



Talk Wandsworth / Merton Uplift/ Sutton Uplift Wellbeing Service

What is it?

- A Step 1 wellbeing service set up as an appendage to the main IAPT services across the 3 boroughs, developing techniques and strategies to improve the wellbeing of the community.
- Collaborate with partner organisations such as Age UK, Carer centres, job centres, LGBTIQ+ and ethnic minorities forums, drug & alcohol service teams, faith groups, etc.

How does it work?

- Offer a variety of psychosocial interventions and wellbeing workshops designed to support specific needs for residents and anyone registered with a GP in the borough.
- Patients are able to self-refer or are referred by professionals.
- Wellbeing practitioners, navigators and interns provide this service.
- Clients who require additional support can be referred on to the IAPT service

Any challenges?

- Patient records system (IAPTus), is not attuned to the way in which Step 1 staff work with clients from the community. Therefore, accurate recording has been a challenge, requiring changes to several pathways on IAPTus.
- Minimum Data Set (MDS) questionnaires are a rigid form of collecting data which is hard to understand and complete by community groups. The tool does not easily translate for those with learning difficulties, the elderly and those for whom English is not their first language. Some of the themes of the MDS are alien to many cultures.
- Many groups do not identify themselves by their post code or location of their GP, however in order to provide Wellbeing services, these two criteria are strictly applied. It can be interpreted that the mental health and wellbeing of the group who fit the criteria are more valuable than those who don't. This has been seen while working with schools, colleges, universities, mosques, churches, temples, and community organisations.
- Step1 Wellbeing workshops & interventions presented opportunities for clients to present with risk. The team has had to adapt to that role quickly and become proficient at managing risk at the same level as their clinical peers.
- Past discrimination, or poor engagement efforts of mental health services, impact the willingness to participate in current programs to improve mental health & wellbeing.

What's been the impact?

- Several under-served communities (refugees & asylum seekers, drug & alcohol addicts, Muslim communities and older adults) have been reached.
- Wider reach through social media: https://www.youtube.com/channel/UCtdh_kka96jwCfA2R_m2nxg You Tube channel which hosts recordings of webinars, podcasts and workshops covering topics like wellbeing, unemployment, mindfulness and LTC.