



## Service Overview

### Live Well Swindon

#### Working Together for Health and Wellbeing

Live Well Swindon is part of Swindon Borough Council's Public Health directorate and focuses on health improvement.

The aim of Live Well Swindon is to address health inequalities and increase healthy life expectancy; working alongside people to promote behaviour change which will impact positively on health and wellbeing.

Working together with individuals, communities, partners across health and social care, voluntary and community sector and with other public sector organisations we aim to meet the needs of local people; celebrating strengths, diversity and opportunity.

Live Well Swindon promotes healthy lifestyle choices and engenders a culture of community, connections and companionship. The support given has a focus on the person's broader non-medical health and wellbeing needs and always starts with identifying strengths. Live Well Swindon is a universal service, open to anyone although a significant proportion of the work is focused on those who have the greatest need and facing the greatest inequality. Our offer includes advice and support in the following areas:

- Stop smoking
- Physical activity
- Weight management
- Connecting to your community and volunteering
- Managing your long-term health condition

As well as promoting and providing services, Live Well Swindon is a point of contact for residents - connecting people to information, activities, services, organisations and groups. It is important to us that people have access to good quality information, advice and support in a timely and accessible way.



Therefore, we offer our services in places and spaces that people are familiar with and feel comfortable in.

The overall approach of the service is illustrated below. It is not a linear experience for users: people can begin and end by asking for advice, or may need a combination of advice and personal navigation to inspire them to make a change. Community activity, local connections and links to other providers are fundamental in sustaining behaviour change and improving health and wellbeing.

Live Well Swindon use a 4 step approach:

<b>Get Started</b>	<b>Live Well Hub</b> Providing brief interventions at first point of contact, using Making Every Contact Count principles and offering information, advice and signposting. Offering practical support as necessary.
<b>Feel Motivated</b>	<b>Live Well Navigators</b> Having 121 strength based conversations and coaching over an agreed period to understand current position, barriers and opportunities. Moving people into action; to feel ready and able to access positive activities and contribute in community life.
<b>Get Involved</b>	<b>Live Well Community Activity</b> Delivering a range of local activities and lifestyle interventions which promote long term participation and involvement offering a means to improved health and wellbeing. Delivering programmes and sessions to increase physical activity, manage weight, stop smoking and connect to others. Delivering local health promotion campaigns and supporting people to develop locally led community activity. Promoting and co-ordinating local volunteers.
<b>Keep Going</b>	<b>Live Well Together</b> Working with local communities, the voluntary and community sector, health and social care and statutory agencies to ensure positive journeys continue and benefits sustained.

## Step 1: Get Started

The team use a motivational interviewing approach with enquiries ranging from the location of an activity to advice/support around social isolation, or lifestyle change. Communication is through telephone, email and text messaging and we are currently developing a digital offer.

We have a permanent and physical Live Well Central Hub at Sanford House in Swindon Town Centre and are keen to grow our Live Well Community Hubs in other neighbourhoods. Live Well on the Road is our outreach provision, taking information, activities and advice into the heart of communities. We also

support local community and faith groups in their efforts to provide health and wellbeing information to their communities by offering Live Well Pop Ups.

Live Well Response provides short term practical support to individuals who have been referred to us from Adult Social Care

### **Step 2: Feel Motivated**

A core component of the service is navigation; working with people on a 121 basis with people to consider strengths, motivation, barriers, aspirations and ultimately a personal plan. The navigation can be for those living with long term health conditions, for people ready to manage their weight or be more physically or socially active.

This part of Live Well Swindon is the most intensive level of support comprising time-limited, one-to-one coaching for clients identified most in need of support.

### **Step 3: Get Involved**

Igniting someone's passion and interest in something which will improve their health and wellbeing is fundamental in sustaining lifestyle changes. The team work in local communities to identify gaps and support the creation of new opportunities. Getting involved and having a purpose can have a significant and positive impact on people.

The team deliver multiple sessions, including cycling, walking, strength and balance, gentle circuits as well as facilitating attendance at local leisure centres, gyms and green spaces. The team also offer local activity with the aim of bringing people together for friendship, shared interests and support. We also have a vibrant volunteering programme.

### **Step 4: Keep Going**

Integral to the work of Live Well Swindon is the voluntary and community sector and the opportunities that exist within it. The team work partners to make sure the client has access to a range of opportunities for their onward journey.

There may be people that come to Live Well Swindon initially but would be better supported through another group or organisation. We work with partners to triage and actively signpost to appropriate options.

For more information and to connect with us, please contact the Live Well Hub on 01793 465513 or email [livewell@swindon.gov.uk](mailto:livewell@swindon.gov.uk)