face training  2. Full day Motivational Interviewing with MECC elements	No	1. Haringey with Health Educators Network  2 & 3. Reed Momenta who sub-contract Innovative Health	All frontline Staff who work in Haringey  - 117 trained in 16/17

## What We Have Learned From Our Current Programmes

### Keys to Success

Camden and Islington, Enfield and Haringey reflected on their flexible approach as a key to ensuring their training offer is adaptable to the needs of the target training groups and improves training uptake. This included an offer of bespoke sessions for teams as well as universal open offer.

Camden and Islington included the local authority partners and the wider determinants of health in the development of the programme and training content. This ensured organisational buy-in and supported the inclusion of MECC within mandatory training, appraisals and PDPs.

All boroughs found that working closely with local CEPNs helps raise profile and importance of training across sectors. The CEPNs reflected that the universal open offer and mixed training groups has improved the learning experiences of the groups and raised awareness of other services and their experiences.

Haringey have found that, based on their recruitment numbers, their 1-day Motivational Interviewing training is more popular than their ½ day MECC training offer.

The universal training offer from Camden and Islington and Haringey was free at the point of use once it was developed and launched. This has added to the sustainability of the MECC Programme.

## Challenges

Barnet has experienced difficulty in engaging with Primary Care to release staff. Added to this is the low capacity of the Public Health team to pursue this effectively and the inflexibility of their training offer. As a result Barnet have expressed that they will be evaluating their MECC programme and training uptake before recommissioning their training for next financial year.

Enfield have had great success in engaging their local Primary Care services and attribute this to persistent marketing and engagement buy the Public Health Team. However very little funding is available to continue their programme in 2017/18 and beyond. Additionally, the capacity of the Public Health team will need to be considered if opportunities to upscale the MECC programmes become available.

The funding sources and their levers may also be a challenge. For example, should Enfield fund MECC training in the future it may only be open to Enfield council staff. As a result we may lose the engagement with non-council services and the benefits of mixed learning group training.

The Camden and Islington E-learning can be adapted easily and cheaply for each local authority (can be as low as £5,000 per borough). However Enfield and Barnet, who do not have an online training offer do not wish to adapt the current training. Barnet have expressed that their priority is to ensure the success of their face-to-face training and Enfield would like to pursue funding for the development of their own bespoke online training.

## Opportunities

### Opportunities in the Local Authorities

Enfield Council is considering MECC online training for council staff and is pursuing funding opportunities or collaboration with other organisations to develop their programme.

Enfield has built great momentum within the health and social care sector and can up-scale quickly should funding become available. They are concerned that some of that momentum may be lost if there are gaps in their training offer.

The learnings from the successes of the engagement across NCL can be shared to support those organisations who are struggling with achieving stakeholder buy-in and are looking at new ways to engage with services.

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### Opportunities in the NHS Trusts

The NHS Trusts in NCL have each received £65,000 from Health Education England to develop a Coaching for Health programme for their staff. We have been supporting three of the Acute Trusts: Royal Free, North Middlesex University Hospital (NMUH) and University College London Hospital (UCLH) to develop a training framework with this funding to include a MECC online and face-to-face training as their Tiers 1 and 2. This work is at the scoping stage and currently the trusts are looking at ways they can combine resources. We have set up meetings with the current NCL training providers and are providing options for them to develop their own online training programme. This programme of work will require ongoing support from local authorities and the Workforce for Prevention Programme Manager.

Whittington Health will be using their Coaching for Health funding to bolster their existing behaviour change programmes. They will continue to utilise the free online and face-to-face training provided by Camden and Islington and Haringey councils. This will include the MECC simulation Training.

Moorfields Eye Hospital are using their coaching funding to develop an online training package to enhance patient interactions, this is likely to include a range of training videos, some of which will be bespoke to eyecare and some will be generic. We are supporting the development of this programme to ensure brief intervention and signposting is included where possible.

### MECC Training Targets

The current year, 2017/18 has seen a boost to the MECC training programmes from the previous year. It is expected that we will have trained 1125 people on the face-to-face training and more online. A breakdown of the Training Targets for NCL by year and organisation are presented in table 3.

Table 3 shows that only Camden and Islington councils have committed to delivering their MECC programme beyond this year. This is due to the lack of funding provision across NCL.

**TABLE 3: MECC TRAINING TARGETS BY ORGANISATION AND YEAR FOR 2016-2021.**

Organisation	Offer of online training	Achieved in 2016/17	Face to Face 2017/18	Face to Face 2018/19	Face to Face 2019/20	Face to Face 2020/21
Camden & Islington LA	✓	470	600	600	600	600
Barnet LA	✗	150	150	0	0	0

<b>Enfield LA</b>	TBC	150	45	0	0	0
<b>Haringey LA</b>	✓	117	180	0	0	0
<b>Royal Free NHS Trust</b>	✓	unknown	TBC	0	0	0
<b>NMUH</b>	✓	0	90	0	0	0
<b>UCLH</b>	TBC	0	TBC	0	0	0
<b>Whittington Health</b>	✓	0	60	0	0	0
<b>Totals</b>		<b>887</b>	<b>1125</b>	<b>600</b>	<b>600</b>	<b>600</b>

### Funding Provision

Funding for MECC in NCL limited, particularly after 2017/18. However this year has seen a boost to the MECC programmes through the Coaching for Health funding provided by Health Education England. The funding streams and allocations are presented in Table 4 below.

Other avenues such as the MECC in London Steering Group and its member organisations, Health Education England, Council budgets and Community Education Network Providers have been explored and currently there are no additional sources of funding available.

**TABLE 4: FUNDING STREAMS FOR MECC PROGRAMMES TARGETS BY ORGANISATION AND YEAR FOR 2017-2019.**

Organisation	Self-funded	CEPN	HEE	Known Funding Allocation for 17/18	Known Funding Allocation for 18/19
<b>Camden &amp; Islington LA</b>	✓			£108,000	£40,000
<b>Barnet LA</b>	✓			£23,000	0
<b>Enfield LA</b>		✓		£11,000*	0
<b>Haringey LA</b>		✓		£13,650	0
<b>Royal Free</b>	✓		✓	£65,000**	0
<b>NMUH</b>			✓	£65,000**	0
<b>UCLH</b>			✓	£65,000**	0
<b>Whittington Health</b>	✓			Unknown***	0

\* CEPN underspend from previous year

\*\* for MECC and Coaching for Health

\*\*\* for MECC simulation training

## Evaluations

Each of the current MECC programmes have built in an evaluation plan, all of which include feedback and evaluation of the training delivery and learning outcomes. Additionally, Camden and Islington have developed a logic model of their programme that will serve as a framework for their ongoing evaluation and pull together the multiple sources of data and information. An outline of the evaluations is presented in Table 5.

We have produced a Logic Model for Making Every Contact Count in NCL and we will be drawing upon this to ensure a wider evaluation that pulls together learning from across NCL and produces a robust evidence base (Appendix A).

These are some of the highlights from the evaluations so far:

- Participant's MECC knowledge and skills have improved as a result of the training (Enfield)
- Referrals have increased as a result of the training (Camden and Islington)
- There is strong and wide engagement across the sectors (Camden and Islington and Enfield).

**TABLE 5: OUTLINE OF EVALUATION PLANS FOR MECC PROGRAMMES IN EACH OF THE NCL LOCAL AUTHORITIES.**

Local Authority	Evaluation Plan	Status	Key findings to date
Camden & Islington	Evaluate the training delivery and it's impact. A logic model has been developed which will be measured against multiple sources including feedback from trainees and managers, referral numbers, pre- and post questionnaire data and surveys	In progress	<ul style="list-style-type: none"> <li>Really wide engagement – NHS, LA, Police, fire service, faith leaders</li> <li>Excellent feedback from participants</li> <li>72 referrals into WISH+ as result of MECC training (Nov 16 to Jan 17)</li> <li>Contact Centre team in Islington have made 374 “MECC” referrals into relevant services so far</li> </ul>
Enfield	Evaluate the training and training provision: <ul style="list-style-type: none"> <li>Pre and Post training questionnaires on knowledge and skills</li> <li>Feedback from provider</li> </ul>	Complete	<ul style="list-style-type: none"> <li>Participants scored average of 4 out of 5 on knowledge of MECC post-training</li> <li>69% felt the communication skills were the most beneficial part of the training.</li> <li>Overall training participation and feedback/evaluation has been positive</li> <li>96% would recommend the training to others.</li> </ul>
Barnet	Evaluate the training and training provision via <ul style="list-style-type: none"> <li>Pre and post training questionnaires on knowledge and confidence and barriers to deliver and satisfaction with training</li> <li>Feedback conversations with Managers on barriers and opportunities</li> </ul>	In progress	N/A
Haringey	Evaluation of all the elements of the training framework as well as the MECC simulation training at Whittington Hospital on <ul style="list-style-type: none"> <li>Pre and Post training questionnaires on knowledge, skills and confidence</li> </ul> Evaluation of the ONE You Haringey service (tbc)	In progress	N/A

## Recommendations

There are a number of recommendations for taking forward the Making Every Contact Count programme in NCL. They take into account what we have achieved, what we have learned and our available resources.

### **Recommendation 1: Continue to provide Support for NHS Trusts to develop their MECC programme**

Strong momentum for Making Every Contact Count has been building across NCL and the commitment of the STP to support this programme has bolstered its profile and importance within the collective organisations. There is enthusiasm across NHS organisations to share learning and resources and to work together to develop their own programmes for their workforce. These organisations will require support to develop a programme that not only meets the needs of their workforce and addresses the health and wellbeing needs of their patients, but also builds on the learning from the Local Authorities on, for example, achieving organisational buy-in, training development, referral pathways and ensuring a robust evaluation.

### **Recommendation 2: Seek high-level buy-in within organisations**

Camden and Islington have attributed a large part of their success, particularly within Islington to achieving buy-in at the top level and including stakeholders at all levels in at their programme development stage. The learning from this should inform the approach to future MECC programme development, particularly with online and mandatory training.

### **Recommendation 3: Seek Funding to Continue MECC Programmes**

Most Local Authorities have been successful in raising the profile of their training programmes and achieved good engagement and momentum within their councils and with the wider workforce. Capacity and funding within most councils to continue this work is limited. There is no funding allocation to continue MECC programmes in these organisations in NCL beyond 17/18.

Although all funding options have been explored, continued engagement with stakeholder organisations and the MECC in London Steering Group organisations is required to ensure future opportunities are not missed. Should funding become available, capacity for engagement and programme management will need to be taken into account.

### **Recommendation 4: Utilise free or low-cost training options such as online training**

By building on what we have learned from the online training programmes developed by Camden and Islington and Haringey we can adapt existing or create new training programmes at a relatively low cost. Once training programmes have been developed and hosting mechanisms are in place the training delivery can be made available to large numbers of the workforce at no cost.

### **Recommendation 5: Align MECC with Other Prevention Programmes**

Making Every Contact Count is aligned with and shares common attributes with range of prevention programmes and training including Social Prescribing, Mental Health Awareness and Health Trainers to name a few. MECC is already aligning with the NCL Acute Trust's Coaching for Health programme. The opportunity to combine learning, funding and resources with additional programmes should be explored to achieve maximum impact towards the common goal of improving the health and wellbeing of the people of NCL.

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### Recommendation 6: Collate data and information on all aspects of the Logic Model for evaluating MECC across NCL

Most organisations who are delivering MECC are missing the opportunity to deliver a wider evaluation on processes, challenges, enablers and outcomes of their programme. The Public Health England Evaluation Framework for MECC recommends the use of Logic Models to visually map out and identify the assumptions and expected outcomes that underpin a MECC programme. Considering the low capacity of Local Authorities, a NCL wide Logic Model for the MECC programmes has been developed. This will ensure collation of a myriad of information and data from a range of sources to provide a robust evaluation. It will also serve as a formative evaluation that shares learning for continued improvement of the programmes and their engagement.

### Next Steps

- Continue to support the Acute Trusts to develop their on MECC online and face-to-face training
  - Continue to support Moorfields Eye Hospital to develop their online coaching programme
  - Continue to explore funding options for MECC in NCL
  - Support current MECC programmes to build a robust evaluation programme that will collate information on all aspects of delivering a MECC programme, beyond training.
  - Continue to share evaluations, good practice and learning across NCL and develop and agree a logic model for evaluation.
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## Mental Health First Aid

Mental Health First Aid (MHFA) is a training course designed to raise awareness of mental health and reduce stigma. It addresses how to identify, understand and help people who may be developing a mental health issue.

The MHFA training offer encompasses a 1 day Mental Health Awareness training and a 2 day accredited mental health awareness course. Both are licensed by Mental Health First Aid England. These can be focused on Adult Mental Health or Youth Mental Health.

In April 2017 the NCL STP have committed to increase the number of non-medical frontline staff in the NHS and Local authorities trained in Mental Health First aid.

Barnet, Haringey, Camden and Islington have been delivering MHFA training for Health and Social Care staff and the wider workforce since 2016.

This strategy will outline the existing provision of MHFA in NCL, opportunities and the challenges for delivering a MHFA training provision across NCL going forward and the next steps.

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## Current MHFA Training Provision in NCL

The MHFA training offer available to the NCL workforce varies from borough to borough and this is primarily due to variances in funding provision and allocation. Table 6 outlines the MHFA training targets in the STP period and Table 7 presents the funding sources for each organisation. Table 6 shows that training targets for this year have increased from 2016/17, however there are currently no plans to continue training in 2019/20 and beyond.

Enfield currently have no MHFA training provision and have no allocated funding for MHFA, however we have located some training spaces through a Healthy London Partnership (HLP) MHFA programme which will be offered to Enfield. This will be open to all health and social care professionals and the VCS in Enfield.

Barnet receive free MHFA training through their employment provider for their council staff, however they have attached no targets to this.

Islington Local Authority and Haringey Local Authority fund their MHFA training in-house and have attached high targets to their training delivery. Their training is delivered by Rethink and Mind and is open to all front line staff who live, work or volunteer in the boroughs.

Similarly Camden CCG have fund their MHFA training in-house, it is delivered by Mind and is offered to all frontline staff who live, work or volunteer in Camden.

The Camden, Islington and Haringey CEPNs collaborated to attain funding from Health Education England to deliver a Mental Health programme that includes MHFA provision. They will train 300 people across the three boroughs in 2017/18.

**TABLE 6: OVERVIEW OF EXISTING MHFA TRAINING TARGETS IN NCL.**

Organisation	16/17 Achieved	17/18 Target	18/19 Target	19/20 Target	20/21 Target
Islington LA	586	650	650	0	0
Camden CCG	540	540	540		
Barnet LA	68	N/A	0	0	0
Enfield (through HLP)	0	60	0	0	0
Haringey LA	300	300	0	0	0
CEPN- Camden, Islington and Haringey (Joint provision)	0	300	0	0	0
<b>Total</b>	<b>1494</b>	<b>1850</b>	<b>1190</b>	<b>0</b>	<b>0</b>

**TABLE 7: CURRENT FUNDING STREAMS FOR MHFA PROGRAMMES TARGETS BY ORGANISATION (2017/18).**

Organisation	Self-funded	HEE	Other	Known Funding Allocation for 17/18
Islington LA	✓			£65,000
Camden CCG	✓			£50,000
Barnet LA	✓			TBC
Enfield LA	N/A	N/A	HLP	Unknown
Haringey LA	✓			£30,000
Camden, Islington and Haringey CEPN		✓		Not clear*

## What We Have Learned From Our Current Programmes

### Challenges

Recruitment to the MHFA programmes can be a challenge, particularly in areas where the targets are high. To address the training offer in Camden, Islington and Haringey varies from 1 to 2 days in length so that it is flexible to the training needs.

The biggest challenge to delivery of this training programme is funding allocation in two of the boroughs. New funding avenues should continue to be explored.

Two organisations are delivering MHFA courses in Camden, Islington and Haringey and in some cases the commissioners are not aware of the additional training offer in their boroughs. Opportunities to collaborate and pull together learning and resources have been missed.

Mental Health Awareness training programmes were reviewed as a solution to the low training provision in some of the boroughs, however existing training programmes were considered too basic and do not provide information on what actions should be taken when identifying someone with a mental health need.

## Opportunities

Healthy London Partnership (HLP) have commissioned Rethink to provide training across London. We have connected HLP with Enfield's CEPN and Local Authority to ensure that some of that training allocation can be delivered to the Enfield workforce. As a result 60 training spaces will be provided in Enfield for mixed training groups.

## Evaluation

MHFA is a standard and licenced product and as part of that its evaluation is also consistent for all training programmes. Trainees are self-assessed on learning outcomes (scores before and after the training) and overall satisfaction with course. Anecdotal evaluation on learners experiences is also collated and fed back across all programmes, this has been very positive.

## Recommendations

There are a number of recommendations to take forward the MHFA programme for the NCL STP.

### **Recommendation 1: Organisations should be supported to better engage with each other and to develop a partnership approach to their delivery.**

Concentration of the training offer is higher in some boroughs than others in NCL, particularly in Camden and Islington. There is an opportunity for the organisations to deliver a joint recruitment and implementation strategy which will pull together resources, reduce competitiveness and double counting of trainees.

### **Recommendation 2: Continue to Seek Funding or Opportunities to maintain MHFA Programmes**

There is currently no allocated funding for the MHFA courses in Barnet and Enfield. New funding sources should continue to be explored to ensure equity of training offer across NCL.

## Next Steps

- Continue to explore online mental health awareness training for organisations who may have no face-to-face offer next year and onwards.
  - Continue engagement work and sharing of learning across organisations to minimise duplication and maximise use of resources.
  - Continue to explore new avenues for funding, particularly for those Barnet and Enfield.
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## Dementia Awareness Training

The Dementia Awareness Training Programme aims to raise awareness among the workforce in terms of knowledge skills and attitudes.

There are 3 Tiers to this training:

**Tier 1:** This is relevant to the entire health and care workforce. It can form part of induction training and also provide a foundation for more advanced practice.

**Tier 2:** This is relevant to all health and care staff in settings where they are likely to have regular contact with people affected by dementia. This also underpins the more specialist skills and knowledge required at tier 3.

**Tier 3:** Relevant to staff working intensively with people affected by dementia including those who take a lead in decision making and developing or disseminating good practice.

Additionally GP practices can be awarded Dementia Friendly Status when they attend dementia awareness training and make changes to support people with dementia.

In April 2017 NCL STP have committed to Increase the number of NHS and social care staff trained in basic dementia awareness and Commence training for dementia friendly GP practices.

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## Existing Dementia Awareness Programmes in NCL

Much has been achieved in raising awareness in Dementia in the NCL workforce to date. UCL Partners and Alzheimers UK have been working with the councils, CCGs, NHS Trusts, the VCS and care homes to provide a training offer that is amenable to training up large numbers of the workforce.

UCL Partners have gained top level buy-in within NCL NHS Trusts which has leveraged mandatory online Level 1 training within the following NHS Trusts: North Middlesex University Hospital, Barnet Enfield and Haringey Mental Health Trust; Moorfields Eye Hospital, Royal National Orthopaedic Hospital, Royal Free, University College Hospital and Whittington Health.

Alzheimer's UK are working with councils and the voluntary and community services to deliver a train the trainer approach to level 1 dementia awareness training for the workforce. They have made great progress, however data collection is inconsistent as it is dependent voluntary training providers to feed back.

UCL Partners and Alzheimer's UK are also collaborating on their shared target of organising 50 Dementia Friendly GP practices in NCL.

The known numbers of people who have received Dementia Awareness Training in NCL are presented in Table 8

**TABLE 8: KNOWN NUMBERS OF PEOPLE WHO HAVE RECEIVED DEMENTIA AWARENESS TRAINING IN 2015-2017.**

	15/17 achieved	Total
Face to Face training – Tiers 1 & 2	3,017	
Online Mandatory Training- Tier 1	25,928	33,630
Online Mandatory Training- Tier 2	4,685	

## Opportunities

UCL Partners will continue Dementia Awareness training in NCL for healthcare, they are keen to progress their Tier 3 training and Train the Trainer, particularly for the Primary Care Sector.

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UCL Partners and Alzheimer's UK will also be engaging with GP Practices to encourage them to achieve dementia friendly status and we can support their engagement for this.

Barnet are developing a Dementia Friendly Borough, which will allow organisations to pledge, attend training to become dementia friendly. Additionally they will be hosting Dementia awareness events at their council offices open to the wider workforce and the public (dates are tbc).

Camden are hosting a Camden Dementia Action Alliance to mobilise action to address inequalities raise awareness in Dementia.

Enfield Public Health have supported 5 GP practices to become dementia friendly and the learning from this can be shared.

## Challenges

Data collection is a big challenge as much of it is reliant on voluntary feedback from trainers, therefore evaluating the impact of this training will take much time and resource.

The train the trainer approach is successful in ensuring sustainability of the Dementia Awareness programmes, however little work has been done to keep track of and stay in touch with the newly trained trainers. This is likely to result in low support for trainers deliver their training and maintain their skills.

UCL Partners have low engagement with the Primary Care Sector and require support from the Local Authorities to achieve this.

## Recommendations

### **Recommendation 1: Support UCL Partners and Alzheimer's UK in their engagement with Primary Care and Local Authorities**

To maximise impact of what has already been achieved in the councils it is important that UCL Partners and Alzheimer's UK are supported in engaging with those who have been trained and those who can enable training. This is key to ensuring sustainability of the training programme.

UCL Partners and Alzheimer's UK also share a goal of enabling GPs to become Dementia Friendly. While the local authorities do not have capacity or resource to deliver on this, we can help our partners to engage with Primary Care and to promote the Dementia Friendly Programme.

## Next Steps

Continue to connect the Local Authorities to UCL Partners and Alzheimer's and key influencers within Primary Care

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## Summary of Recommendations for the Workforce for Prevention Training Programme.

### **Making Every Contact Count**

- Continue to provide Support for NHS Trusts to develop their MECC programme
- Seek high-level buy-in within organisations
- Seek Funding to Continue MECC Programmes
- Utilise free or low-cost training options such as online training
- Align MECC with Other Prevention Programmes
- Collate data and information on all aspects of the Logic Model for evaluating MECC across NCL

### **Mental Health First Aid**

- Organisations should be supported to better engage with each other and to develop a partnership approach to their delivery.
- Continue to Seek Funding or Opportunities to maintain MHFA Programmes

### **Dementia Awareness**

- Support UCL Partners and Alzheimer's UK in their engagement with Primary Care and Local Authorities
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# Appendices

## Appendix A: The NCL STP Logic Model

