

Building Community Capacity;
Making it Real

Embedding Building Community Capacity into the
Practice of
Children and Family Health Service Teams
Throughout
Lancashire Care NHS Foundation Trust

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Case Study Overview

Building Community Capacity is documented in the Health Visitor Implementation Plan 2011-2015 under the Community aspect of the Service Vision.

To embed Building Community Capacity into everyday practice, Lancashire Care NHS Foundation Trust commissioned the Health Improvement Service to project manage the roll out of Building Community Capacity across the Children and Family Health Service Teams throughout Lancashire Care NHS Foundation Trust.

To implement this roll out, a Health Visitor has been seconded from practice for 1 year to support the Children and Families Health Service Teams to achieve their goal;

-To develop at least one Building Community Capacity initiative in each team by March 2015 that is of benefit to the Children and Families in our Communities.

This goal assists our ultimate aim that Communities will have greater resilience and will be better empowered to influence decisions and actions that affect their health and well-being.

To our knowledge this approach is unique and has brought benefits to the skills, knowledge and confidence of Health Visitors when encouraging communities to build their capacity.

Moreover changes have been seen in the way Communities view the Health Visiting service and see Practitioners as partners in finding solutions to their unique community needs.

Benefits and Achievements

A Building Community Capacity Board supports the Building Community Capacity Implementation Health Visitor to progress the roll out.

Outcomes set;

1. Health Visitors are better enabled to embed Building Community Capacity approaches in their practice.
2. Increased evidence of the value of Building Community Capacity interventions.

Outcomes measures;

- Questionnaires before and after the Building Community Capacity roll out to plot changes in Health Visitor skills and knowledge of Building Community Capacity

-Staff interviews, case studies describing how families have been involved in the identification of their need and the development of finding a sustainable solution.

-Service user feedback

Face to face Building Community Capacity training has been delivered to a nominated Building Community Capacity Champion from each team.

Other team members access On-line training and on-going support from their team Champion and the Building Community Capacity Implementation Health Visitor.

Support forums are held 3 times each month for advice, and a tool kit enables staff to follow the steps of a Building Community Capacity project.

Monthly review reports from Team Champions measure and monitor progress.

The benefits of engagement are described by Communities, Stake Holders and Teams alike as; empowerment, ownership, participation, respect, engagement, being listened to, Teamwork, validation.

Challenges;

The Building Community Capacity roll out has not been without challenges. These include;

Capacity, lack of confidence, the impact on supporting staff, fear of the unknown, unrealistic expectations, other pressures during times of change and the communication issues that arise when leading change in such a large Network.

Monthly support forums help Teams to support each other and suggest ways to overcome a hurdle or alter an approach. These have helped staff become re-invigorated and re-motivated when other work pressures distract them.

Regular board meetings with the Building Community Capacity Health Visitor, Senior Managers and Health Improvement service experts help overcome the challenges. Team worries can be represented at this level which allows staff voices to be heard and support from senior management to be offered in return. Investment and 'buy-in' by senior management of Building Community Capacity has been pivotal to the success of this roll out.

Learning, Sharing and Sustainability

Communities show interest in Building their Capacity. This evidenced by the volume of Building Community Capacity activities currently in action throughout the Trust.

There are many inspiring leaders with the Health Visiting workforce who invest in Building Community Capacity as a benefit to communities, Teams and themselves. They stimulate positive, solution focused attitudes among their Team colleagues

Time to support the success of change throughout such a large Network is essential to ensure worthwhile investment and Building Community capacity is embedded in Health Visiting practice.

The role of the Building Community Capacity Implementation Health Visitor has shown key Leadership skills and direction to staff and has supported them with opportunities and helped overcome challenges.

Examples of progress sharing;

- E-reporting and Newsletters to Team Leaders, Team Champions and all Team members.

- Meetings with Health Visitor Implementation Board, Senior Managers, Team Leaders, Community Practice Teachers and Team meetings..

- Trust wide bulletins, HV Monthly, Twitter...

- Stakeholder networking

- Presentation at North of England Health Visitor Event.

The nomination and enhanced training of a Building Community Capacity Champion in every Team aims to ensure sustainability, equipping the team with an expert resource and keeping Building Community Capacity firmly on every Team's agenda.