HOPE SPECIALIST SERVICE

Have you had a fall? Or do you get short of breath?
The Hope Street Specialist Service can help you.
Talk to our Falls and COPD Team on 01472 313400

Guiding You To A Healthier Life
The HOPE Specialist Service, which is a partnership between the North East Lincolnshire Care Trust Plus Falls and Respiratory Services, aims to provide a patient centred one stop shop for people with chronic respiratory diseases, such as Chronic Bronchitis and Emphysema (COPD), and older people at risk of falls.

From its inception, the service has been designed and developed through a real co-production approach between a multi-disciplinary specialist team and its users. It pays as much attention to the determinants of ill health as to the ill health itself and has developed by implementing both the word and the spirit of NICE guidelines.

The team, which consists of physiotherapists, occupational therapists, specialist nurse, dietitian, physiotherapy assistants and volunteer expert patients and carers, provides Pulmonary, Falls, Post Hip Fracture, Parkinson’s Falls and Adult Learning Difficulties Falls rehabilitation programmes within a community setting.

This innovative service is based on a medical model within a social context and offers individually tailored and holistic assessment, treatment, rehabilitation and education. Everyone is different and has different needs, so our programmes are tailored to suit the individual, rather than expecting the individual to fit in with a set programme. We also offer home rehabilitation to patients who are unable to attend group sessions.

After completing our programmes, people tell us that they are able to walk further and feel more confident about managing their health issues, such
as shortness of breath and balance problems. They are also able to resume the activities of daily living that many take for granted, such as shopping, gardening, playing with grandchildren, going upstairs, walking the dog and dancing.

In addition to rehabilitation, we also provide weekly maintenance sessions for post rehab patients, as well as facilitating social groups such as our Piscatorial Codgers Fishing Club, Grouchy Old Men’s Club and Breathe Easy Support Group, and offering Tai Chi and chair-based exercise classes.

Essential to the success of the service is our growing team of volunteers, the majority of whom are older people and/or suffer from a chronic disease. Our volunteer Buddies are an extra pair of eyes and ears in rehabilitation sessions, whilst also acting as motivators, mentors and positive role models.

Other volunteers work within the local community, raising awareness about falls prevention and chronic respiratory conditions. They use a barrage of social marketing to truly engage the older people of North East Lincolnshire in falls prevention and healthy lifestyle choices and also carry out lung health checks and walking aid assessments and give out advice and information.

We also provide a Buddy-led smoking cessation clinic for referred patients and their families. As ex-smokers themselves, the Buddies are able to empathise with patients in their efforts to quit. Consequently, our quit rates to date are significantly higher than those of traditional smoking cessation services.

The service is based at Hope Street Medical Centre in Grimsby, with a satellite Pulmonary Rehabilitation base at the Pilgrim Primary Care Centre in Immingham.
**Falls Rehabilitation**  
A six week, twice weekly programme of strength and balance exercises, advice and education, delivered by our specialist Falls team and expert volunteers

**Specialist Falls Clinic**  
For patients presenting with a mechanical/functional reason for falls that cannot be identified or treated by mainstream community services. Also for patients presenting with dizziness of a non-medical origin

The Falls Service also provides:  
- Post Fracture Rehabilitation  
- Parkinson’s Rehabilitation  
- Adult Learning Disabilities Rehabilitation  
- Home visits, assessments and rehabilitation  
- A walking aid assessment clinic
Pulmonary Rehabilitation
An eight week, twice-weekly programme of tailored exercise and education, delivered by a multi-disciplinary team of clinical staff and expert volunteers (the Pulmonary Rehab Buddies)

Specialist Physiotherapy/ Nurse Led Clinics
- Respiratory assessment
- Quality of life assessment
- Medication reviews
- Non-invasive acupuncture
- Hyperventilation Syndrome

The Respiratory Service also provides:
- Home visits, assessments and rehabilitation
- Specialist Dietetic Clinic for respiratory patients with a BMI of less than 19 or greater than 30
- Hope 2 Quit Buddy-led Smoking Cessation Clinic
- Talking therapist
Who are we?
- We are a group of specially trained community volunteers who provide advice and information on how to prevent and reduce falls amongst the elderly.
- We work alongside health professionals and with the police, local authorities and other local organisations.

What do we do?
- We organise events all over North East Lincolnshire to raise awareness, provide information and give advice to older people living in the local community about the services available.
- We provide services to older people who have had falls or are at risk of falling, including falls presentations, ferrule changing, sloppy slipper exchanges and our bus safety alert card.
- We try to understand the needs of the person who has fallen and to identify where and why they are falling.
- We work in residential homes, group dwellings and within community facilities.
- We promote healthier communities.

Did you know?
- Falls can affect anyone, but half the population over 65 may suffer a fall every year.
- Falls often result in fractures (broken bones) and hospitalisation.
- There are typically 9000 falls every year in North East Lincolnshire and for every 100 people who fall, 20 will probably need medical help.
- Typically there are 600 fractures each year, with 100 of these hip fractures. This can lead to a loss of confidence and self-esteem and reduced independence.

If you would like more information about how to reduce the risk of slips, trips and falls, please contact the Falls Prevention Collaborative on 01472 313534 or 01472 313535.
DO YOU HAVE A BREATHING PROBLEM? ....SO DO WE!

The Breathe Easy Grimsby & District support group is for patients, family, friends and carers who are affected by lung problems.

Breathe Easy provides a network of friends, advisors, events and activities that support and empower people affected by lung disease.

We also provide mutual support, inform and educate our members and promote the group, the British Lung Foundation and awareness of respiratory disease.

Members can get involved in other aspects of the group, such as fundraising, organising social events and campaigning.

Meetings take place on the last Friday of every month at Hope Street Medical Centre

For more information, please call 01472 313400
Rehab Plus gives patients, who have completed one of our rehabilitation programmes, the chance to continue to exercise and to use the rehab suite at Hope Street and also the facilities at Immingham's Pilgrim Primary Care Centre. It also allows them to maintain the friendships that are often formed between patients during the programmes.

The groups are run by qualified instructors who have completed the British Lung Foundation’s Exercise Instructors Course. Patients who attend the sessions decide what exercises they want to do and also set their own targets. The instructors are there to provide any advice they may need, but these sessions are really about empowering patients who have spent the duration of the programme being told what to do.

As we say throughout the programme, the harder you work, the greater the reward, in terms of your results. We are trying to give our patients every opportunity to maintain the already high standards they have set, so please take advantage and use the excellent facilities that we are privileged to have.

Patients can attend a maximum of two Rehab Plus sessions per week. From 1st October 2010, a small charge of £2 per session will be made, which includes tea/coffee and biscuits.
Hope 2 Quit is the Hope Specialist Service’s in-house Buddy-led smoking cessation clinic for referred patients and their families.

Following referral for Pulmonary Rehabilitation, patients attend pre-assessment clinic, where brief intervention smoking cessation advice and information is given. Patients are then able to self refer to Hope 2 Quit if motivated.

They then attend a weekly drop-in clinic with COPD Nurse Specialist Karen Cox, who has completed level 2 training provided by the Smoking Cessation Service, and a level 1 trained Buddy. Alternatively a level 2 trained Health Trainer and a Buddy can provide weekly support at home. The patient then commences four week quit when ready, with continued informal support from Buddies during the Pulmonary Rehabilitation programme.

Hope 2 Quit is already achieving significantly higher quit rates than traditional smoking cessation services. In its first year 17 patients set a quit date, with 14 (82%) being successful in achieving a four week quit. This compares to the local quit rate of 55%.

Our results suggest that providing smoking cessation intervention opportunistically when patients are referred for Pulmonary Rehabilitation and offering one to one support from Buddies who, as ex-smokers themselves, are able to empathise with them, can increase motivation to quit smoking, even more than attending a traditional smoking cessation clinic.

The Hope 2 Quit smoking cessation clinic is held every Thursday between 12pm and 1pm at Hope Street. For more information, please call Karen Cox on 01472 313400.
What is the role of the Occupational Therapist?

Occupational Therapists (OTs) look at the tasks and activities that people do in their day to day lives and how the ability to do these tasks is affected by illness or long term medical conditions.

One of the main aims of an occupational therapist is to help people to live as independently as possible. They do this through giving advice, information and where needed by providing or recommending equipment or adaptations.

How do OTs help people who have COPD?

An OT may become involved with patients who have COPD because they can offer advice and equipment to help minimise shortness of breath when doing day to day activities. They can also help people develop and practice new ways of overcoming problems associated with COPD such as relaxation techniques and transferring exercises learnt in Pulmonary Rehabilitation into daily life.

Our senior Occupational Therapist Tracey Wheeldon has produced an “Occupational Therapy and COPD” guide, which is issued to patients participating in the Pulmonary Rehabilitation programme and provides lots of useful advice on how to conserve energy whilst performing the activities of daily living.

For more information, please call Tracey or Charlotte on 01472 313400.
Maintaining a healthy body weight and eating well is important for everyone, but even more so for people who suffer from chronic respiratory disease.

The muscles in a person with chronic respiratory disease can require up to ten times the calories needed by someone with healthy lungs. If a person is underweight, it can make them feel weak and tired and more prone to infections, whilst being overweight makes the heart and lungs work harder than normal.

Hope Street offers a Specialist Dietetic Clinic for respiratory patients with a BMI of less than 19 or greater than 30. Our dietitian will provide you with in-depth nutritional guidance, tailored to your individual needs.

Hope Street has also recently launched a new and exciting group to support people who have difficulty gaining or maintaining a healthy weight. The group, which is run by Dietitian Nic Rudd and OT Charlotte Turner, aims to provide an informal and relaxed atmosphere where group members can support each other and share ideas and recipes. They can discuss energy conservation with kitchen activities and taste high calorie foods. Group members also share their top tips such as adding milk powder to mashed potato to increase the energy content.

If you are interested in joining the group, or would like more information, please contact Charlotte or Nicola on 01472 313400.

The importance of healthy eating led to the opening of Hope Street’s five star rated Educating Eater café in November 2009. Part-funded by the Hope Collaborative and staffed by volunteers, it aims to provide a range of food tailored to the dietary needs of our service users.

Our Educating Eater menu is designed to promote healthy eating and complement most diets. The Hope Specialist Service’s dietitian works closely with the café to ensure that the menu provides a good selection of nutritious food and is available to answer service users’ concerns about issues such as weight loss and gain and food intolerances.

The fare on offer includes sandwiches, salads, jacket potatoes and toasted sandwiches, as well as a breakfast menu, including old favourites such as scrambled eggs/ beans on toast, toasted tea cakes and crumpets and bacon butties.

The café also supplies free fortified smoothies to patients on our rehabilitation courses, who struggle to gain and maintain weight, so that they can undertake the exercise they need without any further weight loss.

The café is still looking for volunteers, so if you are interested in donning an apron and helping to feed the hungry masses, please call Claire on 01472 313400.
The Hope Specialist Service’s Tai Chi classes are held every Monday morning at both Hope Street Medical Centre and Immingham Civic Centre.

This gentle form of exercise helps to improve balance, stamina, strength and suppleness. Other reported benefits include improved breathing control, a clearer and more relaxed mind and a reduction in stress.

Tai Chi helps our respiratory and falls patients to continue with their exercise following completion of rehab, which in turn assists them in self-managing their health problems. Our groups also provide a valuable social outlet for older people.

For more details about our Tai Chi classes please call Tanya (Hope Street) or Sylvia (Immingham Civic Centre), on 01472 313400.
The Piscatorial Codgers Fishing Club was set up around three years ago by the Falls Prevention Collaborative and Victor Smith (ex Councillor for Cleethorpes and Immingham) to help support local anglers who wanted to fish but were no longer able to do so without assistance due to illness, disability or infirmity.

By being part of a group, elderly and disabled anglers are able to fish in a safe and supportive environment, with helpers on hand to carry and set up their equipment. Social isolation can be a significant problem for those affected by old age, illness or disability, so this group is a great way for them to meet new people who share a common interest.

The club meets on a fortnightly basis during the summer months, with between 10 and 20 members attending each session. Transport is provided to local fishing venues, all of which are within one hour’s drive of Hope Street.

If you are interested in hooking up with our fishing club, please call Sylvia on 01472 313535 for more details.
Hey, are you getting a little grouchy? Come and join our club!

Thursday 1pm-5pm (fortnightly)
At the Birds Eye Club
Ladysmith Road, Grimsby
Come and socialise with other older men
Enjoy a game of dominoes, cards or pool
Buffet provided

MEMBERSHIP IS FREE!

For more information contact Sylvia Leary on 01472 313535
The Hope Collaborative has come a long way since it was first established by our falls and respiratory volunteers in 2007 to enable them to accept small donations from patients towards tea, coffee etc, on behalf of the Hope Specialist Service.

Now with a committee of 14, which includes both volunteers and staff, the Collaborative makes a significant contribution to Hope Street, with its main sources of income derived from donations, exercise classes, fundraising activities, grant funding and sales. The Treasurer’s report at this year’s AGM revealed a turnover of more than £10,000 and a profit of over £4300 recorded for the year ending 31st December 2009.

Look around the building and everywhere you will see the evidence of what the Collaborative has done for Hope Street and what the generosity of our service users and the hard work of our volunteers and staff has done for the Hope Collaborative. Expenditure during 2009 totalled just under £6600 and included the re-covering of reception seating, installation of a café counter, café kitchen equipment and painting & decorating materials for reception, clinic rooms and toilets, which were painted by the staff last Christmas.

Due to the size of its turnover, the Collaborative is currently in the process of applying for charitable status. When this is achieved, it has been agreed that the organisation will change its name to the Hope Street Trust. But whatever name it goes by, one thing remains unchanged – the organisation’s commitment to Hope Street.
The Upsy-Daisy Garden project will create a garden at Hope Street that will be the first of its kind. It will be comprised of six zones, including an urban assault course and urban warfare area. These will feature the everyday obstacles, such as uneven paving, high kerbs, street furniture, steps and ramps, which many people with breathing problems or a fear of falling are afraid to tackle. This can often lead to social isolation and loss of independence, as they become too afraid to leave the house. By allowing patients to undertake rehabilitation within a safe but realistic environment, the Upsy-Daisy Garden will help them build both the fitness and confidence required to deal with the obstacles that stand in the way of them leading a normal life.

The plans also include an outdoor activity area, a restorative garden and an allotment area with raised beds. The majority of our service users are older people and a common frustration expressed by them is that their condition has left them unable to enjoy even the simplest of pleasures, such as gardening. The allotment area will enable them to resume this activity in a safe environment so that they can return to their own gardens when rehabilitation is completed.

Phased construction work will commence soon, with the Hope Collaborative funding the phase one ground works and Marshalls Plc, the UK’s leading manufacturer of landscaping products, donating significant quantities of materials.

The remaining phases will be completed as funding allows. You can help by purchasing one of our Daisy Chain stones (pictured, right), which will form a path around the garden. Made from York stone and measuring 30cm x 30cm, the stone will feature your name or a brief message in inlaid brass.

The recommended minimum donation is £100. If you would like to purchase a Daisy Stone, please ask for an application form at Reception.
RECOGNITION

Chartered Society of Physiotherapy “Rethinking the patient care pathway for long term conditions” Award Nominees 2010

Community Partnership “Healthy Communities” Award Winners 2010

NICE Shared Learning Award Winners 2007

British Thoracic Society “Innovation in Patient Involvement” award Winners 2007

HSJ Awards Finalists 2006 and 2007

NHS Innovations Competition Yorkshire and Humber 2007 finalist