

Self-Management Service

An information guide



Self-Management Service

Supporting people to live well and build a better future

The Self-Management Service based at Rochdale Infirmary provides Self-Management programmes to people living with long-term conditions, re-occurring illness, disabilities and also provides programmes for carers. The Team, as training providers, also offer tutor training enabling those interested in self-management to train as tutors. Many of our tutors are volunteers who previously attended a programme and have been trained to deliver it back. Supporting others who like themselves have struggled to cope with the daily challenges living with a long-term condition and or being a carer brings.

Self-Management is a term now commonly used which relates to education or training for people with long-term conditions and carers, focusing on supporting and enabling people to develop the knowledge, skills and confidence they need to manage their own health care effectively.

All our self-management programmes are based on the idea that if people feel more confident and have the ability to follow health guidelines, then they would be better able to manage their condition whilst in partnership with their health and social care teams.

Given a structure and support, people can make good decisions about their health.

The programmes are designed to involve people. It is about questioning things, trying out new ideas – focusing on what people can do rather than what they can't, identifying common problems and becoming solution focused. For this reason we never tell people what to do but rather support them in their decision making.

Weekly Resource Tables provide lots of local information and are a way of connecting people to local services.

Self-Management.....a patients' perspective

"It's a matter of understanding one's own abilities and limitations, having a sense of empowerment rather than feeling the victim! The sufferer is the 'expert' on how we are affected. Learning effective self-management skills enables us to adjust and self-manage our daily life with confidence – taking ownership – instead of relying on the medical profession to do it all for us. This becomes more of a working partnership, with the patient as the manager, consulting professionals for clinical and specialist advice. "

D Howard, EPP Participant 2015

Programmes available include:-

Living Well with Long-Term Conditions, Self-Management Programme

This programme is designed to support and enable people living with any long-term condition, re-occurring illness or disability to learn skills and techniques to live well and develop an effective partnership with their healthcare team. The programme runs for 6 weeks, each session lasting 2½ hours, one day a week at a local venue.

Content includes:

- Identify common problems and find practical solutions
- Getting a good nights sleep
- Falls prevention

- Understand difficult emotions, learn how to manage feelings such as frustration, anger, fear, isolation, tiredness, low mood and depression
- Physical activity, understand the importance of keeping moving, how to maintain fitness and feel energised
- Eat well, make healthy food choices, understand food labelling and weight management
- Communicating with confidence
- Understand pain and fatigue and ways to manage on a day to day basis
- Medication usage, allergies and side effects, knowing who to go to for help and advice
- Getting the best from your healthcare team, work effectively with your doctor, nurse, consultant, physio, social worker and pharmacist etc
- Relaxation including breathing techniques
- Shared decision making
- Looking forward to the future
- Community services available and how to access

Criteria to attend:

- Adult 18 +
- Live with long-term condition, disability and/or reoccurring illness
- Registered with a GP in Heywood, Middleton, Rochdale, Littleborough

What people said:

“This programme provides a light at the end of the tunnel and gives you the motivation to change your way of thinking”

“This programme should be bottled and put on prescription; it’s free and comes with no side-effects. It’s been a great opportunity

to meet other people and share experiences in a positive environment”

Programme Participants 2019

Looking After Me, Self-Management Programme for Carers

This programme is designed to support and enable carers to take care of their own health needs and live well whilst supporting others. Knowing when and who to access to get help for themselves and for those whom they care for. The programme runs for 6 weeks, each session lasting 2½ hours, one day a week

Content includes:

- Positively manage feelings that are often experienced daily by carers, such as, stress, anxiety, low mood, frustration and hopelessness
- Build confidence
- Aid relaxation
- Understand behaviours and identify triggers
- Start to and maintain regular 'me time' without guilt feelings
- Take care of health needs
- Meet other carers and share experiences
- Identify common problems and find practical solutions
- Shared decision making
- Looking forward to the future
- Community services available and how to access

Criteria to attend:

- Adult 18 +
- Carer or those who have been a carer
- Registered with a GP in Heywood, Middleton, Rochdale, Littleborough

What people said:

"The programme didn't try to tell me how to be a carer which I was thankful for, however it did remind me that I needed to make time for me and gave me ideas on how to manage my situation better"

"I found the carers programme excellent, I have been able to change my way of thinking about issues and it has taught me how to adapt my life to my caring situation positively."

Programme Participants 2019

Living with Cancer, Self-Management Programme

This programme is designed to support and enable people living with cancer to learn skills and techniques to help manage the symptoms and uncertainties of living with cancer whilst working in partnership with their healthcare team.

The programme runs for 6 weeks, each session lasting 2½ hours, one day a week

Content includes:

- Cancer and the effects of treatment
- Body changes
- Living with uncertainty
- Identify common problems and find practical solutions
- Difficult emotions, how to manage feelings such as frustration, anger, fear, isolation, tiredness, low mood and depression
- Physical activity, understand the importance of keeping moving, how to maintain fitness and feel energised
- Communicating with confidence
- Relaxation
- Shared decision making
- Future plans

- Community services available and how to access

Criteria to attend:

- Adult 18 +
- People living with and/or surviving cancer
- Registered with a GP in Heywood, Middleton, Rochdale, Littleborough

What people said:

"I regained confidence to tackle issues I had given up on. I now have the tools to help towards a healthier body and mind and a better understanding of how the "challenges to thriving" cycle can greatly affect our lives"

"The programme gave me the 'nudge' to approach subjects I had been ignoring. I left feeling more positive than when I came in"

Programme Participants 2019

Work Life Balance, Self-Management Programme (new)

This programme is designed to support staff living and working with long-term conditions; focusing on developing a good work life balance and work ethic.

The programme runs for 6 weeks, 2 sessions per week lasting for 1 hour. It is based on the Living Well with Long-Term Conditions Programme but is tailored for staff to attend during work time. Staff can request attendance themselves or at a 1-1 / Supervision.

Criteria to attend:

- Adult 18 +
- Live with long-term condition, disability and/or reoccurring illness that is affecting their work life balance and also for those returning to work

Referral

- Self-refer
- Via GP or health or social care professional

Our commitment to you, the service will:-

- Contact you by telephone or email within 2 working days on receipt of your referral
- Answer any questions you may have
- Offer a programme in your local area
- Confirm details by post.
- Provide out of course telephone support for the duration of the programme
- Offer you a 'mentor' for the duration of the programme
- Award you a Certificate on completion
- Connect you with services in your local area
- Provide opportunities for you to get involved

At the Programme you will be:-

- Fully supported by the tutors who are fully trained and nationally accredited
- Offered face to face and telephone support
- Provided with refreshments on arrival and during the break
- Informed of other local services available to you

The Programme will not:-

- Expect you to do anything you feel uncomfortable with - you go at your own pace
- Take part in any physical activity
- Interfere with advice or treatment given to you by your healthcare professionals
- Provide transport, respite or childcare

Benefits include:-

- Reduced symptoms of pain, fatigue, tiredness, stress and anxiety
- Reduced levels of low mood and depression
- Ability to recognise when something isn't right
- Reduced levels of pain killers and over the counter drugs
- Reduced visits to GP, A&E
- Knowing when to ask for help
- Increased confidence and motivation
- Feel energised
- Reduced feelings of isolation, meeting other people in similar situations
- Ability to communicate better with family, friends and health professionals
- Improved chances of employment or returning to work
- Opportunities to get involved in voluntary or community projects
- New friendships gained
- People report feeling better in themselves
- Focus less on the condition and more on what is important to them

Frequently asked questions:

Q: I have COPD, what can the programme do for me?

A: The programme will help you to **identify** and **manage** the symptoms brought about by your condition i.e. shortness of breath, pain and fatigue, stress/anxiety etc. You are encouraged to attend the programme if you are due to or attending any other health education programmes.

Q: As a carer I find it hard to find time for me and feel guilty when I do, how can the programme support me to find time?

A: Finding time is difficult and getting started is always the hardest part, but once you start the programme you will realise you are not on your own with these thoughts. Problem solving, decision making and action planning will be really useful skills to adopt. If you attend and complete the programme you have already identified 2½ hours a week that we encourage you to remain as 'your' time.

Q: Do the group all have the same condition?

A: Not necessarily, the people who attend may have different or multiple conditions. You are coming to the programme to identify and manage 'symptoms' that living with a long-term condition brings

Q: I'm not very confident and the thought of speaking out worries me

A: Don't worry, you are offered the opportunity to take part and share your views but you go at a pace that suits you. If you want to sit and listen this is ok. Being there is what matters.

Q: I take lots of medication; will this be explained to me?

A: We are not qualified to discuss actual medication but we will tell you who to go to for help and support. The medication usage and communication activities will be especially helpful to you.

Q: I don't have a long-term condition but suffer frequently from low mood and depression, can this programme help me?

A: Yes, the feelings you describe are what we often hear. The programme will help you to identify triggers and the tools will help you to turn any negative thoughts and feelings into positive ones.

Q: I have a re-occurring illness that comes and goes, I struggle to cope most days as I work full time, which programme would be best for me?

A: There are options for you. You can attend the Living Well with Long-Term Conditions which is what we call a community programme for any condition and runs daytime, evening and weekend. Or you could ask you manager if you could attend the Work life Balance Programme, which you would attend during working hours.

Q: Do I need to attend all 6 sessions?

A: It would be beneficial to attend all the sessions as they all link however; if you have medical appointments then we encourage you not to cancel those. Speak to a member of the team if you anticipate any difficulties

Contact Details

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If English is not your first language and you need help, please contact the Interpretation and Translation Service

Jeśli angielski nie jest twoim pierwszym językiem i potrzebujesz pomocy, skontaktuj się z działem tłumaczeń ustnych i pisemnych

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Dacă engleza nu este prima ta limbă și ai nevoie de ajutor, te rugăm să contactezi Serviciul de interpretare și traducere

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For advice on stopping smoking contact the Specialist Stop Smoking Service on 01706 517 522

For general enquiries please contact the Patient Advice and Liaison Service (PALS) on 0161 604 5897

For enquiries regarding clinic appointments, clinical care and treatment please contact 0161 624 0420 and the Switchboard Operator will put you through to the correct department / service

The Northern Care Alliance NHS Group (NCA) is one of the largest NHS organisations in the country, employing 17,000 staff and providing a range of hospital and community healthcare services to around 1 million people across Salford, Oldham, Bury, Rochdale and surrounding areas. Our Care Organisations are responsible for providing our services, delivering safe, high quality and reliable care to the local communities they serve.

The NCA brings together Salford Royal NHS Foundation Trust and the hospitals and community services of The Royal Oldham Hospital, Fairfield General Hospital in Bury, and Rochdale Infirmary (currently part of The Pennine Acute Hospitals NHS Trust).



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