

***An Implementation Guide and Toolkit for Making Every Contact Count:
Using every opportunity to achieve health and wellbeing
Tools and resources
Individual and Team Skills Assessment Tool***

This form can be used to identify individual and team skill gaps and development needs

Confidence rating: 0 = Do not feel confident 1 = Have some confidence but need to develop this further 2 = Feel Confident

| Activity/situation | Confidence Rating |
|--|-------------------|
| 1. I feel I am able to involve individuals in a general conversation about health and wellbeing and promote positive ideas about health to the general public | |
| 2. I feel I am able to ask the individual if they have considered making a change to improve their lifestyle, or respond to an individual who initiates a lifestyle discussion | |
| 3. I feel I am able to respond appropriately if an individual does not want to make a change or improve their lifestyle | |
| 4. I feel able to respond to a client who does want to consider making change or improving their lifestyle and give clear information and suggestions that meet their needs | |
| 5. I feel I have enough knowledge of available lifestyle services to signpost individuals appropriately | |
| 6. I feel I have access to resources such as information/helpline numbers/websites etc to pass to individuals when appropriate | |

| What might help or prevent you from Making Contacts COUNT? |
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As a team you might want to think about your individual roles against the activity that needs to be carried out to Make Contacts COUNT by inserting your name/role with your colleagues and then completing the boxes below to identify who in the team contributes to which activity and where there is need for improvement. An example has been provided on the next page.

| Activity/situation | Insert your name/role |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Promote positive ideas about health to the general public | | | | | |
| Interpreting body language, active listening | | | | | |
| Ask the individual if they have considered making a change to improve their lifestyle, or respond to an individual who initiates the discussion | | | | | |
| The individual decides they do not want to make a change or improve their lifestyle Wish the individual well and explain that is fine but give them your contact details saying that they can contact you if they would like to in the future. | | | | | |
| The individual does want to consider making a change or improving their lifestyle. This is in a defined area and information or signposting will suffice. Wish the individual well and record the outcome | | | | | |

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|--|--|--|--|--|--|
| The individual is unsure if they do want to change or does not understand the extent to which they are making healthy choices and would benefit from a health stock take | | | | | |
|--|--|--|--|--|--|

Example: If you are considering implementing MECC across a clinical pathway or Lifecourse:

| Activity/situation | Practice nurses | Health visitors | Midwives | GPs | Social workers |
|--|--|---|--|---|--|
| 'Selling' positive ideas about health to the general public | Involve women in a general conversation about health and wellbeing in pregnancy | Use clinics to spread positive ideas to pregnant and post natal women about healthy diets, smoking cessation, alcohol consumption, breastfeeding | Use antenatal visits to spread positive messages about healthy diets, smoking cessation, alcohol consumption, breastfeeding. | Encourage breast feeding and change the attitudes of mothers | Use any opportunity to engage mothers and families in discussions about healthy life styles |
| Interpreting body language, active listening | Identify any signals a woman may give that there are issues she may wish to discuss with you or with a midwife or GP | Try to identify any unspoken needs the woman may have in relation to her health and wellbeing | Identify any worries the woman may have that she is not expressing openly | Listen to and observe pregnant women with care to identify any hidden problems | Pick up any health or wellbeing problems a mother may be wishing to discuss |
| Ask the individual if they have considered making a change to improve their lifestyle, or respond to an individual who initiates the discussion | Use careful questioning to identify the woman's health and wellbeing needs e.g. smoking, losing weight | Use the antenatal health check to probe unhealthy behaviours that the woman may be receptive to changing. Make suggestions about life style changes that would be beneficial to mother and baby | Use all antenatal contacts to probe unhealthy behaviours that the woman may be receptive to changing. Make suggestions about life styles that would be beneficial to mother and baby | Use routine visits to make suggestions about life style changes that would be beneficial to maternal health | Be prepared to talk about life style changes related to health and wellbeing |
| The individual decides they do not want to make a change or improve their lifestyle Wish the individual well and explain that is fine but give them your contact details saying that they can contact you if they would like to in the future. | Respect the woman's decisions but ensure she is booked into HVs and ante natal clinics | Respect the woman's decision but ensure she attends clinics and arouse her concerns for the health of her baby | Respect the woman's decision but ensure she attends clinics, check her diet and general health | Respect the woman's decision and keep a check on her general health | Respect the woman's decision but observe her progress through her pregnancy and monitor the rest of the family |

| Activity/situation | Practice nurses | Health visitors | Midwives | GPs | Social workers |
|---|--|---|---|---|---|
| <p>The individual does want to consider making a change or improving their lifestyle. This is in a defined area and information or signposting will suffice.</p> <p>Wish the individual well and record the outcome</p> | <p>Provide all the information the woman needs to improve her lifestyle. Identify services which match the woman's needs and confirm with her that they are suitable.</p> | <p>Provide information on a healthy diet, smoking cessation and alcohol consumption in pregnancy.</p> <p>Provide a breastfeeding information pack and give information about breastfeeding groups.</p> <p>Provide information on immunisation</p> | <p>Provide information on a healthy diet, smoking cessation and alcohol consumption during pregnancy.</p> <p>Ensure consistency with the advice given by the HV</p> | <p>Ensure the woman has all the information available about birth, breastfeeding and immunisation</p> | <p>If the woman has not yet accessed HV and antenatal services give her the necessary information</p> |
| <p>The individual is unsure if they do want to change or does not understand the extent to which they are making healthy choices and would benefit from a health stock take</p> | <p>Explain the benefits of making healthy choices for the woman and her baby and give her the opportunity to fully discuss and assess them.</p> <p>Refer her to a suitable service</p> | <p>Explain what would be healthy choices for mother and baby, give her time to discuss them and refer her to a suitable service</p> | <p>Explain what healthy choices would mean to her and her baby and refer her on to a suitable service.</p> | <p>Congratulate the woman on considering healthy choices and refer her to a suitable service</p> | <p>Explain what healthy choices would mean for the woman and her family and refer her to a suitable service</p> |