



Annual Report July 2019

Charity number: 1168688

Company number: 10236925

2019 Annual Report

The following provides an overview of the projects which have been delivered by the Well Connected team during July 2018 – June 2019. We are proud to work in partnership with organisations from various sectors including:

- Peninsula Dental Social Enterprise CIC [PDSE]
- Plymouth University Faculty of Medicine and Dentistry
- Plymouth City Council (PCC)

Inter Professional Engagement



The Inter Professional Engagement module is an opportunity for dental and dental hygiene therapy students to explore population health, health improvement, working with community-based organisations and linking this with their academic and clinical learning expertise.

Working closely with the module leads we support:

IPE1: this year **84 year one students** met with **18 organisations** where they spent some time finding out more about their allocated organisation and carried out a mini interview with a key person from the organisation. This was an opportunity to discuss the links and impacts of health improvement initiatives, well-being etc.

Students are then asked to share information about their organisation with each other at a formal event with the module lead and Well Connected representatives, they must also submit a written and reflective report which helps to increase insight, empathy and understanding.

IPE2: building on their experience from IPE1, year two students increase their knowledge and awareness by delivering a community-based outreach project working with an allocated organisation. Students work in their Enquiry Based Learning groups [EBL] to devise and deliver a meaningful project for the organisation they are working with. The module is split into 4 'milestones' and encourages students to think outside of the box to deliver a relevant and enjoyable session for their host organisation; they are supported by a Community Engagement Programme Officer and academic tutors who mentor them through the various stages of the module.

During 2018/19 **10 EBL groups [70 students]** focused on the following areas:

- **Dementia awareness:** working with the Dementia Friendly City Co-ordinator for Plymouth City Council and a local architect, students developed a Dementia Toolkit which covers, 'people, policy and place'.
- **Plymouth Community Homes:** meeting with residents who live in housing provided by Plymouth's largest social housing provider, students had the opportunity to discuss the impact of housing and health.
- **Barnardo's:** students worked alongside childcare providers as well as children and parents to raise awareness of oral health and the importance of establishing effective routines during the early years.
- **Brook Green School:** students had an opportunity to meet with children with moderate learning, behaviour and social needs. They considered the most effective ways of sharing key oral health messages and breaking down some of the barriers which impact on 'going to the dentist'.
- **Better Futures:** students held 'drop in' workshops for adults with a learning disability. The focus was on changing barriers and perceptions, discussing oral health advice, and effective handwashing.
- **Hamoaze House:** students used a Christmas themed activity session to share oral health advice for people recovering from an addiction.
- **Wellbeing Hub:** working alongside 'social prescribers' students delivered 'dental champion' training and a community dental 'drop in' information session.
- **Scott Medical & Healthcare College:** students delivered a health themed workshop for Year 9 students who are interested in a career in dentistry. This was an opportunity to raise the profile of dentistry as a career choice and share key oral health messages.
- **Family Intensive Intervention Project [FIIP]:** students invited families who are supported by FIIP to PDSE's Devonport Dental Education Facility to find out more about accessing dental care, key oral health messages etc.
- **Plymouth Music Zone:** students delivered a musical themed workshop to children in Years 3&4 at Mount Wise Primary School. Using the pentatonic scale, they creatively shared key oral health messages during this fun and engaging workshop.

IPE Symposium: this was an opportunity to celebrate and showcase the students' projects and for them to present their projects to their peers, an invited audience and an expert panel who this year were:

- Patrick Allen: Managing Director Henry Schein
- Tessa Fielding: Dental Contract Manager NHS England [South West]
- Stephen Hancocks OBE: Editor in Chief British Dental Journal

Social Engagement Pathway

3rd year medical students have once again had the opportunity to explore and investigate the impact of health and well-being in relation to neighbourhood factors. They visited a variety of agencies, groups and organisations to experience for themselves the types of activities, support groups etc which are available for people to access. For many students this has been a time to consider and recognise the value that the community has on health improvement, lifestyle choices etc. As Doctors of the Future, it is vital that medical students experience a broad range of health-related topics and activities; this neighbourhood focused approach has enabled them to meet with members of the public, as well as local councillors, youth and child care workers.

During 2018/19, they visited 15 Plymouth neighbourhoods including:

- Barne Barton and Kings Tamerton
- Eggbuckland, Manadon and Widey
- North Prospect, Ham and Pennycross

As part of the programme students 'handover' their findings to the next group of students, who continue the focus on a specific neighbourhood. They developed some creative ways of doing this including the development of card games and activities which reinforce the impact of inequality on health and life chances. Undertaking this experience means that medical students are more aware of the types of community-based activities which exist and their impact on health and lifestyles. They recognise that health encompasses much more than physical well-being and people in white coats.

We will be engaging with many more medical students during the 2019/20 academic year as both 2nd and 3rd year students will be taking part in the Social Engagement Pathway; in reality this is more than 200 students. This will reduce to approximately 160 students in 2020/21 when the Pathway will be delivered as part of the 2nd year timetable.

Both the IPE and Social Engagement Pathway provides positive benefits to our communities; they enjoy meeting with students, providing interesting and dynamic learning opportunities. They also feel very strongly that they are part of and influence the education of doctors and dentists of the future; we are extremely fortunate to have created these positive partnerships which help us to ensure that we provide unique learning experiences.

Open Wide and Step Inside



Working in partnership with PDSE, the programme has been developed to provide effective oral health advice and support for young children [aged 5-7 years] and their families. During 2018/19 the programme was delivered in **27 schools** located in neighbourhoods across Plymouth which experience health inequality, engaging with more than **2,000 children**.

The fun, contemporary oral health improvement programme includes a 15-minute animated film and resources for:

- **Schools:** teacher's classroom toolkit, children's workbook and story book.
- **Children:** an oral health goody bag containing toothbrush, fluoride toothpaste, a 2-minute timer, top tips card and story book.

The evaluation of the programme demonstrated that more than 80% of children recall the key oral messages 3 months later.

The programme has been improved and enhanced during the past 6 years; it offers the complete solution for early years settings to deliver relevant advice and guidance for children and their families.

The project is now available commercially as a joint venture between PDSE and Well Connected. A website has been created which provides potential customers with advice and information at: www.openwidestepinside.co.uk

Thirty copies of the hardback story book were donated to Plymouth libraries; a PDSE Oral Health Educator was invited to 'Rhyme time' sessions which are part of the community outreach programme and take place within the libraries. It is really encouraging to report that the book has been borrowed from the libraries more than 80 times since September 2018.

Supervised Toothbrushing

The programme was delivered initially in partnership with PCC as part of the Child Poverty Action Plan, with the main focus of work being:

- to establish supervised brushing programmes in schools and nurseries, which are located in areas where high numbers of children are admitted to Derriford Hospital for tooth extraction under general anaesthetic.
- to deliver training to a range of workers who engage with families and children in a variety of settings e.g. sports clubs, charities, health visitors, school nurses etc.

The aim of this approach was 3-fold:

- to establish regular tooth brushing sessions in early years settings
- to simplify oral health prevention messages
- to encourage early years settings to include oral health activities in existing themes

This resulted in the following outcomes:

- 41 primary schools and 22 nurseries [total 63] were invited to register an interest.
- 22 primary schools and 10 nurseries [total 32] accepted the invitation.
- 19 primary schools and 9 nurseries have established regular brushing sessions within the school day. [total 28]

During 2018/19, PDSE kindly agreed to provide a further 12 months funding to continue the established toothbrushing programmes. This enabled us to deliver refresher training, supply additional resources for settings and provide children with oral health goody bags to encourage them to brush regularly at home.

Currently there are:

- **3,093 children** taking part in regular supervised toothbrushing activities
- **250 people** have undertaken 'dental champion' training.



Early Years Pack



During 2018/19, we created an oral health information pack aimed at young families which we shared with the Family Nurse Partnership, Barnardo's Children Centre, Mount Wise Dental Practice and Hartley Dental Practice.

The pack contains a variety of oral health resources and activities which include:

- Well Connected cover sheet

- Brushing song sheet: *Wheels on the Bus* created by dental students as part of their 2017/18 IPE2 module
- Posters for staff notice boards: *Making time for teeth*: oral health top tips
 - : *Communication top tips*: top tips for linking communication with oral health
 - : *Dental access information*: useful dental access information

We asked them to use the packs and provide us with feedback and comments: responses demonstrate that:

- the community-based organisations value the information most highly as it enables them to encourage positive conversations about oral health when they meet with clients and have used it during group activities;
- dental practices recognise the value but have not used the material in the same way, they have displayed information on notice boards rather than use on a 1-1 basis.
- Community settings valued the information as it was provided by a trusted organisation.

We will continue to develop these materials and ensure they are available for partner groups via the Well Connected website.

Millfield's Inspired



This is the 6th year we have delivered a school project which highlights different career options to Year 5/6 children who attend primary schools in the Stonehouse neighbourhood. The aim is to encourage children to maintain their academic achievements as they transition to secondary education.

194 children from 6 different schools visited PDSE's Devonport Dental Education Facility for a dental themed activity session which included:

- clinical activities
- exploring the impact of sugar on dental health
- how to prevent dental decay
- introducing the dental team, the various roles and career choices available

Children were asked to rate the visit; it is great to report that 90% said that they loved the experience.

We look forward to continuing our partnership with Millfields Trust and Millfields Inspired.

Healthy Futures Bite Size



This is the second programme we have delivered with colleagues from Better Futures who are very keen to maintain the link with us to ensure oral health remains a priority for their client group. A series of 3 workshops were delivered throughout the year in different community venues which helped to ensure that as many people as possible had the opportunity to attend. In total, 75 adults with additional learning needs took part.

Feedback was excellent and comments included:

'Was very interesting to see how much sugar is in the drinks'

'I really liked the toothbrush demonstration!'

We believe that by enabling and encouraging other organisations to include oral health in themes and topics in their activities, prevention messages are shared more effectively and with greater impact.

Dental Ambassadors



We delivered a second programme at Dartington Lifeworks College in partnership with PDSE during March – May 2019 with 8 young people taking part. This cohort had a variety of learning needs, with some participants displaying challenging behaviours; this was managed by being adaptable during each session and treating people as individuals and responding appropriately to their specific requirements. We created an environment which was structured, supportive and interactive.

We have continued to develop resources which aid effective teaching and the use of creative and engaging activities has resulted in excellent participation and engagement from all participants. We are delighted the programme is now cited in Government guidelines: **oral care and people with learning disabilities**

An addition to the programme this year was to focus one session on infection control using the Public Health England resource e-Bug. The feedback from staff was encouraging as handwashing is an area of concern for the team. We are looking forward to developing this topic within the programme with the ambition to build a stand-alone programme using the e-Bug materials.

We observed that the young people enjoy reading newspapers and therefore as the main evaluation tool we created the 'Dartington Dental Mail', a bespoke newspaper which recorded and illustrated the weekly activities; this was well received by the Teacher in Charge at Dartington Lifeworks College.



Graduation took place in May 2019 and we were delighted to welcome the Dental Ambassadors to PDSE's Derriford Dental Education Facility. We were joined by colleagues from PDSE, Henry Schein including Patrick Allen [UK MD] who presented the Ambassadors with their certificates. We were also pleased that Lyndsey Withers, one of our trustees was also able to attend.

Dental Champion Training

A variety of organisations have requested training workshops this year including;



Harbour Centre: workshop for staff with a specific emphasis on oral health care for people recovering from alcohol and/or drug addiction.

Douglas House: training for the male residents who have a learning disability. An informative session was delivered using a variety of resources which focused on key oral health messages and the impact of sugar on dental well-being. A session was also delivered to the key workers to raise the profile of oral health within the home and to encourage the establishment of regular toothbrushing routines.

Foundation Dentist Programme

We are asked to deliver an element of the South West training programme which all qualified dentists must attend directly after graduating from Dental School and have created a community engagement option which is one element that graduates can choose to undertake during a 4-month timescale.

This year, more than 60 graduates from across the region chose the community outreach project which is very encouraging and demonstrates that newly qualified dentists are interested in community-based health improvement programmes and finding out more about their communities.

Working with a Public Health Consultant, the Strategic Lead, delivered and presented at 3 study days as well as providing on-going help, advice and guidance as the projects are developed by the graduates.

We are pleased that the community project is such a popular choice for graduates and are delighted that we have been invited to deliver the project again next year.

Workplace Well-Being Charter



We are delighted to have been awarded the Workplace Well-Being Charter. Lots of hard work was undertaken by the team, led by our Administrator, to prepare for the assessment visit in December 2018. During this visit, staff were also interviewed to discuss various aspects of health which impact on the working environment, well-being at work, as well as line management, staff training and welfare, motivation etc.

Each level was successfully achieved with several areas highlighted as excellent, including leadership which received a special mention; the report also states that the *'hard-working culture is well balanced by a strong community feel and shared sense of purpose amongst the team.'*

The assessor commented that; *'it was a pleasure to accredit Well Connected as it was an excellent and positive experience.'*

We received formal accreditation in January 2019 and display our certificate with pride!

Donations and Fundraising

We are very grateful for donations which have been received throughout the year which include:

- **Devon Independent Practitioners Group:** £630 donation from their Christmas raffle.
- **Peninsula Dental School's Dental Society, affectionately known as DentSoc :** have raised funds throughout the year, most recently £110 following a Health Fair fundraiser.

Both of these organisations and the South West group of the British Society for Dental Hygiene Therapy have kindly agreed to continue to support us.

Different members of the team were invited to speak at various events which included:

- **Abi Setters;** who spoke at a nutrition themed event.
- **Kelley Henn;** who was asked to contribute to a Dietetic Conference.
- **Wendy Smith;** who achieved a lifelong ambition to present to the WI!

We also had a surprise donation of £45 from a member of staff from the **Roborough GP Surgery** who met a member of the Well Connected team at a blood donation session in Plymouth. They were so impressed and interested in our work, the enthusiasm and commitment demonstrated, that in lieu of sending Christmas cards they chose to send money to us! Such a great result and a real example of the impact each of us can have in our everyday interactions.

Sponsored Bike Ride



Our good friend and supporter Edd Jones, organised a sponsored bike ride in July 2018 which raised a magnificent £1,500

An intrepid team of 5 set out from Okehampton to cycle to Royal William Yard. It was one of the hottest days of the year but the 'fab 5' made it in good time; they were met by members of the team who had plenty of cold drinks as well as energy foods and snacks to welcome them back. An impromptu reception took place with lots of cheering and thanks and as a result they have agreed to do it all again in September 2019!

Massive thanks go to:

- **Edd Jones:** mastermind of the event and willing participant
- **Charlie Fox:** very keen cyclist and principle dentist at Hartley Dental Practice who support us in lots of ways
- **Dean Hunt:** another keen cyclist and dental therapist at Hartley Dental and PDSE
- **Juliana Allen:** PDS graduate and all-round amazing person
- **Mike Fisher:** architect and partner at Bailey Partnership in Plymouth, friend of Wendy's who just said 'yes!'

If you would like to join this brilliant group and join the September 2019 ride, please contact us for more details.

The Dental Awards 2019



We are delighted to have been awarded **'Highly Commended'** in the Best Outreach or Charity Initiative category at these prestigious awards in May 2019; not bad for the first time entering. Our ambition of course is to win, so watch this space next year!

Staff team

For a number of reasons, we have been several members of the team down during the year; however as always, we rose to the challenges and carried on regardless! So, a huge thank you to the staff team: we are very proud of their hard work, dedication and commitment which ensured that projects and programmes continued to be delivered to our very high standards.



Mags Truman: Chief Operating Officer

From March 2018 – June 2019, Mags was asked to cover 3 days a week at PDSE; leaving 2 days per week for her Well Connected role. Mags was sorely missed during this time but we are delighted that she is back in her full-time role from June 2019.



Wendy Smith MBE: Strategic Lead for Community Engagement

Wendy continues to support, manage and coordinate programmes across the whole team, with many opportunities to lead and deliver projects. She enjoys seizing new opportunities and translating these into meaningful projects and programmes; watch this space for some new areas of work!



Karen Burn: Oral Health Educator

Karen has been busy delivering dental themed training during the year and establishing supervised toothbrushing programmes in schools and nurseries in Plymouth. Karen's ability to share information and knowledge with others ensures that workshops consistently receive excellent feedback with high levels of satisfaction reported.



Abby Nelder: Community Engagement Programme Officer [Dental]

Dental and Dental Hygiene and Therapy students have been keeping Abby busy throughout the year. Abby not only supports student's activity but also ensures our community colleagues and partners benefit from the engagement with students. She brings a wealth of skills and experience to the team and is always on the look out for new organisations for us to work with.



Abi Setters: Community Engagement Programme Officer [Medical]

Abi has done a great job working with 3rd year medical students within the community. She has helped them to create a variety of resources which ensure students are able to understand more clearly the impact of inequality. Sadly, Abi has decided to leave us and explore pastures new and leaves us in July 2019. We thank her for her hard work and wish her well with her future ventures.



Natasha Markland: Administrator

Tash provides support to team in 101 ways; she helps to prepare resources and materials as well as keeping the office running smoothly. She is the first point of contact for most of our partners and supporters; her welcoming approach ensures our customer service is always top notch. We are delighted that Tash has returned to the team after a period of long-term sick leave earlier in the year.



Kelley Henn: Community Engagement Programme Officer [Medical]

Kelley has been on maternity leave, returning in May 2019; she had a gorgeous baby girl in September 2018. We are so pleased that Kelley is back as there is lots to do to organise the new Social Engagement programme for 2nd year medical students.

We hope you have enjoyed this insight into the various aspects of our work; if you would like to know more please contact the Well Connected team:

 01752 981071

 info@wellconnecteduk.org