

Social Prescribers Case Study

A Workforce Development Approach

Provides an overview of the EDEN programmes to support workforce development and examples of where it has been used.

Novo Nordisk has provided sponsorship to Leicester Diabetes Centre (EDEN) to deliver a workforce development webinar, best practice examples & 'do-it' tools. Novo Nordisk has had no influence over the webinar agenda, arrangements or accompanying materials.

What is the Need?

Social Prescribing Link Workers (SPLWs) provide a key supportive role to the Primary Care Network (PCN) Diabetes support team (DiaST). They address unmet needs by connecting people to support groups and voluntary sectors, regarding patients holistically. They aim to give people time and focus on what matters most to the individual, enabling them to get the right care and support.

SPLWs help the DiAST meet the needs of vulnerable individuals, often living with long term conditions or multimorbidities. These professionals must be equipped to care for people living with diabetes and their carer(s). Several SPLWs stated that, when supporting people with diabetes, they found the discussion and support difficult at times due to their lack of knowledge and they professed a lack of confidence.

What did EDEN do to meet that need?

Eden created Eden Essentials; a diabetes training package with resources suitable for SPLWs.

The training begins with the Eden 'Foundation Diabetes' recorded lesson that can be viewed at a convenient time or delivered as a live webinar.

A crucial element of the SPLWs role is communication. We aimed to raise awareness of available resources that may help support their patients in times of need. The Eden 'Tool Kit' was designed to meet this need. The SPLWs can quickly access information for their patients on any diabetes related topic. Eliminating internet searching, unreliable or false information and time wasting.

The last element of training involves the use of 'Eden Elect'. A complete diabetes learning resource. Using a body avatar, this virtual resource contains all a Healthcare Professional needs to know about diabetes and related health and lifestyle topics. It is quick and simple to use, yet contains a wealth of information. It is full of up-to-date, reliable and essential information. It may be used with the patient to help explain any health related topic.

A live webinar is available for SPLWs that demonstrates how the online resource can support people with diabetes.

How does Eden training offer benefit?

We have received consistently positive feedback. Developing and enhancing diabetes knowledge has helped improve standards of care for people with diabetes with better health outcomes and subsequent NHS cost reductions.

Based on feedback, SPLWs has gone on to champion diabetes care within their organisations by sharing knowledge with colleagues so that they can learn and improve upon diabetes care standards.

The care process becomes smoother for the patient as they are directed to the right care at the right time. This limits unnecessary time and cost for all parties, freeing up time for more people to be supported consistently and efficiently.

The Tool Kit can provide essential support and guidance at the time of need. Ensuring that both the SPLWs and people living with diabetes receive the specific information they require to make informed decisions that often greatly improve quality of life.

The training is virtual, enabling widespread rollout across the country. Leading to better utilisation of services, increased numbers of supported patients and reduced variations in standards of care.

Best Practice Example

Since Eden Essentials has started it has provided training to SPLWs within Leicester, Leicestershire and Rutland, Birmingham and Solihull CCG (BSOL). Our best practice example comes from an SPLW who was supporting an individual with type 2 diabetes (Ken). Ken mentioned that he had previously suffered from a foot ulcer which had now healed.

Ken had always wanted to know how he can look after his feet to reduce the risk of another ulcer occurring but didn't feel he could ask his GP or Practice Nurse as they had too many other things to discuss with him.

The SPLW then accessed the Eden Essentials 'Tool Kit' and click on the foot care tab which displays key information from Diabetes UK regarding foot care. Ken was thankful for the information. He stated that he now feels better prepared to provide self-foot care which is essential to preventing foot injury or re-ulceration. In some circumstances, foot problems can result in hospital admission, amputation or even death and prevention is vitally important.

Here is some of our feedback:

I am very thankful for Eden Essentials. I have learned a lot and gained a better understanding about diabetes. The foundation video was very interesting, concise and very informative. I liked the way the information was presented.

The tool kit is a great resource. It provides me with clear guidance when I support people with diabetes. There are so many things in there that I didn't know about before.

* Permission has been received for all quotes to be shared within these best practice examples

For further information please contact the Eden team: eden@uhl-tr.nhs.uk