

TO PROVIDE **THE VERY BEST CARE** FOR EACH PATIENT ON EVERY OCCASION

Self-management courses for people living with long-term conditions and their carers

An information guide



Health & care
information
you can trust

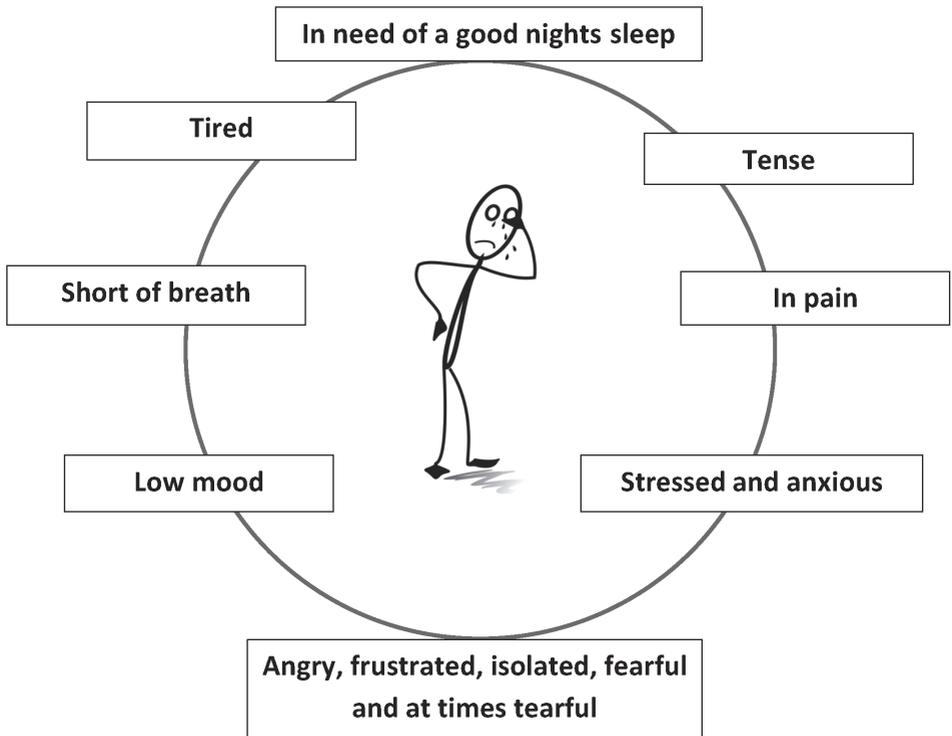
The Information Standard



Certified
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Self-management courses for people living with long-term conditions and their carers

This information leaflet is aimed at you and your carer.



Then read on to find out how our self-management programmes can support you in the day to day management of your condition and/or caring situation.

Expert Patients Programme

Supporting self-management

People living with long-term conditions and their carers are challenged daily by symptoms of their condition and/or caring situation. Taking control of our health and wellbeing is essential if you want to live a healthy lifestyle.

The Expert Patients Programme (EPP) offers a number of nationally accredited self-management, evidence based programmes to people with long-term conditions and their carers.

All programmes are facilitated by ex-patients and/or carers who have completed the programme for themselves.

The criteria for accessing the programme is:-

- 18 or over
- living with a long-term health condition, disability or re-occurring illness
- carer whose own health is affected by their caring situation
- registered with a GP within Heywood, Middleton, Rochdale, Littleborough.

The Programme runs for 6 weeks. Each session lasts 2 ½ hours, one day a week, same time and venue. The programme is delivered at various community venues across the Rochdale borough.

Before you commence the programme you will be invited to an Introductory Session which will inform you in detail what is involved and what to expect.

Coming to the programme you will be:-

- fully supported by your course tutors who are fully trained and nationally accredited
- offered additional telephone support for the duration of the programme
- offered refreshments free of charge (tea, coffee, water) on arrival and during the break at each session
- informed of other local services available to you from our weekly information table.

The programme does not:-

- expect you to take part in any physical activity
- interfere with advice or treatment given to you by your health/social care professional
- include any writing
- provide transport, respite or childcare.

Self-Management.....a patients' perspective

"It's a matter of understanding one's own abilities and limitations, having a sense of empowerment rather than feeling the victim! The sufferer is the 'expert' on how we are affected. Learning effective self-management skills enables us to adjust and self-manage our daily life with confidence – taking ownership – instead of relying on the medical profession to do it all for us. This becomes more of a working partnership, with the patient as the manager, consulting professionals for clinical and specialist advice."

D Howard, EPP Participant 2015

Benefits include:-

- reduced symptoms of pain, fatigue, tiredness, stress and anxiety
- reduced levels of low mood, depression
- ability to recognise when something isn't right
- reduced levels of pain killers and over the counter drugs
- reduced visits to GP, A&E
- knowing when to see your health care professional
- increased confidence
- motivated to take care better care of themselves
- exercise with confidence
- reduced feelings of isolation
- ability to communicate better with family, friends and health and social care teams; being able to identify symptoms makes it easier when informing others in order to get the best help
- meeting other people in a similar situation and realising they are not on their own
- improved chances of employment or returning to work
- opportunities to get involved in voluntary or community projects
- new friendships
- people report feeling better in themselves
- signposting to other services available.

People who deliver the programme

People who facilitate the programme are known as EPP Tutors and all have previously been a participant on either the Long-Term Conditions or Carers programme. As ex-participants they understand the challenges people face on a day-to-day basis and following a robust national training programme offer you an opportunity to try it for yourselves.

“I became a volunteer because the Expert Patients Programme worked for me and I felt that I wanted to give something back. Training to become a tutor got my confidence back and it helped me find the motivation I needed to continue to manage my condition. If I can help just one person the way the EPP helped me then it will be all worthwhile”.

T Mellor, EPP Volunteer Tutor

Chronic Disease Self-Management Programme

Long-term conditions

Designed for people living with long-term conditions i.e. diabetes, COPD (Chronic Obstructive Pulmonary Disease), heart disease, kidney disease, arthritis, depression etc.

Also for people living with a disability and/or re-occurring illnesses such as stress and anxiety.

The course looks at ways to:-

- identify symptoms and positively manage them using a set of tools taught on the course
- manage difficult emotions such as anger, frustration, fear for the future, isolation etc
- build confidence
- encourage us to remain active
- maintain our daily activities
- take care of our health and social needs
- work in partnership with our health and social care teams, taking an active part in the management of our condition and/or caring situation.

Subjects covered include:-

- identifying symptoms
- dealing with pain and fatigue
- sleep
- falls prevention
- difficult emotions
- breathing techniques
- physical activity and exercise (importance of keeping moving)
- decision making, problem solving and action planning
- healthy eating, healthy food choices, weight management
- communication medication usage
- cognitive therapy – positive thinking, relaxation, distraction
- planning for the future
- working effectively with your health care team.

“The Expert Patients Programme provides a light at the end of the tunnel and gives you the motivation to change your way of thinking”

Morris Pilling, EPP Participant, Rochdale, 2016

Looking After Me Programme (Carers)

This programme builds on the principle that carers know best how their caring situation makes them feel on a day-to-day basis, including how it affects their lifestyle, choices they make and their ability to accomplish activities that are important to them whilst caring for others.

The course does not focus on how to be a carer, but looks at ways to:-

- positively manage symptoms brought about by being a carer, for example stress, anxiety, low mood and depression
- dealing with everyday difficult emotions such as anger, frustration, fear, guilt, isolation and what the future may bring
- find regular 'me time' without feeling guilty
- confidence building
- maintain daily activities whilst caring for others
- taking care of health needs
- supporting you to work in partnership with the wider health and social care teams, the importance of informing them about changes to your own situation not just that of the person you care for.

Subjects covered include:-

- identifying problems
- dealing with tiredness and pain
- sleep preventing falls and improving balance
- managing difficult emotions
- breathing techniques
- physical activity and exercise (importance of keeping moving)
- decision making, problem solving and action planning
- healthy eating and making healthy food choices
- communication cognitive therapy – positive thinking, relaxation, distraction
- future plans for healthcare – living wills and lasting power of attorney
- working effectively with your health and social care teams.

“the programme didn’t try to tell me how to be a carer which I was thankful for, it did remind me however that I needed to make time for me and gave me ideas on how to manage my situation better”

S Straker, EPP Lead Trainer

Frequently Asked Questions

I have COPD, what can the programme do for me?

The programme will help you to **identify** and **manage** the symptoms brought about by your condition i.e. shortness of breath, pain and fatigue, stress/anxiety etc. You are encouraged to attend the EPP if you are due to or attending health related education programmes.

As a carer I find it hard to find time for me and feel guilty when I do, how can the programme support me to find time?

Finding time is difficult and getting started is always the hardest part, but once you start the programme you will realise you are not on your own with these thoughts. Problem solving, decision making and action planning will be really useful skills to adopt. If you attend and complete the programme you will have already identified 2½ hours a week that we encourage you to remain as 'your' time.

Do the group all have the same condition?

Not necessarily, the people who attend may have multiple conditions and some may also be carers, you are coming to the programme to identify and manage symptoms not discuss your condition.

I'm not very confident and the thought of speaking out worries me ...

You will be encouraged to take part but you go at your own pace, if you want to sit and listen this is ok. Being there is what is important.

I take lots of medication, will this be explained to me?

We are not qualified to discuss actual medication but we will tell you who to go to for help and support. The medication usage and communication activities will be especially helpful to you.

I don't have a long-term condition but suffer frequently from low mood and depression, can this programme help me?

Yes, the feelings you describe are what we often hear. The programme will help you to identify triggers and the tools will help you to turn any negative thoughts and feelings into positive ones.

How to access the programme

You can self-refer to the programme by contacting the office; a telephone referral will then be conducted. Alternatively you can be referred by your health/social care professionals who should request your consent prior to completing the referral on your behalf.

If you are feeling a little unsure or hesitant, then please contact the service and speak to us. Everyone involved in the EPP Service is managing a long-term condition and/or are carers, all have completed the programme themselves therefore we can tell you first-hand what to expect and if we feel the course will benefit you.

Don't hesitate, contact us today on:-

Heywood, Middleton and Rochdale

Telephone: 01706 676315

Mobile: 07967664441

Notes

Notes

If English is not your first language and you need help, please contact the Ethnic Health Team on 0161 627 8770

اگر انگریزی آپ کی مادری زبان نہیں ہے اور آپ بات چیت کرنے میں دقت محسوس کرتے ہیں، تو ہم آپ کو مدد کرنے کے لیے آپ سے رابطہ کر سکتے ہیں۔ ہمارے نمبر پر رابطہ کریں۔

0161 627 8770

若英語並非閣下的第一語言和需要幫忙的話，請致電 0161 627 8770 聯絡少數民族健康組。

ইংরেজী যদি আপনার মাতৃভাষা না হয় অথবা ইংরেজী বলতে ও বুঝতে আপনার অসুবিধা হয় তাহলে এথনিক হেলথ টিমের সাথে নীচের টেলিফোন নাম্বারে যোগাযোগ করুন।

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ਜੇ ਅੰਗਰੇਜ਼ੀ ਆਪਣੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਆਪਣੇ ਮੁਸ਼ਕਲੀ
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0161-6278770 ਨੰਬਰ 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

Jeżeli angielski nie jest twoim pierwszym językiem i potrzebujesz pomocy proszę skontaktować się z załogą Ethnic Health pod numerem telefonu 0161 627 8770

For general enquiries please contact the Patient Advice and Liaison Service (PALS) on 0161 604 5897

For enquiries regarding clinic appointments, clinical care and treatment please contact 0161 624 0420 and the Switchboard Operator will put you through to the correct department / service

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