



Health
Trainers

Helping you take steps towards a healthier happier life

Updated October 2011

Health Trainer Service

A guide for referrers



**Covering the wards of Chelmsley Wood, Smiths Wood, Fordbridge,
Kingshurst, Castle Bromwich, Marston Green, Lyndon, Olton,
Shirley East and West and Bickenhill**



you⁺ Your one stop shop
for health and advice



Health Trainers

Helping you take steps towards a healthier happier life

About the Health Trainer Service

Health Trainer Services are health improvement services which have been developed as a result of the Government White Paper *Choosing Health* (2004). The paper gave a commitment that the Department of Health would fund Health Trainers to provide support and motivation to individuals in the areas with the highest need to improve their overall health and wellbeing. The Health Trainer Service in Solihull is a service being provided in partnership between SUSTAiN and Solihull Primary Care Trust. The present service consists of a Health Trainer Service Manager, Health Trainer Service Administrator and a team of seven Health Trainers. The team is based in the You+ Shop in Chelmsley Wood Shopping Centre making it very accessible to the local community; however the team will also be working out in the community seeing clients in various suitable community settings.

Health Trainers can provide personalised support over four to six sessions tailored to the specific goal of the individual, for example weight management or smoking cessation.

Aims of the Health Trainer Service

- To contribute to Department of Health priorities and local and national health and wellbeing improvement targets by addressing health inequalities;
- To work with individuals from Solihull to support them to identify and make lifestyle changes;
- To equip these individuals with the knowledge and skills as appropriate, to make lifestyle changes which in turn can have a positive impact on their health and wellbeing;
- To bring these individuals into more effective contact with mainstream health improvement and support services ;
- To refer, where appropriate, to other services including the Citizens Advice Bureau, Sexual Health Services and Weight Management.

In order to achieve these aims the Health Trainer Service will:

- Offer a culturally appropriate service which is accessible to all communities;
- Offer services in accessible locations at venues and times agreed to suit the client and Health Trainer;
- Make sure that the service is effectively evaluated and necessary changes are implemented as appropriate to ensure effective service delivery;



Helping you take steps towards a healthier happier life

What is a Health Trainer and what do they do?

- Health Trainers are ideally recruited from the local community and have extensive knowledge about the community that they will serve
- Health Trainers have received appropriate training and work to agreed guidelines
- Health Trainers work with individuals on a one-to-one basis to assess their lifestyle and support them in identifying key areas they wish to improve upon such as weight management, smoking cessation, healthy eating or increasing physical activity levels
- Health Trainers will then work with this individual to set manageable and achievable goals and agree action plans
- Health Trainers will encourage and support individuals to achieve their goals
- Health Trainers will also monitor the individual's progress and adjust and revise goals in conjunction with the client, where deemed necessary

What will Health Trainers not do?

- Persuade an individual to change their behaviour
- Tell individuals what they should be doing
- Criticise those whose behaviour change does not go to plan

How can the Health Trainer Service benefit me as a professional?

The aim of the Health Trainer Service is to work in partnership with local services which are already being accessed in the community in order to provide additional support to individuals that are particularly hard to influence and/or engage with. This will be achieved because Health Trainers are recruited from the local community and can identify with local people, being very accessible, with more time and flexibility to work with clients and by the establishment of a rapport with local communities.

Who can refer into the service?

Any individuals that meet the relevant criteria can self refer into the service and any health-professional who feels their client fits the referral criteria and would benefit from the service can refer into the service.



Who should I refer to the Health Trainer Service?

Health Trainers provide a free, personal service to motivate and encourage local people to make changes to improve their health.

The service aims to help remove barriers that may be preventing change to encourage more people to stop smoking, increase physical activity and improve their eating habits.

Appropriate clients:

- Clients who are undecided about making a recommended behaviour/lifestyle change;
- Clients who are considering making a behaviour/lifestyle change but are unsure as to how to go about it;
- Clients who need to make a change to their behaviour/lifestyle that have found it difficult to do so in the past and would benefit from some personal support to help them;
- Clients who need personal support to access services such as the 'DocSpot' or other physical activity opportunities, stop smoking services or community dietetic services.

Case studies

Michael, 56

Michael is a carer who lives alone. Following a recent consultation with his GP, it became apparent that Michael engaged in a number of unhealthy behaviours, including eating unhealthily, drinking too much alcohol and smoking.

Michael expressed a wish to start leading a healthier life, but wasn't sure where to start. The GP referred Michael to the Health Trainer Service. The Health Trainer assessed Michael, and together they explored which health behaviour Michael wished to change first. He opted to quit smoking but didn't know how to go about this.

The Health Trainer discussed what would be involved in going along to the local NHS Stop Smoking Service. This helped reassure Michael and he decided to make an appointment to see a Stop Smoking Advisor which the Health Trainer helped him to arrange.

Mary, 72

Mary has a BMI of 32 and high blood pressure and was referred to the Health Trainer Service by her Practice Nurse.

She has previously been a member of Weight Watchers where she lost weight. However she has now regained this weight and feels that diets don't work for her and she would like to make changes to her eating habits but doesn't know where to start.

Mary came to see the Health Trainer who assessed her lifestyle. Mary expressed that is also feeling isolated as she lives alone.

The Health Trainer and Mary devised a personal health plan to help her improve her diet. The Health Trainer also advised Mary about the local Striders and Strollers walk which would help increase her physical activity levels and help with her feeling of isolation.



Referral Protocol for Accessing the Solihull Health Trainer Service

Criteria for referral	<p>Clients who have been seen by a clinic/service (for example GP or other primary care practitioner) and the recommended course of action involves a change in lifestyle.</p> <p>And/or the client feels that extra support is needed to be able to comply with a recommended change and can self-refer to the Health Trainer service.</p> <p>And/or the client has been referred to a specialist service (for example Smoking Cessation) and did not attend a pre-arranged clinic. A Health Trainer could follow up the missed appointment.</p> <p>Or clients who have been identified through contact with a linked Voluntary or Community organisation or direct contact with communities.</p>
Criteria of exclusion	<p>Clients must not be referred to Health Trainer if:</p> <ul style="list-style-type: none">• If the client is not registered with a Solihull GP surgery operating in one of the target wards, and is not a resident or working in one of target wards within Solihull then they should normally be excluded. Exceptions for this can be made at the discretion of the Health Trainer and are dependent on the circumstances of the client.• Client does not wish to make a lifestyle change.• The service can refuse to support individuals who are abusive to staff or cause damage to property or venues.• They are under the age of 18 (although family unit approaches to lifestyle changes will be included in the service provision)• They do not consent to the referral. Clients cannot be referred to the service if they do not consent. <p><i>Clients with an existing condition can be seen by a Health Trainer but additional support may be required.</i></p>
Action if excluded	<p>Clients must be referred to the appropriate practitioner for an option on continued clinical management. Referral to a Health Trainer might be reconsidered at a later date.</p>
Consent	<p>Referrers should be provided with information about the Health Trainer Service in order to inform themselves and clients. Information leaflets for clients are available from the Health Trainer Service by calling 0800 015 3265</p> <ul style="list-style-type: none">• The service provider must ensure adequate information is available to enable clients to make informed choices and consent.
Action if client declines intervention	<p>The client should be informed that the Health Trainer Service is still an option for the future should s/he wish to pursue it.</p>



SOLIHULL HEALTH TRAINER SERVICE REFERRAL FORM

Health trainers provide a free, personal service to motivate and encourage local people to make changes to improve their health.

The service aims to help remove barriers that may be preventing change to encourage more people to stop smoking, increase physical activity and improve their eating habits.

Client Details

Surname: _____ First Name: _____

Address: _____

_____ Post Code: _____

Telephone Number: _____

Date of Birth: _____ Name of GP: _____

The patient has consented to being referred to the Health Trainer Service

Referrer's Details

Name: _____ GP/ Job Title: _____

Surgery/Organisation Address:

Signature: _____ Date: _____

Comments

Relevant health risk factors:

- Diabetes
- Raised cholesterol
- Raised BP
- Respiratory conditions e.g. Asthma
- Heart conditions e.g. Angina
- Other (Please state _____)
- Not applicable

Please return to: Health Trainer Service, You+, 1 Coppice Way, Chelmsley Wood Shopping Centre, B37 5TS or email to: solihullhealthtrainers@nhs.net