

## Supporting improvements in the health and well-being of ExtraCare residents living with long term health conditions



**12 month education programme designed and delivered for 25 Well-being Advisors working across Midlands and North East of England.**

**Practical face-to-face workshops, designed to enhance the Advisors clinical knowledge across a range of key long term conditions.**

“I’d come into contact with Education for Health in a previous role and knew that I could be confident in the delivery of a high standard of education and training - and I haven’t been disappointed!”  
Shirley Hall, ExtraCare Wellbeing and Community Manager

“The trainer was very experienced and has a great depth of knowledge – I have a better understanding of both Asthma and COPD.”  
ExtraCare Well-being Advisor

ExtraCare Charitable Trust supports more than 4,000 older people living in Housing Schemes and Villages across the Midlands and the North of England.

In order to empower residents to make informed decisions about their lifestyle and health - many of whom are living with a range of long term conditions and co-morbidities - the Charity has in place a highly regarded Well-being Service delivered by around 25 Well-being Advisors.

### **Breadth of Clinical Knowledge**

The Well-being Advisors, who are mostly Registered Nurses, on a daily basis support a large proportion of residents living with a number of long term conditions. This requirement for a broad breadth of clinical knowledge means that it can often be challenging for the Advisors role to keep abreast of the latest developments in the diagnosis and management of long term conditions.

### **Bridging the gap between Practice and Knowledge**

To help bridge the gap between practice and knowledge, ExtraCare Wellbeing and Community Manager Shirley Hall has been working with the Well-being Advisors to understand their training needs and ensure that clinical practice and knowledge is kept up-to-date.

Following a fundraising drive to support a clinically focused training programme, Shirley approached Education for Health to put together a tailored 12 month education programme.

The programme, consisting of a series of practical face-to-face workshops has been designed to enhance the Advisors clinical knowledge across a range of key long term conditions in areas such as: asthma, cardiovascular disease, chronic kidney disease, non-malignant palliative care, diabetes and weight management.



## Improvements in Practice

“The Education for Health Trainers have been superb, they are at the top of their game and you can have total faith in their knowledge and skills.

“The workshops have been pitched at just the right level and as a result, our Well-being Advisors have been able to make real improvements in the delivery of care for our residents.

“For example, the Advisors have been able to help put into practice asthma management plans for residents and ensure individuals are using inhalers correctly, which in some cases had previously been misused or used incorrectly. This change in practice has come about as a direct result of the training delivered by Education for Health.”

ExtraCare Wellbeing and  
Community Manager Shirley Hall

As a matter of course, every workshop or training session delivered by Education for Health is evaluated. Attendees are asked to complete a short survey designed to capture their thoughts on the workshop and subject matter covered.

## Overwhelmingly Positive Feedback

Feedback from the workshops for the ExtraCare Well-being Advisors has been overwhelmingly positive, with 100% of attendees agreeing that the workshop had increased their knowledge and understanding of the subject.

Comments from attendees who attended the workshops included:

“All of the workshop content was relevant and useful.”

“I was confident in the trainer’s thorough knowledge.”

“Fabulous session.”

“Really enjoyed the day and the way it was delivered.”

“Excellent workshop – thoroughly engaging and clear”

## Increasing Clinical Knowledge

# 100%

of attendees agreed that the workshop had increased their knowledge and understanding of the subject.

## Find out more . . .

Visit: [www.educationforhealth.org](http://www.educationforhealth.org)  
Phone: 01926 838969  
Email: [info@educationforhealth.org](mailto:info@educationforhealth.org)

The Athenaeum 10 Church Street Warwick  
CV34 4AB

Health Charity Reg No: 1048816  
Company Reg No: 3090774

