

What is an Integrated Wellness Service?

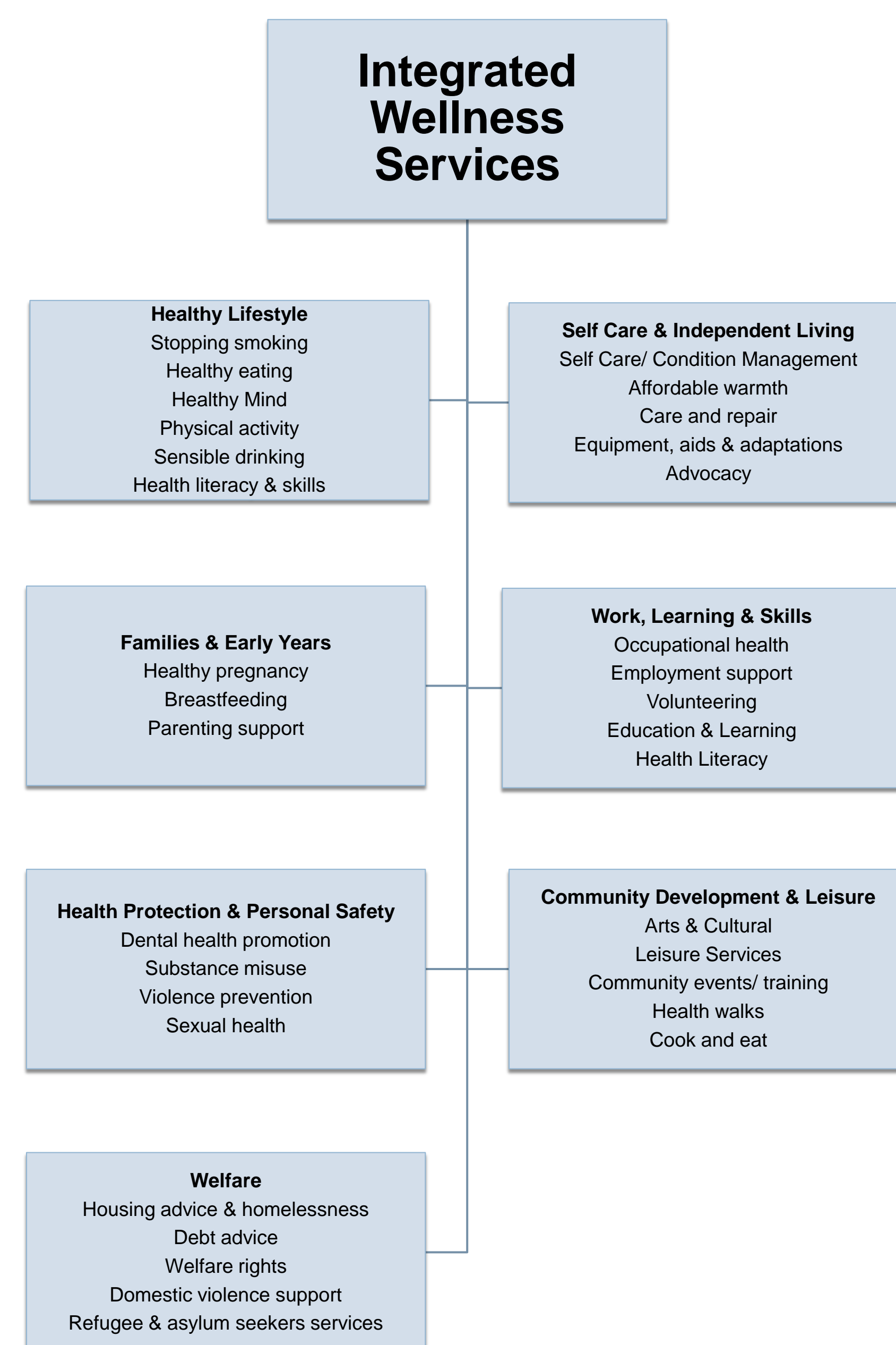
An Integrated Wellness Service is defined as *providing support to people to live well, by addressing the factors that influence their health and wellbeing and building their capability to be independent, resilient and maintain good wellbeing for themselves and those around them*¹.

It moves beyond focussing on single issues and takes a holistic and person-centred approach, addressing the psychosocial determinants of health behaviour.

“Our vision for local authority leadership for public health [...] means [...] tailoring services to individual needs based on a holistic approach, focusing on wellness services that address multiple needs, rather than commissioning a plethora of single issue services, and using new technologies to develop services that are easier and more convenient for users”

(PH Factsheets, 2011, DH)

Model for an Integrated Wellness Service



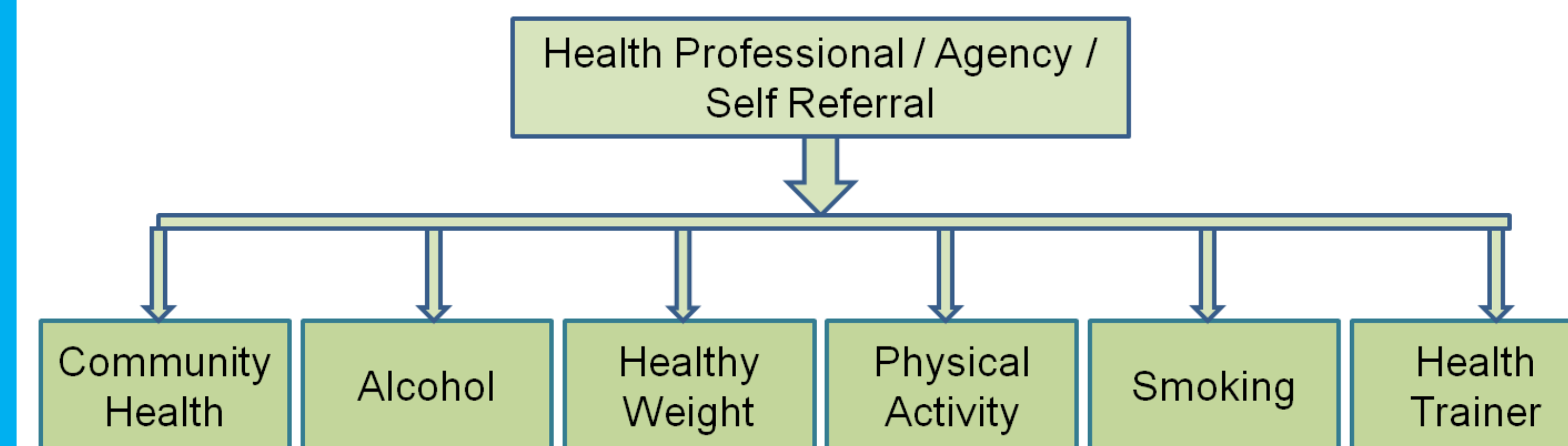
The Challenge for Knowsley

Multiple unhealthy behaviours:

- $\frac{1}{3}$ adults smoke, $\frac{1}{4}$ adults binge drink, greater than $\frac{1}{2}$ are overweight or obese and less than $\frac{1}{5}$ are active.
- Wellbeing levels lower than regional average and lowest in areas of deprivation, population groups of unemployed, low educational attainment and older people experiencing disability and health problems.

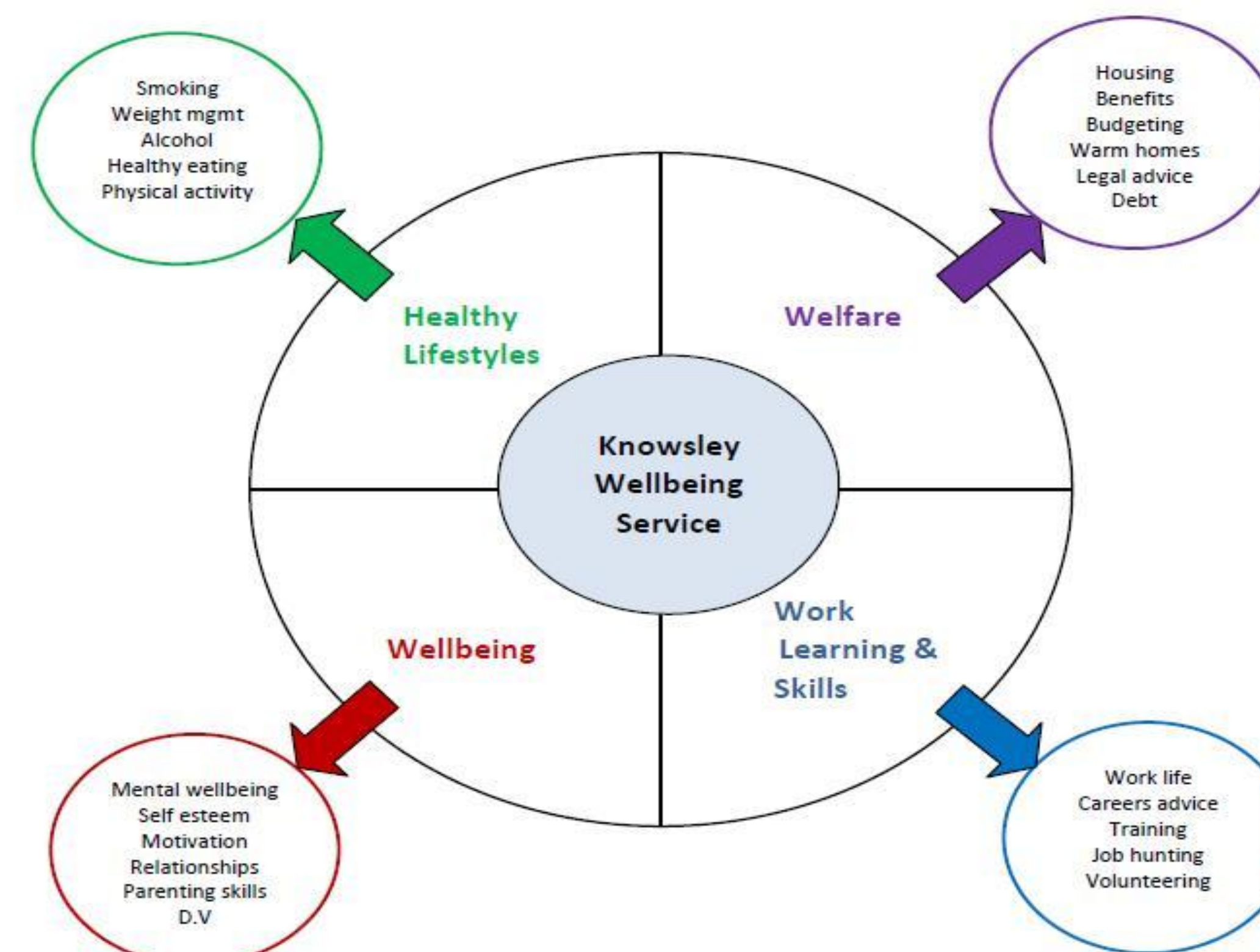
Former Lifestyle Model

- Single lifestyle behaviour based support.
- Limited cross referral.
- No formal connection to wider wellness support.
- Limited community involvement/did not build upon community assets.



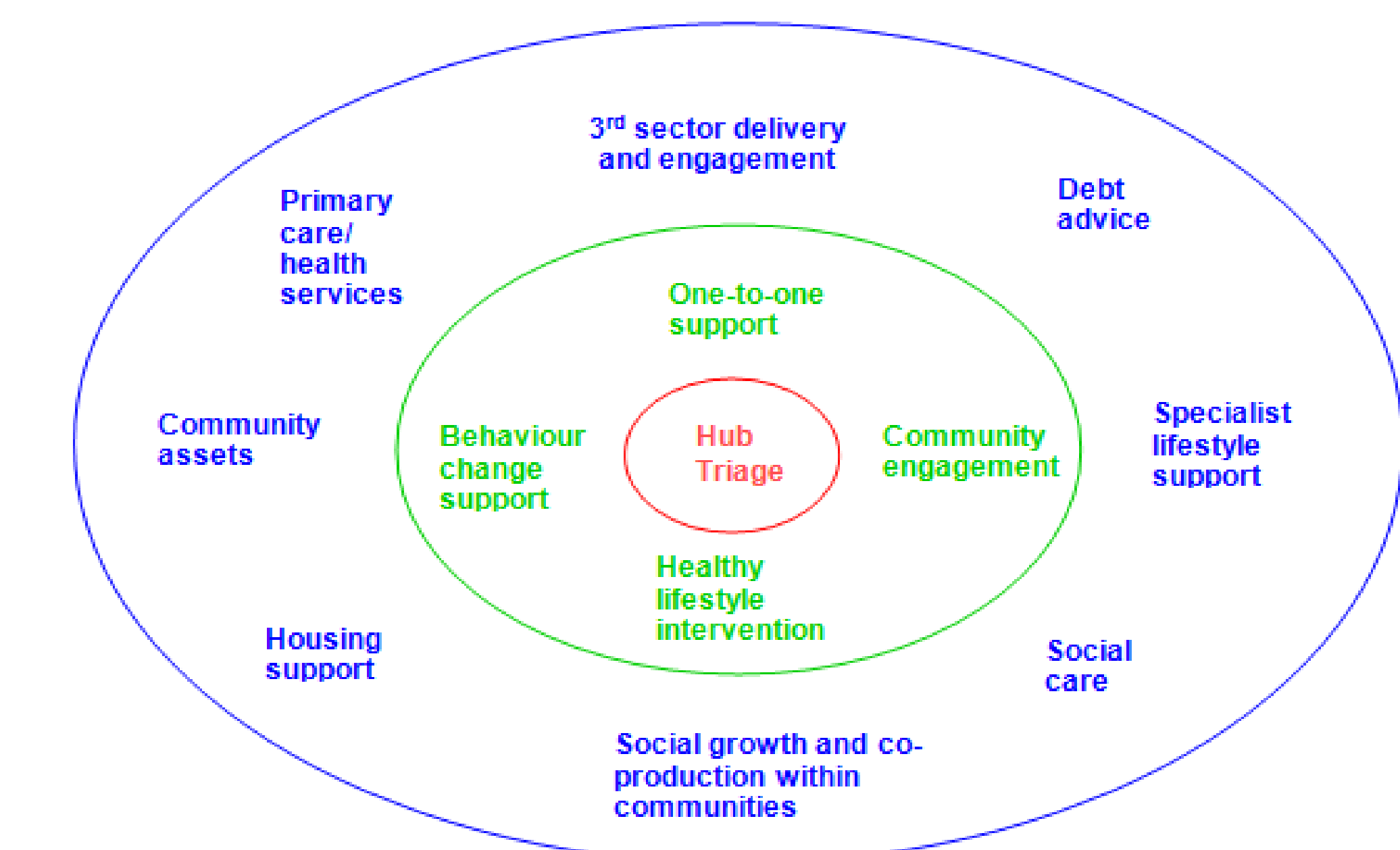
New Model

- Holistic approach, joined up delivery addresses multiple behaviours, includes wider determinants of health.



Knowsley Integrated Wellness Service: A Whole System Approach

- Single point of access ‘hub’.
- Holistic assessment of individuals.
- Hub triages clients based upon need and provides on-going support.
- Service supports community development and builds upon community assets.



Learning from Developing the Service

- Whole system approach with wellness at the centre benchmarked against wellness service standards².
- Develop single referral process and pathway between services.
- Develop shared communication and data system.
- Develop 3rd sector and community partnerships.
- Build upon community asset and community approach.
- Shift to outcomes measuring behaviour change not activity levels.
- Re-design service specifications.
- Strong partnerships required.

References

1. Liverpool Public Health Observatory. Wellness Services – Evidence based review and examples of good practice.
2. Development standards for an integrated wellness service.

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