

Making Every Contact Count (MECC) Lunch and Learn Webinar 3rd November 2022 - FAQs

Webinar delivered by Steve Peters, Champs Support Team Lead for Public Health Workforce Development

<https://mecc-moments.co.uk/>

How do organisations provide us with updates to their details on the website or how do they share information with us to be put onto the MECC-moments website?

If it's related to the MECC moments website itself, then you would come to us. But if it's about local services, the contact would probably be through the information on that website or potentially we've got an operational lead for MECC in each of the nine places. Come to us and we'll direct you to the most relevant contact details that you'll need for that.

Could there possibly be another tab added for cost-of-living focus where we could share information for people struggling with energy bills?

We have changed the service directory to include more of the things around the cost-of-living crisis and definitely we'd like to develop the cost of living support element, although some of the elements of it around food support and employment, housing advice and cold homes etcetera, is on there already, but very much.

We want to keep MECC moments as relevant and up-to-date as we can. So we can definitely add in another tab and I'll contact the local authority MECC leads to see what each place are doing on that front, but if anybody's got any resources that they're aware of then please let us have those and we'll include those within the website because it's all about this being the tool that people can use to help make their making every contact count conversations as easy for them as possible.

Have we developed a generic MECC training that can be adapted?

We haven't, but HEE, through the e-learning for health MECC training, does. This has recently been updated. I did that MECC training about a year ago and I found it very user friendly helpful. At that time, I was new to public health and I found it quite easy to do. A lot of the people who are trained already with MECC will be able to deliver MECC but also we've got our MECC for mental health offer that potentially people can be trained to lead training through that and then deliver the wider elements of MECC because although the MECC for mental health program is specific, the MECC element of these other things is consistent. So the, "how you deliver" the MECC conversation and the use of behaviour change models like The COM-B model that some of you may be familiar with. I'm happy to have a conversation outside of the webinar about that.

One of our colleagues in the SW has asked how we rolled out the training and content in Cheshire and Merseyside and is there anyone they can talk to within our team about how to roll this out in the South West?

Talk to us in the first instance and we can certainly have a chat about that. The 2018 Champs MECC lead, who's one of my colleagues but not engaged with much anymore but certainly we can give you an insight into how we rolled out MECC in 2018 across the system.

Have we got any examples – were there reasons or any time since the MECC been launched where a MECC moment has taken place resulting in a member of the public following advice or signposting and being able to access the service and make changes to their health?

I think we have. I can't name it off the top of my head, but I will look through our good news stories and see what we can do. One of the side benefits to the MECC training was that 65% of the people trained to deliver MECC, 65% of them actually improved their own health behaviours. So in terms of staff and organisations and you and your teams actually training people in MECC has actually helped to reduce unhealthy behaviours and hopefully reduce sickness absence.

There are lots of facts and figures when you look at MECC moments, about the background of MECC and those detailed USPs of MECC in terms of, the cost savings to the system, etc. Other questions that are coming up in the chat seem to be around confusion about the Live Well and MECC-moments websites?

Live Well, I believe is a public facing website. MECC Moments is really aimed as a tool for professionals delivering training to colleagues, so they can deliver MECC, or actually for people delivering MECC themselves. MECC Moments is a business to business resource, whereas the things like the Happy Hearts and the Live Well sites are aimed at members of the public, where MECC moments isn't aimed at members of the public. It's aimed at professional staff delivering MECC or MECC training.

Another question here from one of our guests - can members of the public, in voluntary sector organisations, for example schools or colleges join in with MECC?

Yes, anybody can be trained to deliver MECC. It doesn't have to be a blue uniform or local authority staff type resource. Some LAs are delivering some really good training across a range of organisations, as well as local authority staff, they've trained voluntary sector staff and some local authorities have trained library staff as well because they are quite often in regular contact with members of the public, so MECC isn't just about clinicians, it can be everybody.

As I said in the slide earlier, there's no right or wrong person to give that message. It could be that if you've got some knowledge around how you can change your behaviour and why you should and you're talking to a neighbour, a friend, a mate at the football club or sat next to you at the footy match, there's no reason why you can't have that brief conversation about any of the challenges or issues that we're faced with in our health and care world.

How do you find out who's been trained in MECC previously in your area?

I've got a list of all the people who were trained originally. So I might be able to help you with that, it's not something we've initially focused on because the programme that Laura and I run is only an 18 month programme and it only became 18 months about a month ago. So we've really focused on making sure that the MECC moments, resources is available and fit for purpose, The next step linked to the development of a Community of Practice for MECC will be helping people to identify who in their organisation was trained. Obviously

we've got a challenge of making sure that we're adhering to data protection, but we will be contacting people who were previously trained to try and find out who's still active or interested in becoming trained. It might be that a refresher for people who have previously trained, but they haven't used their skills in MECC for two years because of the pandemic, we might be able to facilitate that for you. But if you e-mail any specifics, we'll try our best to resolve that for you.

A question from our colleague Neil, who was learning mentor within a secondary school and saying that they have a lot of contact with families, would it be worth their staff doing the MECC training?

Yes. That is the sort of trusted advisor that we talked about earlier it doesn't have to be somebody with a medical background or is a clinician, if there is anybody who has the opportunity to have that brief conversation with somebody then there's an opportunity to make a difference to somebody's life.

The generic making every contact count e-learning is certainly good and I spoke to a social prescribing manager recently and they were saying that all their new social prescriber staff that it is a prerequisite that they do the MECC online training and which is helping them with their conversations with their clients.

Will be doing any train the trainer sessions to grow the MECC, trainer workforce?

I think that is something we need to look at once we see who's already been trained, and how many trainers there are currently active. I know that there will be new mental health trainers who could potentially deliver MECC training as well. But if you've got a specific example or specific challenge, please contact me and we can discuss it. The biggest issue is there isn't the budget to deliver that sort of activity that was there previously.

However, it may be that within your own service or organisation you've got some budget to do that. One of our local Authorities was commissioned in 2018 to deliver the MECC trainer training. So it could be that we can make a connection between you and them and then that's an arrangement between you to get the training that you want delivered.

Where can we get more information on the MECC for mental health offer?

Information on the contact details for Nelly Araujo from the Royal Society of Public Health who lead on the MECC for Mental Health and programme. I know that they had an offer for training trainers. But I know they've filled that capacity and have a waiting list. that's mainly being linked to the training grant. That was part of that offer. However, if people want the training without the training grant, then potentially that's a conversation you can have with the Royal Society of Public Health, who are delivering that training.

Rachel's just commented saying that they're still looking for MECC for mental health trainers, so if that is something that anyone is interested in we'll put you in touch with Nelly.

Could MECC training be part of support for students in higher education?

Yes, absolutely. I think that, particularly if you've got students who are in healthcare related programmes doing MECC training before they actually get into a work setting and would be great because then they are arriving in the workplace with that skill set, whereas if they're only having to pick that up once they get a job in the healthcare sector, then obviously that's something else they have to do as part of their training.

So, I'm very keen to work with Higher Education Institutes to make sure that their students either in nursing or public health can access this training. That is a conversation we have started so watch this space!

We've had quite a few questions about whether or not there would be a cost to MECC training?

It depends, the e-learning for health modules are free and readily accessible. If you wanted bespoke face-to-face training, that is something you would need to identify a provider and cost out. But certainly, if you get into engaged with the MECC for mental health training, there's no cost to that.

If you wanted a trainer to come and deliver face-to-face training, then you would obviously have to pay for that. It wouldn't be paying Champs Support Team because we're not in a position to deliver that but we can make a connection with potential training offers that you could take up. So it would depend on how you wanted to roll the training out. If you've already had people in your organisation that were part of that cascade of train the trainer established in 2018 or if you've got people who are trained then then you know providing you can get them released from their day job. Then there's no reason why they couldn't deliver training for you.

A specific question about the Learning Disability and Autism review, would these be open to public or organisations like the autism hubs?

This is not a meeting as such. It's a report that HEE commissioned to devise some guidelines for updating the MECC Resources. This has come out of Lancashire and South Cumbria ICB, where the point was raised that actually the current MECC resources weren't necessarily fit for purpose for people dealing with clients who have learning disabilities or autism. I can share the paper with you. as part of the resource that was only launched, I think the last week.

The report gives some guidelines with the intention to follow the recommendations of it in terms of modifying resources to make sure they are suitable and fit for purpose. But the report is in the public domain, so we can share that with you.

Is Mecc Link available in Cheshire and Merseyside?

Mecc link is a resource that some other areas use and while it is available to any, local authority within the NW, as a licence was funded by OHID back in the day.

In 2018 in Cheshire and Merseyside the decision was made to develop MECC moments as although Mecc link is a similar concept but it relies very much on having somebody to keep it updated, whereas what we've tried to do is make the MECC Moments go above and beyond what Mecc link offers. I know they use it in Yorkshire and Humber and some other places around the country, but I think that if you look at MECC moments, you'll see what a comprehensive resource it is and we don't have the capacity to resource a parallel Mecc link. Because it would be duplication, in my humble opinion,

A question "Is there any feedback from people such as the wider health workforce who've been asked to use MECC Moments as they go about their day jobs?" How have they found it? And do they enjoy being asked to use MECC moments or has there been any resistance?

The logo consists of the letters 'MECC' in a white, sans-serif font, enclosed within a white speech bubble shape.

*making every
contact count*



This is something that was discussed at a recent meeting with two colleagues who look after social care workforce from a workforce development perspective and it's not research that's been done yet, but I think it will be. The relaunch of MECC moments will hopefully lead to a bigger push for MECC being used outside In NHS settings, as I said previously, MECC is about enabling people to have these conversations in their day-to-day work. So it's not something extra that they have to do, it is enabling and gives people some different skills to help those day-to-day conversations that ultimately will improve their health behaviour of the people that are talking to health, healthy behaviour and ultimately make a difference to their lives.

If you would like any further information or have a specific enquiry please contact Steve Peters via email at stephenpeters@wirral.gov.uk

RSPH MECC for Mental Health contact - Nelly Araujo NAraujo@rsph.org.uk