Good Practice Case Studies
Co-production and Innovation in Health and Care

The case studies featured in this document were collected by LVSC to inform a response to the London Health Commission Better Health for London report. They will be shared with the Mayor’s Office as a valuable source of intelligence regarding co-production and innovation in health care in London.

The case studies will also inform LVSC’s work in relation to the NHS Five Year Forward View and the Better Health for London report. They will be shared regionally with our members and partners as well as nationally as a partner organisation of Regional Voices. We will also share the case studies through our e-bulletins and events.

The case studies

The case studies showcase the effectiveness of co-production and collaboration between the voluntary, community and social enterprise sector (VCSE), policy makers, hospitals and commissioners. They aim to improve the health and quality of life of Londoners through the provision of efficient services, including co-designed preventative interventions. They also demonstrate that co-production can increase patient outcomes through preventative approaches to tackling health and care needs, improve health and care by using innovative approaches and save the NHS money.

The following organisations provided case studies:

- Redbridge TB Partnership
- Tower Hamlets CVS
- Pathway Healthcare for Homeless People
- Pan-London End of Life Alliance
- The Alchemy Project
- Breathe Arts Health Research
- Hackney Council & VCS Partnership
- Body & Soul
- Just Add Spice
- Olallo House
- Certitude
- DASL
Redbridge TB Partnership & TB Awareness Project


The Partnership created a TB Awareness project to train 16 local people as Health Buddies to tackle misconceptions around TB. TB awareness sessions can be delivered Monday to Sunday; morning, afternoon or evening in 17 community languages. During the past 18 months over 3,400 residents have been reached directly.

The project received national recognition for Excellence in Health and Wellbeing by the Department of Health.

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Link to: Redbridge CVS website | Further information

Tower Hamlets CVS – Open Space event

Further to the revival of the Tower Hamlets Health and Wellbeing Forum, supported by THCVS, the newly formed group organised an Open Space event on 4th Dec 2012 which brought together VCSE providers, the CCG, Public Health and local authority. The participants explored how best the VCSEs and statutory sector can work together in the new health and social care landscape. The event was well attended and resulted in actions for future engagement and collaboration between the sectors. An outcome was the appointment of reps to sit on the sub groups of the Health and Wellbeing Board where all the strategic work takes place.

This was a positive step forward in ensuring the VCS were involved in strategic decision making and commissioning from the start. Today the forum continues to play a key representation role and THCVS has been funded by Public Health’s Better Care Fund to recruit a health officer to carry out policy, research, strategic engagement, commissioning and partnership work on behalf of the forum.

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Link to Tower Hamlets CVS website | further information

Homeless Health Charity Pathway – Integrated care for homeless people in hospital

Homeless Health charity Pathway has developed a new model of integrated care co-ordination for homeless patients in hospital. Pathway hospital teams are made up of specialist doctors, nurses, housing workers and patient advocates.

They support homeless people in hospitals to help get them the best possible care while they are in, and to carefully co-ordinate their discharge, to give each patient the best possible chance of breaking the cycles of exclusion and chaos that so often brought them into hospital in the first place.
Pathway Senior Care Navigator Josie Mavromatis winning apprentice of the year at the London Learning Consortium’s 2014 awards.

Pathway teams have been shown to save the NHS money and improve outcomes for patients. Pathway homeless teams work with borough housing and social care departments, with alcohol and drug services, with mental health teams and with a huge range of voluntary & community sector services. Since starting at University College London Hospital (UCLH) the approach has spread in London to Guys and St Thomas' Hospital, Kings College Hospital, and to the Royal London Hospital. It is being copied in hospitals all over the country. Within its hospital teams, Pathway is developing the role of Care Navigator, employing people with their own long-term experience of homelessness to support currently homeless patients in hospital.

Contact: Alex Bax, CEO Pathway Healthcare for Homeless People
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Link to Pathway website | further information

Pan-London End of Life Alliance

Research has shown that end of life care (EOLC) experience in London is highly variable. London also has higher hospital deaths compared with the rest of England.

The Pan-London End of Life Alliance was established in 2013 to address this challenge. It is a social movement led in partnership by NHS England (London), ADASS (London) and Marie Curie with open membership including the London EOLC social care partnership network, the London EOLC Clinical Network, the Pan London EOLC Lay Representatives Board, and LVSC.

The Alliance is a powerful example of co-production, making a real difference to the care of dying individuals and their families in London.

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Link to Marie Curie Cancer website | further information

The Alchemy Project South London Mental Health Pilot Project: Intensive Dance-Led Intervention

Psychosis leads to substantial suffering and disability and, without early intervention, has long term cost implications for healthcare services. South London and Maudsley NHS Trust, SLaM’s Early Intervention Services (EIS) support young people diagnosed early (18-35) with therapeutic aims that look beyond the treatment of symptoms alone to a fuller recovery and return to education or employment. However, there is a lack of evidence-based interventions to achieve these wider goals.

Dance United’s proven, award-winning model of intervention piloted in 2013 with young adults accessing Early Intervention in Psychosis teams delivered promising results. This pilot was evaluated with support from the Institute of Psychiatry.
18 patients were referred to the pilot and 16 completed it: the group moved (overall) from below average wellbeing (levels similar to people describing their health status as poor), to achieving normal wellbeing levels (above the norm for this population).

The pilot was funded by Maudsley Charity, Guy’s and St Thomas’ Charity and Arts Council England and benefitted from support from Bipolar UK and Rethink Mental Illness.

In 2015, the next step is a co-produced action research project which seeks to build confidence in the model, flush out barriers to adoption and develop the business case for commission-ability.

The ambition is to further test the dance methodology with the Early Intervention in Psychosis client group through delivering two intensive, 4-week interventions modelled closely on the original pilot. These projects would be embedded within frontline provision for service users as well as offering an extended opportunity to further evaluate the intervention in terms of impact and value for money.

The action research project is managed by The Alchemy Project a collaboration between Dance United Yorkshire (DUY) and Cultural Utilities and Enterprises (CUE) and is co-produced with SLaM, Early Intervention Services in Psychosis; SLaM, Head of Arts Strategy. Optimity Matrix is the independent evaluation organisation. Dr Matthew Taylor of King’s College, London is the expert consultant.

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**Further information**

For a copy of the evaluation report on the pilot and for further information, please contact the Alchemy Project: ✉️ gwenvs@thealchemyproject.co.uk

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**Breathe Magic Intensive Therapy Programme – Breathe Arts Health Research**

Breathe Arts Health Research (BAHR) is a social enterprise company that works with the NHS and other healthcare organisations to deliver innovative and well-researched healthcare programmes that aim to improve the lives of adults and children with disabilities.

BAHR’s signature programme, Breathe Magic is an innovative new way of delivering therapy for young people with hemiplegia, with demonstrated clinical benefits. Hemiplegia is a weakness on one-side of the body caused by an injury to the brain in utero or around the time of birth, or acquired later in life, for example through childhood stroke. Breathe Magic delivers magical therapy programmes, which consist of 10 days (60hrs) of intensive therapy where children with hemiplegia learn specially selected magic tricks, taught by Magic Circle magicians alongside occupational therapists. Each magic trick incorporates an exercise that the young people need to practice to build up strength and dexterity in their affected hand and arm. The programme has been designed in partnership by academics in the field of neurology and motor learning, Clinical Specialist Occupational Therapists, and renowned Magic Circle Magicians.

This project combines a unique blend of multiple art forms including magic, circus skills, costume design and fabrication, and theatre production, all designed in a way to enhance physical and psychosocial outcomes. This programme is currently supported by a number of regional NHS Clinical Commissioning Groups, which means that children in certain boroughs/regions can now be referred on to this intensive therapy programme by their GP or local therapist.
Breathe was also recently selected by The Observer and Nesta as one of the 50 New Radicals 2014 – 50 of the top organisations and individuals who are changing Britain for the better

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Link to Breathe Arts Health Research Website | further information

Community Kitchens programme – Hackney Council and Hackney VCS

Hackney has high rates of overweight and obesity in both children and adults. Although the causes are complex, deprivation is a key factor, along with residents not having the knowledge and confidence to buy and prepare meals from scratch. The programme also aimed to reduce social isolation for young and elderly residents as sitting down and eating together is an important component for the courses. In response to this Hackney Council has developed a Community Kitchens Programme, an asset based accessible intervention providing free basic healthy cooking skills on nine estates. The target groups are parents with children 5 years+ and adults. There was also flexibility for other groups e.g. teenagers or delivery of a course of themed classes.

Approximately 200 residents (including children) a week are taking part in classes across Hackney.

- Participants who said they now knew how to cook from scratch: 75%
- Participants who said would change their eating habits: 88.89%
- Participants who feel their cooking skills have improved after the course: strongly agree: 48.65% / Agree 37.84% / Neutral 13.51%

The programme has been developed in partnership and is being delivered by a number of VCS organisations in Hackney: Made in Hackney, Helping Hackney Health, East London Food Alliance, Shoreditch Trust, Social Kitchen and People’s Kitchen.

Contact: Henry Muss, Public Health Officer, Communities & Partnerships
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Link to Hackney Council (community partnerships) website | further information

In-clinic peer support to adolescents living with HIV – Body & Soul

Body & Soul, the London-based HIV charity supporting children, young people and families affected by HIV has partnered with the Young Person’s HIV Clinic at St Georges’ Hospital on a project funded by the Elton John AIDS Foundation to provide in-clinic peer support to adolescents living with HIV.

A number of trained young people living with and closely affected by HIV provide peer outreach around issues including medication, relationships and disclosure. After one year, results showed that, in comparison with non-participants, project participants had lower viral loads, fewer missed appointments, a higher median CD4 count and were 33% more likely to self-evaluate as having good adherence.

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Link to Body & Soul website | further information
Spice Time Credits – Spice

Time Credits are a social currency based on timebanking that encourage involvement in local community organisations, groups and services, increasing community action and strengthening local networks. In Spice Time Credits programmes, people receive Time Credits as a thank you for each hour of time they contribute to their community or service. They can then ‘spend’ Time Credits to access events, training and leisure activities, or to thank others in turn. Each Time Credit is worth one hour of activity.

Time Credits are a tool for co-production. Using Time Credits encourages professionals to work with service users and community members to develop co-produced services that build on the skills and assets of all involved.

Earning and spending Time Credits has a positive impact on health and wellbeing, builds people’s confidence and skills and creates new social connections. 65% of Spice members reported that their quality of life has improved, 45% of people said they feel healthier and 49% less isolated.

In London, Time Credits are now in use in City of London, Haringey, Lewisham, Westminster and Look Ahead Care and Support services. There are over 20 further Time Credits programmes across England and South Wales, with a network of over 500 places to spend Time Credits nationally.

Haringey Time Credits – Substance Misuse

In Haringey, Spice are working in partnership with the London Borough of Haringey and St Mungo’s Broadway to develop a Time Credits programme that integrates with substance misuse services across Haringey, supporting recovery and successful completion of treatment programmes by enabling service users to get more involved in their services and local communities and access more local activities and opportunities to support their recovery.

Contact: Jude Luckett, Senior Programme Manager - Health and Social Care
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Link to Just Add Spice website | further information (including independent evaluation)

Olallo TB Project

In 2010 the Lancet (the world's leading general medical journal) named London ‘the TB capital of Europe’ and reported that ‘four in ten cases (of TB) are diagnosed within London. This has highlighted that TB isn’t just an illness that can be associated with past times. It is however an illness associated with poverty.

In April 2012 the Olallo House responded to this crisis by providing accommodation to rough sleepers diagnosed with TB who have zero or limited access to public funds.

The service, in partnership with the NHS Find and Treat team successfully combines a holistic, therapeutic and person centred approach.

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Link to Olallo House website | further information
Certitude provides personalised support for people with learning disabilities, autism and mental health needs. Certitude works with local GP surgeries, organisations and mental health services.

One of its community projects is about Social Prescribing - it is a GP-based peer support social prescribing service, offering weekly 1-1 emotional support, guidance and signposting people with mental health needs to GPs. The service offers people self-help strategies, including assisting people with accessing the IAPT services and other mental health and community services.

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Links to Certitude website | Further information

DASL - ‘Bright Sparks helped me to stop smoking’

DASL’s, Bright Sparks has been working with young people in Tower Hamlets secondary schools to address their smoking. The borough has very diverse and deprived communities for whom smoking is not a priority. Engagement and accessibility is crucial to get good results.

Working with Public Health and the London Borough of Tower Hamlets, Bright Sparks is based in schools. The project works on a preventative agenda and with current smokers challenging both the smoking behaviour and dealing with the underlying issues, peer pressures and attitudes towards. The three year pilot reached 3800 young people through assemblies, health workshops, awareness sessions, PHSE lessons and health day events. The project worked with 327 students where almost half successfully quit smoking.

Public Health and Tower Hamlets Council also have a good relationship with DASL regarding on-going support, such as training needs, providing key contacts in schools and other health services including school nursing team.

The project has a positive and empowering approach which reflects a real understanding of the challenges when working with young people.

Contact Sue Kenten, CEO
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Link to Drugs & Alcohol Service for London (DASL) website | further information

LVSC would like to thank all the contributors for sharing their good practice case studies.