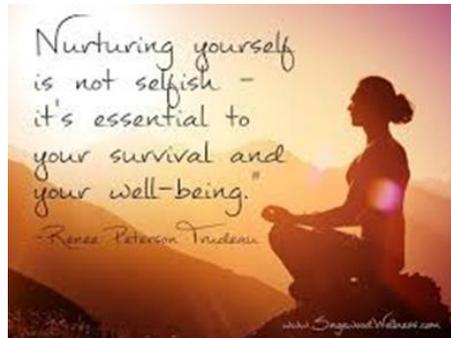


The Health and Wellness Hub

Quarterly Report -April to June 2017



“A place to Meet, Greet, Heal, Laugh, Grow and Shine”



VOSCAR winner 2016 for “Engaging Support Needs Volunteers”

Special Award received at Motherwell Community Learning and Development “Celebration of Learning” Event June 2017 in recognition of our Volunteer Development Programme.

What we Do

We provide affordable, accessible and inclusive weekly health and wellbeing activities in a number of community based centres that are based in areas of North Lanarkshire where multiple deprivation exists. We also provide Volunteer and Training programmes aimed at individuals who have varying support needs and are marginalised and disadvantaged in some way (e.g. learning, physical disability, long term health condition, mental health issue etc). As a Social enterprise, we also provide a variety of services including health and wellbeing programmes, personal development training courses, classes and therapies to organisations

Why we do it (our Vision and Values)

Our aim is to improve the emotional and physical health and wellbeing of individuals and communities in North Lanarkshire.

Our Vision is that individuals in the communities in which we serve can have the opportunity to grow, develop and realise their full potential, creating healthy, strong, resilient and empowered communities in which everyone is of equal importance.

Our core values are equality, inclusiveness and empowerment, particularly, for the most vulnerable in society.

We value and care for people and we are driven by a belief that everyone deserves the right to a fair and equal chance to reach their full human potential.



Service User Statement on our services

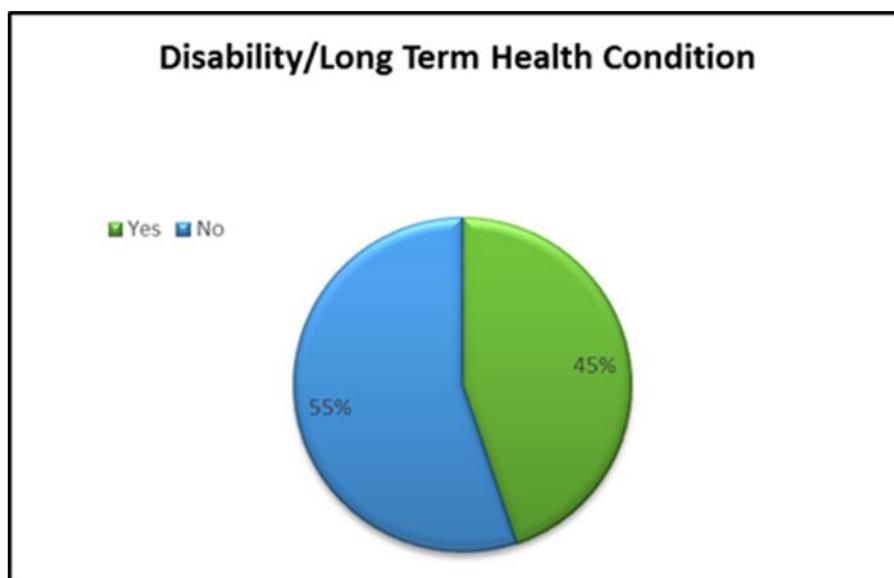
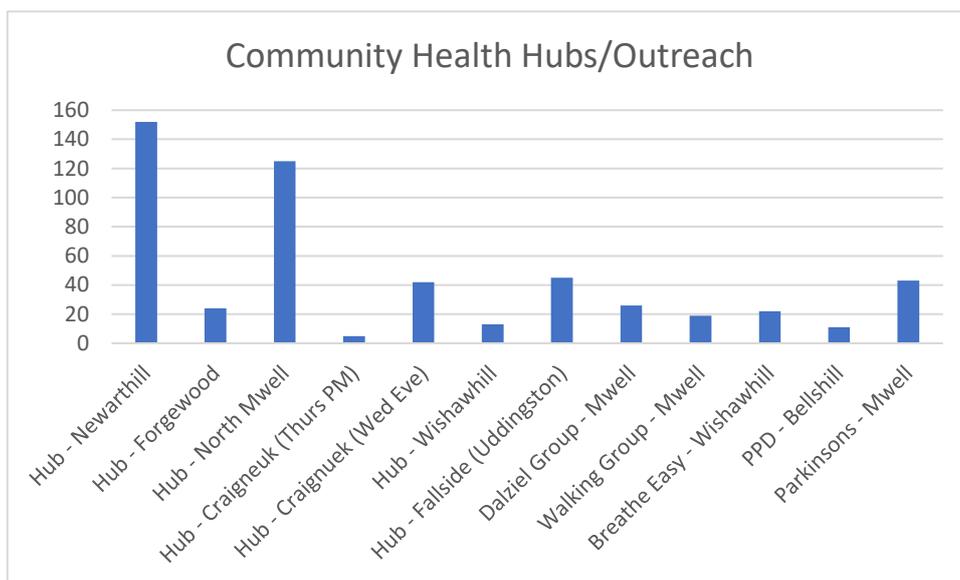
"This hub has been life changing for me. I look forward to Monday. I feel the benefit of the Tai Chi class. I am sleeping better after the massage (Thank you Lee) I am making friends and feeling as though I am part of the community. Everyone is so welcoming and friendly"

This report has been compiled over a 3-month period (April 2017 to June 2017) to provide an overview of the organisation and the impact it is making to those we work with.

Our Services

Over the 3-month period, there have been 476 attendances across our Community Health Hubs and outreach (breakdown below)

From those registered on our database, 45% state they have a disability and/or long-term health condition.



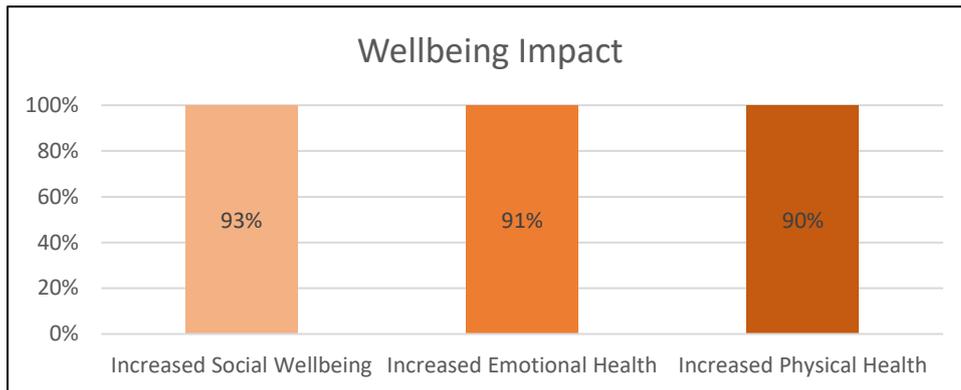
Service User Feedback

We used 2 methods to measure the impact our services are making.

1. We asked the question
2. We used a coloured counter system

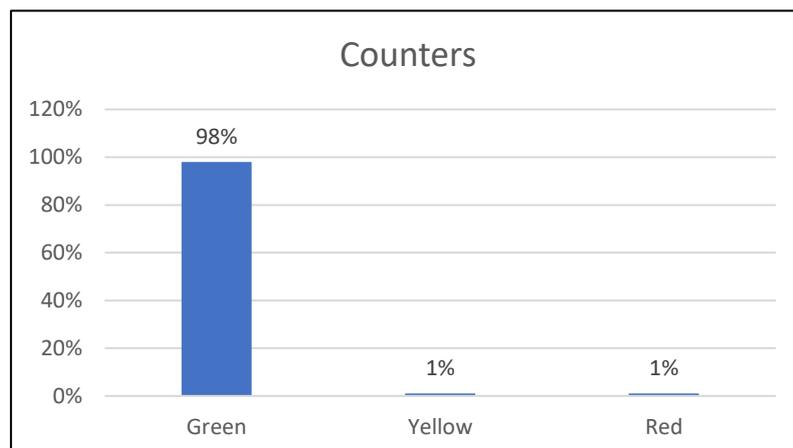
The first method of measuring impact asked service users who regularly took part in our activities and therapies, what impact this had on their wellbeing? (social, physical and emotional)

Results were as follows:



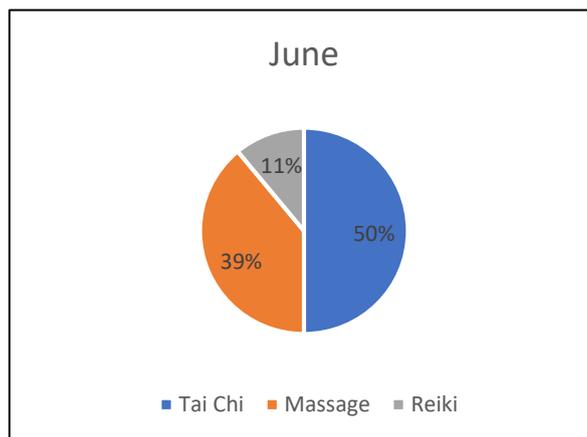
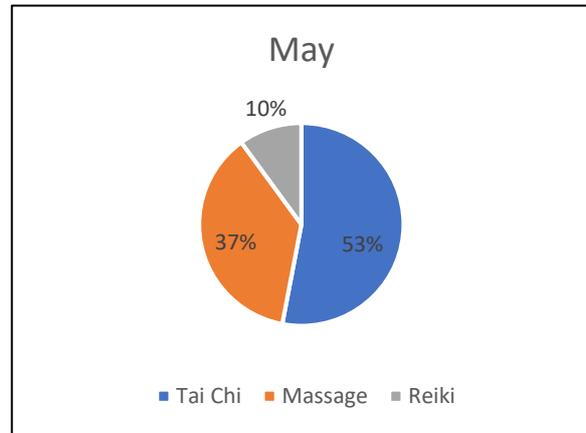
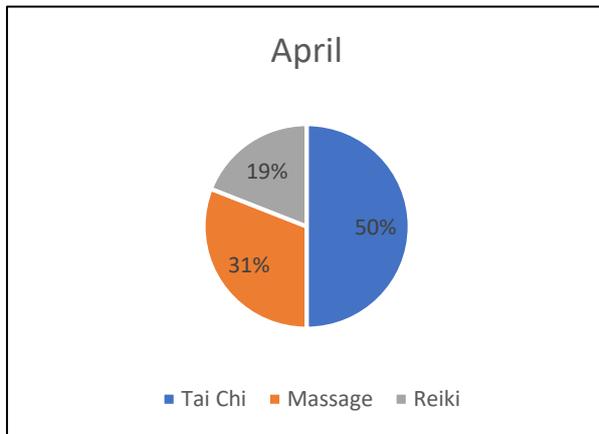
The second method of measuring impact used counters to gather information from service users straight after they took part in an activity or received a therapy. Service users were asked to select a counter based on how they were feeling. Red being "Not Good", Yellow being "Good" and "Green being "Great".

Results were as follows:



Service User Feedback continued

The results on page 5 were achieved by people taking part in the following activities and therapies from April to June 2017



Finally, we also asked all of our service users if they would recommend us to other people and 100% said yes, they would recommend us.

Service User statement on our services

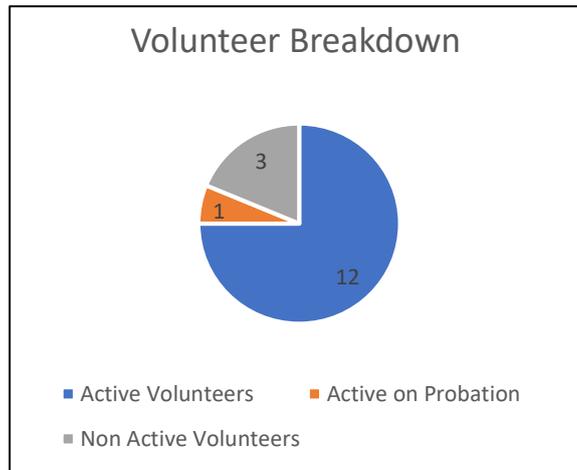
"I had Reiki for the first time and felt Elaine was an excellent practitioner and I will definitely get Reiki again"

Service User statement on our services

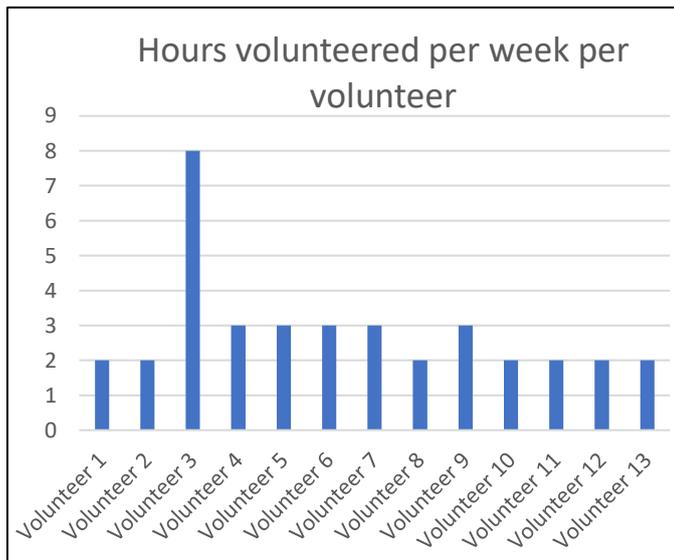
"I thoroughly enjoyed my facial and would come again, very relaxing"

Volunteer Statistical Information

Between April and June 2017, we had 16 volunteers registered with us on our volunteer programme, 13 of these volunteers are still actively volunteering with us as at June 2017.



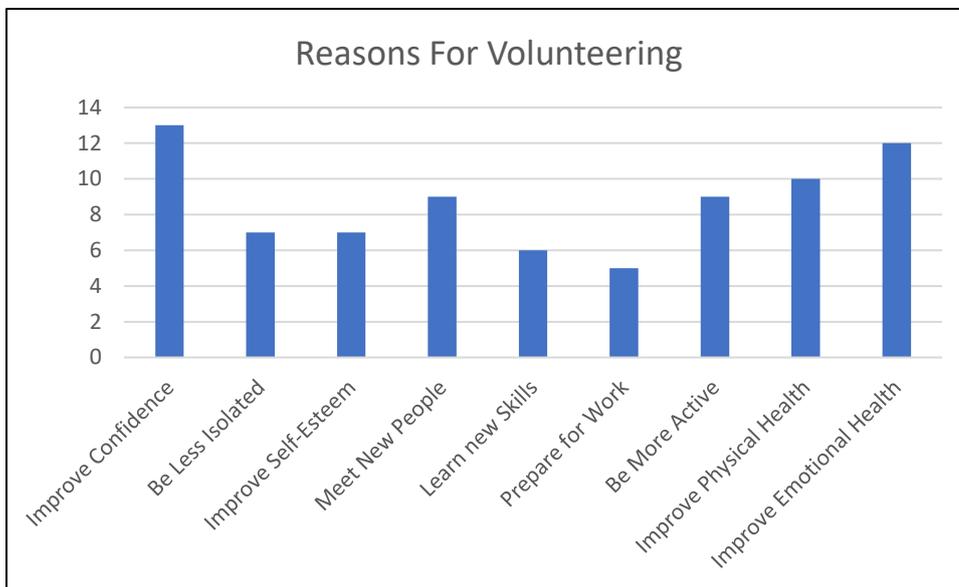
The graphs below show the current volunteer hours and Training activity.



“Before I started volunteering at the Health & Wellness Hub I suffered from anxiety & depression. I isolated myself from people and had no confidence in myself. Over the first few weeks I was so nervous and found it difficult to talk to people.

All the girls in the hub were so friendly and kind to me and I started to feel more at home and was less nervous and anxious. It was then I could start talking and getting to know our service users. I found I was good at massage so the Health & Wellness Hub secured me a training course on Swedish Massage and Reiki. I was so grateful to them and truly love volunteering with the girls at the hub and meeting new people. It has brought my confidence and self-esteem on leaps and bounds. My depression can still get the better of me though but I know I have wonderful support with people I can now talk to and share my thoughts and I feel like I can trust so much better now” **Colin , one of our volunteers, pictured right receiving his “Volunteers week” Certificate, June 2017**



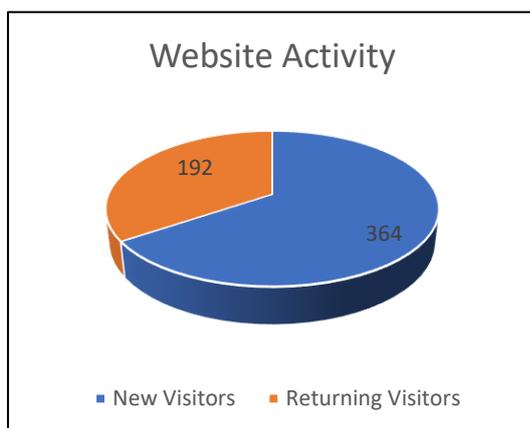


“Before volunteering, I felt isolated and stuck in a rut. Since I started volunteering, I have felt my confidence come back and I have met lots of friendly people. I have formed good friendships with other volunteers. Through volunteering I have been lucky enough to be trained in other therapies such as Indian Head Massage and I am a mental health first aider.

I wouldn't have achieved this if I hadn't been a volunteer”

Norma (Volunteer)

Website Statistical Information



To date our Facebook page has had 351 likes with 12 of these within the last 3 months. We actively promote our activities using Facebook.

Some of the organisations we regularly provide a service to:-

Parkinson's group- Bellshill, Newarthill Community Council/Community Action Newarthill, Breathe easy group (Wishawhill) Dalziel cancer group (specialised programme funded through health and social care partnership, Motherwell) Motherwell Learning Hub, Befriend Motherwell, Dalziel St Andrews Seniors Group, Community Learning and Development, NLC Justice Services, NHS Health improvement team- Wishaw and Motherwell, Parksprings Nursing Home (Motherwell) Ailsa Nursery -Forgewood, Craigneuk Lifelong Learning, Forgewood HA, Forgewood CHAT café.

Referrals come from a variety of statutory bodies and third sector organisations, this is a snapshot of some of the organisations that refer people to us:- Occupational Therapy - Airbles Road, Motherwell CPNs through a variety of GP surgeries, Routes to work, Action Lone Parents, One Parent Families Scotland, SAMH and DWP (Motherwell job centre) North Lanarkshire Carers Together and Lanarkshire Carers Centre.

Testimonial from one of our Partners: "The Health and Wellness Hub has provided key services and activities to organisations supported by Community Learning and Development (CLD) since its inception in 2012. In particular the Hub has successfully worked in partnership with Parkinson's Self-Help Group, North Lanarkshire Carers Together, Autism Take 5 group, Community Action Newarthill and many other local groups that has ensured improved health conditions for people with a learning disability, physical disability, long term condition or mental health problem. The Health and Wellness Hub has always provided volunteering opportunities to local group members and CLD learners which has also had a positive impact on health conditions and enabled people to gain new skills, increase confidence + self-esteem levels whilst helping them to feel better able to take part in wider community activities. The Health and Wellness Hub has also provided volunteers for participation in the Preparing to Volunteer SQA unit delivered by CLD which again demonstrates their approach in empowering people to make decisions that affect their lives in a positive way. **Peter McNally - CLD worker (Community Capacity Building)**

