

The Life Rooms

Evaluation of Activity Data
and Interoperability between
RiO and Elemental in Halton.

September - February

“The Life Rooms is a great service that allows us to refer clients to ONE service which is amazing, all of their needs can be addressed within one service... Please don’t ever take this service away!” – Halton Clinical Staff

Introduction

The Life Rooms Research and Evaluation Team is evaluating the delivery of an innovative social model of health across St Helens, Knowsley, Halton, and Warrington. For a 12-month period, The Life Rooms' services will be delivered across community sites in the four boroughs. The pilot has a recovery and preventative focus, working with key clinical and community teams to provide both a social prescribing and learning offer, with the aim to provide preventative and easy-access support to community members.

Mersey Care is the first NHS trust in the UK to have interoperability between RiO and Elemental. The pilot is trialling this interoperability of clinical and social prescribing systems to improve the speed and effectiveness of the referral process, as well as improve service user experience and care. Clinical team members who utilise RiO can have their Elemental social prescribing functionality in RiO activated through The Life Rooms. This allows clinicians to make referrals directly into The Life Rooms so to immediately address any social support that they identify when meeting service users, thereby saving clinicians time and resources. Following the referrals, Pathway Advisors work side by side with the service users to co-produce their own social prescription which address their social and wellbeing needs in a safe and governed way.

This evaluation will explore the efficacy of The Life Rooms Social Model of Health in supporting clinicians to provide practical support to their patients, aiming to enable clinicians to spend more time focusing on the clinical issues presented by a patient, as opposed to the practical and social issues which risk dominating appointment time. Clinicians will also be able to monitor the social support that has been received directly through RiO, enabling the clinician to view the patient's journey which details the support they have received post-referral.

The evaluation will capture the activity data and explore the impact of this service provision. The aim is to understand the impact of providing The Life Rooms service in this way and in these areas to further develop The Life Rooms Social Model of Health, and to provide more effective services for the community.

The evaluation will also include quantitative and qualitative data. Quantitative elements of the evaluation will include completion of the Short Warwick-Edinburgh Mental Wellbeing Scale alongside completion of questionnaires. In addition to this, service usage data and demographic data will be collated and analysed. Qualitative elements of the evaluation will include completion of questionnaires, interviews, and case studies.

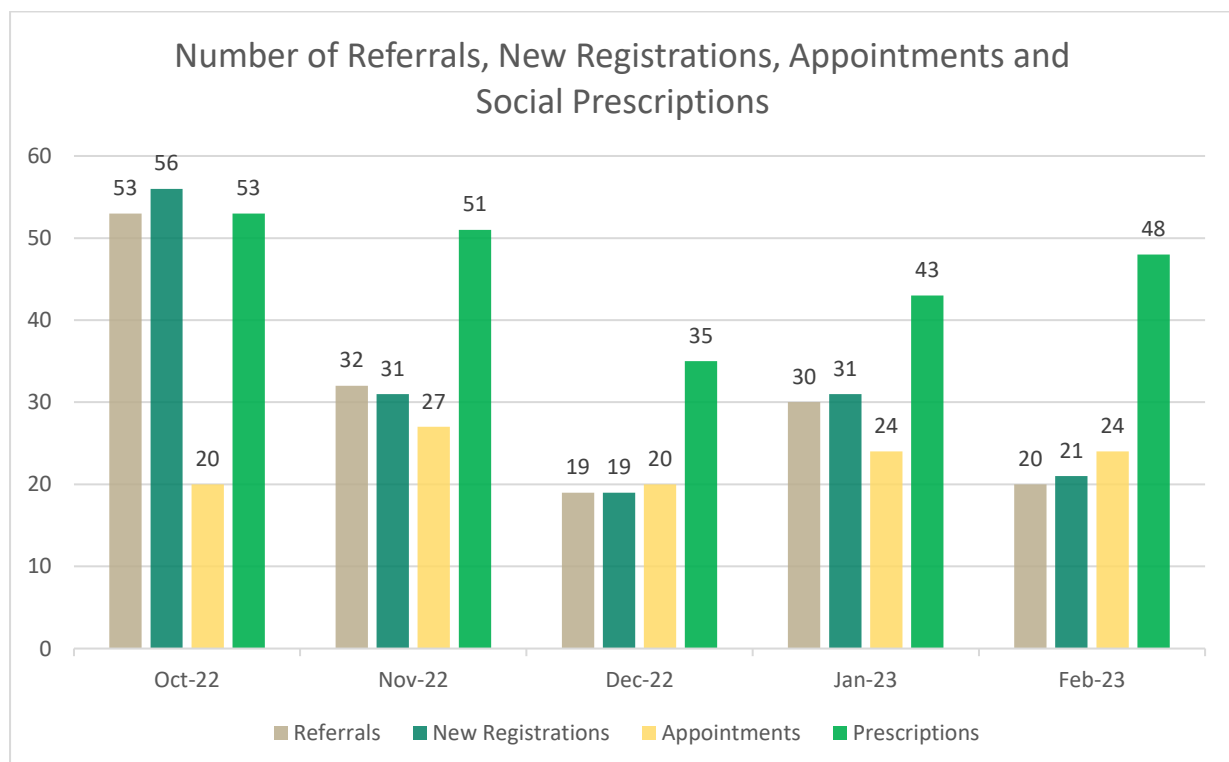
Completing this evaluation will help us understand how the service is being used, which is a new area of development for The Life Rooms, and how the service impacts the experiences of communities living in St Helens, Knowsley, Halton, and Warrington. This understanding will enable The Life Rooms (Mersey Care) to adapt and refine the service provided, ultimately to benefit users of the service. Learning from the evaluation will be utilised in any future work.

Overview of Activity in Halton

The project commenced on 23rd September 2022, which explains the low numbers of referrals and registrations for that month. The current report focuses on the Halton activity data collected between October 2022 and 26th February 2023.

The table and graph below show the number of referrals, new registrations, appointments, and social prescriptions recorded for each month.

Halton	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Total
Referrals	6	53	32	19	30	20	160
New Registrations	1	56	31	19	31	21	159
Appointments	1	20	27	20	24	24	116
Social Prescriptions	0	53	51	35	43	48	230



Thus far in the project, 160 referrals to The Life Rooms, Halton have resulted in 159 new registrations, 116 attended appointments and 230 social prescriptions.

Referrals to The Life Rooms

The number of referrals represents how many individuals have been referred to The Life Rooms via RiO - Mersey Care's core patient record system, by clinical teams across Halton.

A total of **160** individuals have been referred by the Halton clinical teams.

Halton	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23*	Total
Referrals	6	53	32	19	30	20	160

Clinical Team	Number of Clients	% Of Referrals
Crisis Resolution Home Treatment Team Halton	106	68%
Recovery Team Halton	41	26%
Early Intervention Team Warrington and Halton	8	5%
Crisis Resolution Home Treatment Team Warrington	1	0.6%
Self Referral	1	0.6%

'**Crisis Resolution Home Treatment Team Halton**' (68%) and '**Recovery Team Halton**' (26%) have consistently made the most referrals since the beginning of the project.

The high number of referrals coming from the Crisis Resolution Home Treatment Team suggests that many individuals in crisis are presenting with non-clinical, social needs.

*Due to a system error between RiO and Elemental in February, clinicians' ability to refer to The Life Rooms services has been negatively impacted, which explains reduced number of referrals in February. Clinicians were not able to refer patients for approximately five days, however this issue is now resolved.

Reasons for Referral

The data captured under reasons for referral provides an insight into the key presenting needs of the community. This is then used to inform service design and provision, with community inclusion leads monitoring trends and adapting services and partnerships as required.

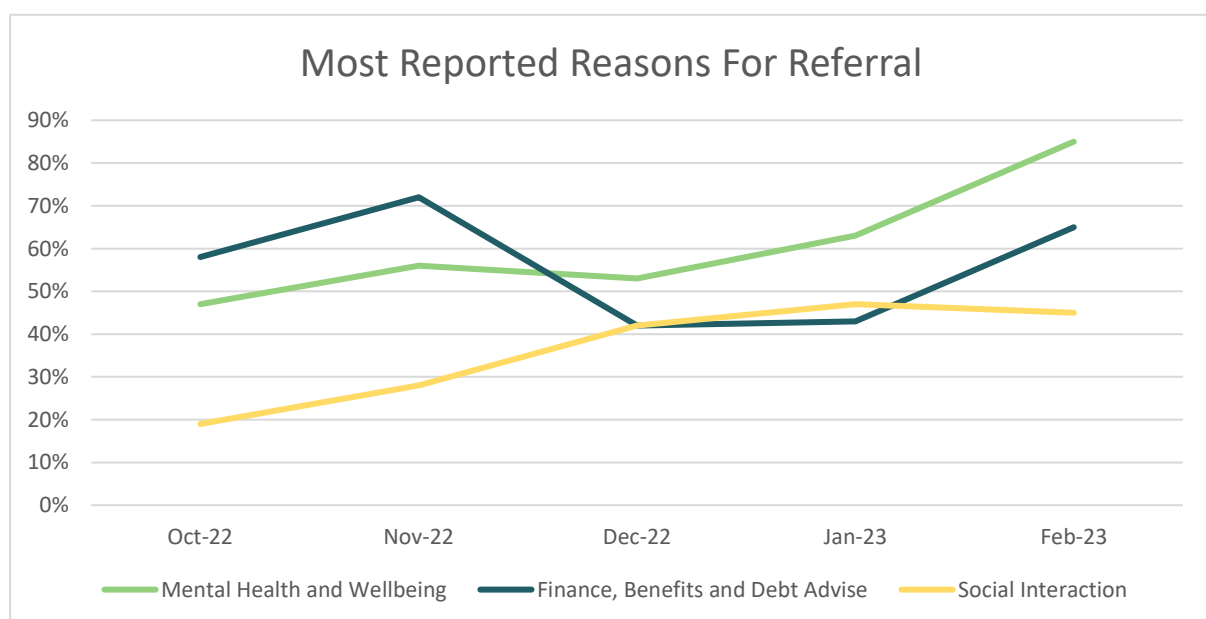
The table below displays recorded reasons for referral for each month.

Reason for Referral	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Total
Mental Health and Wellbeing	47%	56%	53%	63%	85%	59%
Finance, Benefits and Debt Advise	58%	72%	42%	43%	65%	59%
Social Interaction	19%	28%	42%	47%	45%	33%

Housing	36%	38%	47%	17%	25%	32%
Social Isolation	26%	19%	37%	30%	45%	29%
Wellbeing	19%	19%	26%	33%	35%	25%
Employment and Training	15%	16%	32%	27%	15%	18%
Healthy Lifestyles Support	23%	3%	11%	20%	20%	16%
Learning and Skills Development	15%	0%	16%	40%	5%	15%
Long-term Condition Management	15%	13%	11%	7%	15%	13%
Healthy Eating	17%	3%	11%	13%	15%	12%
Life Rooms Learning	15%	3%	11%	10%	15%	10%
Volunteering	11%	3%	21%	10%	10%	10%
Family Support	2%	9%	5%	13%	10%	7%
Physical Health	6%	0%	0%	7%	15%	5%
Weight Management	6%	6%	0%	7%	0%	5%
Food Bank	4%	3%	5%	3%	10%	4.5%
Food Support	2%	0%	0%	7%	5%	4.5%
Motivation for Learning	2%	0%	0%	7%	15%	3.8%
Food Poverty	4%	0%	5%	0%	5%	2.5%
Physical Activity	2%	0%	0%	3%	5%	1.9%
Caring/Childcare Support	0%	3%	5%	0%	5%	1.9%

A total of 157 reasons for referral were recorded across 22 domains. A significant proportion of people present with multiple issues across different domains, highlighting the complex nature of the referrals which are related to the rising cost of living and the pressures associated with that.

The graph below shows the changing patterns of reasons for referral across the months of October to February.



Thus far in the project, ‘**Mental Health and Wellbeing**’ was the most recorded reason for referral, followed by ‘**Finance, Benefits and Debt Advice**’ and ‘**Social Interaction**’. Other common reasons for referral were ‘Housing’ and ‘Social Isolation’.

This trend is likely to remain consistent and even increase given the cost-of-living crisis and current economic climate.

Registrations

The number of registrations represents how many individuals who have been referred by the clinical teams, ended up registering and accessing The Life Rooms services in Halton.

The **160** referrals made by clinical teams in Halton, led to **159 registrations** with The Life Rooms.

Out of the 159 service users who have registered with The Life Rooms following a referral, **101 service users were seen by a Pathway Advisor (63.5%)** and 12 service users are currently waiting for an appointment or have an appointment booked (7.5%).

Case Status	Number of Clients	Percentage of all Registrants
Active	18	11.3%
Complete	95	59.7%
Discharged	46	28.9%

Active cases include individuals who are engaging in the service, awaiting appointment, awaiting service, or have booked an appointment.

Completed cases include individuals who have been referred on or whose needs were met by The Life Rooms following an appointment.

Discharged cases include individuals who did not attend their appointment, who were unable to be contacted, who indicated that they no longer require service or who have received an inappropriate referral. Out of the 46 clients who have been discharged, **17** clients did not attend their appointments and **17** were unable to be contacted. The Life Rooms team has contacted these 24 individuals to offer further support.

Appointments

The number of appointments represents telephone or face to face appointments which were recorded by The Life Rooms' Pathway Advisors, and which have generated social prescriptions or other valuable support.

Please note that the number of attended appointments is not indicative of how many service users have been seen by a Pathway Advisor, as one service user may have multiple appointments booked.

The 159 registrations led to **116 attended appointments** in Halton.

The table below displays a monthly breakdown of registrations and attended appointments.

	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Total
Registrations	1	56	31	19	31	21	159
Attended Appointments	1	20	27	20	24	24	116

Appointment Outcome

Out of the 190 scheduled appointments, 116 appointments have been attended, 32 have been rescheduled, 3 have been cancelled and 39 were non-attendances (DNA).

DNA rates in mental health services are higher compared to other settings (Filippodou et al., 2014), therefore these figures are not unusual.

The table below displays the outcome of all scheduled appointments.

Outcome	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Total
Scheduled Appointments	1	37	44	28	32	48	190
DNA		11	8	4	3	12	39
Attended	1	20	27	20	24	24	116
Cancelled		0	1	1	0	1	3
Rescheduled		6	8	3	5	8	32

Appointment Type

The most recorded type of appointment was ‘Scheduled Appointment’, accounting for 72%.

The table below displays the type of appointments which took place.

Type of Appointment	Number of Appointments	% Of All Appointments
Scheduled Appointment	84	72%
Telephone	17	15%
Group Session	15	13%

Appointment Duration

Time spent data represents the duration of telephone/face to face appointments with a Pathways Advisor.

The table below shows the duration of each attended appointment.

Time Spent (Minutes)	Number of Appointments	% Of All Appointments
0-15	3	2.6%
16-30	5	4.3%
31-45	38	33%
46-60	9	8%
61-75	5	4.3%
76-90	2	1.7%
91-105	8	7%
Not Selected	3	2.6%

The most recorded face to face visit duration was **31-45 minutes** (33%).

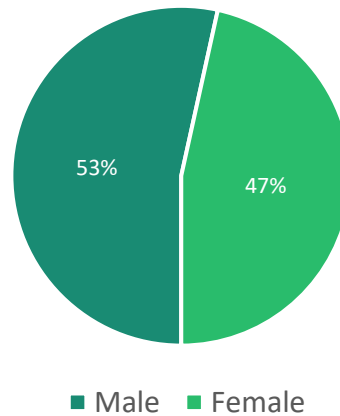
Historically, clinicians have spent their clinical time resolving the practical concerns of their patients. By referring service users to The Life Rooms, clinical teams ensure that their patients’ social needs are being met by Pathway Advisors, who have specialised knowledge of social issues to streamline appointments. This interoperability of systems enables service users to be supported in a safe, well-governed way, whilst clinical teams are focused on completing clinical tasks and interventions.

Demographic Information

Gender

The pie chart below shows the percentage of male and female service users who have registered with The Life Rooms services.

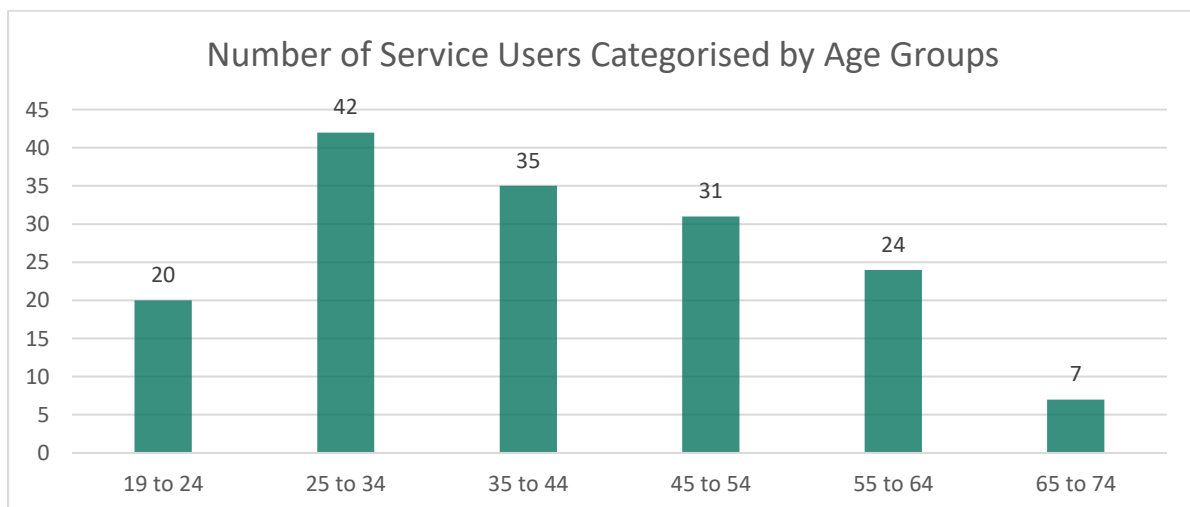
Percentage of Male and Female Service Users



There is a relatively even gender distribution across all registrations, with **53% male** and **47% female** service users. This statistic is encouraging, as men often struggle to ask for support and are at particular risk for suicide (Office for National Statistics, 2021).

Age

The graph below displays the number of service users categorised by age groups.



Most individuals who registered were between the ages of **25 to 34 years old** (26%).

A high proportion of men who have registered with The Life Rooms were between the age of 45 to 54 (24%). Middle-aged men are more likely to die by suicide than any other age group (ONS, 2021). It is important to have The Life Rooms service available for this demographic group, as community social support acts as a protective factor against suicide (Zadravec Šedivy et al., 2017).

Equality, Diversity, and Inclusion (EDI)

The EDI information was available for 63.1% of all registrations. Not all demographic data is available for every single service user due to; a) human error/incomplete registration forms b) an Elemental issue causing gaps in data.

From the available demographic data, we can report:

- The most reported ethnicity was '*White British*' (95%).
- The most reported sexual orientation was '*Heterosexual*' (88.1%).
- Most individuals reported *having a disability* (59.4%), 33.7% did not report having a disability, and 6.9% preferred not to say.
- The most reported type of disability was related to *mental health issues* (63.3%).
- Most individuals reported having a *long-term health condition* (72.3%).
- The most recorded religious belief was '*No Religion*' (54.5%).
- Most individuals reported *not* having caring responsibilities (77.2%).
- Most individuals who have caring responsibilities reported being a *primary carer of a child/children under 18 years old* (57.1%).
- Most individuals reported that they do *not* have a carer (80.2%).
- Most individuals reported that they have *never* been in the Armed Forces (97%).
- Most individuals reported that they do *not* live alone (51.5%)
- The most reported employment status was '*Unemployed*' (68.3%)
- Most individuals reported that they have *never* experienced substance abuse problems (63.4%), 24.8% indicated that they used to have a substance abuse problem and 11.9% indicated that they have a substance abuse problem now.
- The most reported relationship status was '*Single*' (68.3%).

Social Prescriptions

Pathway Advisors work side by side with the service users to co-produce their own social prescriptions which address their social and wellbeing needs in a safe and governed way. A total of **230 social prescriptions** were co-created in Halton.

The table below shows the breakdown of most common primary categories of social prescription for each month.

Prescription	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23
Benefits/Money	49%	43%	37%	44%	33%
Life Rooms Learning	11%	29%	34%	42%	31%
Housing	28%	29%	20%	33%	27%
Employment/Volunteering	6%	8%	11%	30%	35%
Mental Wellbeing	13%	6%	9%	26%	27%

Benefits/Money has consistently remained the most common primary category of social prescriptions, accounting for 42%.

The second and third most common primary categories of social prescription were and **'Life Rooms Learning'** (29%) and **'Housing'** (28%).

This list aligns with the most commonly reported presenting needs of the service users. Individuals who register with the service often present with complex needs that include issues around benefits, housing, employment and mental distress.

The most commonly prescribed Social Prescriptions were:

1. **Citizens Advice Halton (12%)**
2. **Mid-Mersey Understanding and Managing Anxiety - Halton (10%)**
3. **Halton Community Centres (10%)**
4. **Halton Welfare Rights Service (10%)**

Across the duration of the project, the average amount of social prescriptions per service user **was 2.3**. This highlights the complexity of cases across the population supported. Very rarely will a person experience just one social determinant of health and will often require support around multiple issues, which are occurring co-currently, exacerbated by each other and are impacting negatively on health and wellbeing.

The Learning Offer

A wide range of Learning Sessions designed to address the mental wellbeing needs of the community are available for service users in Halton. Thus far, the following sessions have been delivered by The Life Rooms Learning Team:

1. 5 Ways to Wellbeing

This session explores the 5 ways to improve mental health and wellbeing: Connect, Be Active, Keep Learning, Help Others and Take Notice.

Objectives:

- Raising self awareness
- Building self confidence
- Reducing social isolation
- Understanding positive Lifestyle choices
- Overcoming difficult times.

2. Understanding Anxiety

Individuals are guided to recognise and understand potential triggers, causes and the effect of their anxiety. The course helps to look at how anxiety keeps itself going through the 'vicious cycle'. Most people who have attended this course like to further develop their knowledge by enrolling onto the Managing Anxiety course.

Objectives:

- Building an understanding of anxiety
- Developing techniques to manage anxieties more effectively
- Building confidence through peer support
- Identifying coping strategies from shared empirical experiences

3. Managing Anxiety

This course has been designed for individuals who wish to further develop their knowledge and skills of managing anxiety.

Objectives:

- Building an understanding of anxiety
- Developing techniques to manage anxieties more effectively
- Building confidence through peer support
- Identifying coping strategies from shared empirical experiences

4. Confidence and Communication*

This two-part course aims to give a better understanding of what confidence and assertiveness is and explores ways to improve confidence and help individuals speak up for themselves.

Objectives:

- Building self confidence and self image
- Develop an understanding of effective communication

5. TED Talks

Online Ted Talks are often found to be interesting and are a good way to keep learning, watching within a social environment gives people the chance to discuss different viewpoints based on the content. This is learning for social communication, confidence building and learning for personal development.

Objectives:

- Social interaction
- Learning new skills and promoting thinking
- Building confidence through communication

6. Tree of Life

This learning session uses narrative therapy to explore and name the elements of the Tree of Life, explore the role of reflection in people's life journey and identify strengths and skills to move forward in life.

Objectives:

- Promote a feeling of identity and connectedness
- Building self worth
- Support for overcoming difficult life experiences
- Establish a positive mindset and bring clarity to future intentions

*The most attended learning course in Halton has been **Confidence and Communication**.

Exploring the Impact on Clinical Teams

Saving Clinical Time and Resources

This evaluation uses a survey designed to explore the extent to which clinicians' time is saved and ascertain whether this then allows clinicians to work on clinical issues by being assured that social support is being met through another Mersey Care service.

Clinicians were asked how much of their clinical time was saved since having access to The Life Rooms service and this interoperability of systems. The feedback indicated that **the amount of time clinicians spent meeting social needs of service users decreased by 73%**. Not only are the referrals quick and effective, but it's also a safe and well-governed referral process from Mersey Care to Mersey Care services.

The quantitative findings derived from the survey also show that **90%** of clinical staff who completed the survey think that they would experience a negative impact on their clinical practice if they could no longer use The Life Rooms service.

Feedback provided by Clinicians

The Research and Evaluation team have designed a survey for clinical staff to learn about their experience of referring into The Life Rooms service. The aim is to understand the impact of this interoperability of systems on clinical teams, further develop The Life Rooms Social Model of Health, and provide more effective services for the community.

The feedback below is based on 20 surveys which were completed by clinicians.

- **90% of clinical staff indicated that they felt satisfied with The Life Rooms service.**
- **90% of clinical staff felt confident/assured when referring a patient to The Life Rooms that they will receive high quality care.**
- **90% of clinical staff would recommend The Life Rooms service to their colleagues or other services.**

“As our service continues to broaden, our skills are often spent meeting social needs as opposed to nursing/medical care interventions. The Life Rooms has been invaluable as an additional service to offer and really helpful!” – Clinical Staff

“Such a smooth and effective process” – Clinical Staff

“Referral form easy to complete. Referrals are picked up quickly and service users have reported to be pleased with the service they received.” – Clinical Staff

“Very beneficial to see the patient journey and support offered to reduce duplicate referrals and interventions” – Clinical Staff

“The Life Rooms have more specialised knowledge in the areas our patients need support with” – Clinical Staff

“Since its rollout, we have had nothing but positive feedback. Meeting the additional social needs of the patient is paramount to the overall holistic wellbeing of the patient as well as their medical and nursing needs being met.” – Clinical Staff

“Perfect! It gives me an update instead of not knowing answers when asked questions about a referral I made” – Clinical Staff

If clinical teams could no longer refer to The Life Rooms....

“If we no longer had this wonderful service, our patients would suffer greatly and not receive the support they need regarding the social circumstances they struggle to comprehend on a daily basis.” – Clinical Staff

“(If we could no longer refer into The Life Rooms service) we would have long waiting lists to other services, that don’t necessarily help with some needs of our clients’ social circumstances.” – Clinical Staff

“Increased workload and patients will have limited access due to practitioner knowledge of the community resources.” – Clinical Staff

“Without the additional support of The Life Rooms, our patients’ holistic and social needs may not be met. A lot of patients we see, often have additional social needs which we cannot meet.” – Clinical Staff

“We need a platform/service to refer to so a patients’ social needs can be addressed, as we have little knowledge and little time to complete this.” – Clinical Staff

“I would have less time for the interventions I should be offering” – Clinical Staff

Exploring the Impact on Service Users




Short Warwick-Edinburgh Mental Wellbeing Scale (SWEMWBS)

The Life Rooms Mid-Mersey project will utilise the SWEMWBS outcome measure. The scale has been designed for monitoring mental wellbeing in the general population. The scale consists of 7 statements about thoughts and feelings, which are positively worded with five response categories from 'none of the time' to 'all of the time' (see below):

Below are some statements about feelings and thoughts. Please tick the box that best describes your experience of each <u>over the last 2 weeks</u>					
	None of the time	Rarely	Some of the time	Often	All of the time
1. I've been feeling optimistic about the future	1	2	3	4	5
2. I've been feeling useful	1	2	3	4	5
3. I've been feeling relaxed	1	2	3	4	5
4. I've been dealing with problems well	1	2	3	4	5
5. I've been thinking clearly	1	2	3	4	5
6. I've been feeling close to other people	1	2	3	4	5
7. I've been able to make up my own mind about things	1	2	3	4	5

The Life Rooms' members will be asked to complete a measure on two occasions – at the initial visit and after accessing support. The aim of this outcome measure is to provide evidence that the support provided by The Life Rooms is a contributing factor to people's wellbeing.

To date, **10 matched SWEMWBS** have been collected from service users in Halton.

Well Being (SWEMWBS)		Cases: 10		Average Δ 1.14 ↑	
Increased		Decreased		No Change	
↑ 60 %	6	↓ 40 %	4	→ 0 %	0

On average, SWEMWBS scores **increased by 1.14**, suggesting that most people's wellbeing has improved since they first accessed The Life Rooms services.

Feedback provided by Service Users

Service user survey provides both qualitative and quantitative data, gathered through a mixture of questions collecting both closed and open-ended responses. The aim of service user survey is to understand and evaluate the impact that The Life Rooms has had on service users. The feedback below is taken from 36 completed service user surveys.

- **97% of service users agreed that accessing The Life Rooms was easy for them.**
- **100% of service users agreed that it was easy to discuss their concerns with The Life Rooms staff.**
- **100% of service users would recommend The Life Rooms service to a friend or family member.**
- **92% of service users felt that The Life Rooms provided all the support they were looking for.**
- **92% of service users felt that The Life Rooms had a positive effect on their mental wellbeing.**

“I think the support is brilliant and all the tools and courses available are really helpful. The lady I spoke to was very professional non-judgemental and made me feel at ease and realise I am not being stupid” – Service User

“Really helpful information provided and really informative. (Pathway Advisor) was full of knowledge and listened well. Informed me on housing information and referred me for courses” – Service User

“Pointed me in the right direction knowing that there is help and support” – Service User

“Really helpful information provided and really informative. (Pathway Advisor) was full of knowledge and listened well. Informed me on housing information and referred me for courses” – Service User

“Everything from houses to courses for jobs, great start- thank you” – Service User

“The advice given (was helpful). Showing what options are available. The support and understanding of the staff I spoke to” – Service User

“(The Life Rooms) helped me get on courses and to get support” – Service User

“Quick and to the point, no pressure, they understood quickly the things I didn't want as well as those I did.” – Service User

“The lady was very reassuring and helpful I find it hard to trust and she really put me at ease whilst giving me some valuable information” – Service User

“Very helpful. Happy to have been booked on to learning courses to help with my anxiety” – Service User