HOW WERE THE COMMUNITY/USERS INVOLVED IN SETTING UP AND IMPLEMENTING THE PROJECT

• User consultation meetings to identify what their needs are, where are the gaps and how we can fill these.

• User involvement at all times with initiatives.

AIM AND OBJECTIVES OF PROJECT

• To work with Asian people who have any form of mental health difficulties. Provide and advocate for appropriate mental health services for the Asian community in Nottingham using a community development approach.

• To establish sensitive ways of providing services which should be culturally appropriate.

• To raise awareness of mental health in the Asian community and promote preventative work in mental health.

AIM and OBJECTIVES OF PROJECT

• To work with Asian people who have any form of mental health difficulties. Provide and advocate for appropriate mental health services for the Asian community in Nottingham using a community development approach.

• To establish sensitive ways of providing services which should be culturally appropriate.

• To raise awareness of mental health in the Asian community and promote preventative work in mental health.

NHS PRIORITIES

Mental Health

Primary Care

OTHER PRIORITIES

Employment/Regeneration

Housing

PARTNER ORGANISATIONS INVOLVED

Nottingham County Council

Nottingham City Council

Nottingham Healthcare Trust

Further Education Colleges

Voluntary Sector organisations

Private Industry

Universities

Gedling Primary Care Trust

Nottingham City Primary Care Trust

Health Promotion Service

WHAT ARE THE PROBLEMS AND NEEDS WITHIN THE COMMUNITY THAT THE PROJECT ATTEMPTED TO ADDRESS.

• Stigma of mental health in the Asian community.

• Addressing mental health issues with a culturally sensitive approach.

• Providing a culturally appropriate service in their mother tongue.

• Access - making access to services in a comfortable environment for the individual.

• Raising awareness on mental health in the Asian community.

Both Genders Were Targeted

Age Groups 11-19 years (only 16-19 yrs) and 20->60 years (up to 65)

WHAT ARE THE PROBLEMS AND NEEDS WITHIN THE COMMUNITY THAT THE PROJECT ATTEMPTED TO ADDRESS.

• Stigma of mental health in the Asian community.

• Addressing mental health issues with a culturally sensitive approach.

• Providing a culturally appropriate service in their mother tongue.

• Access - making access to services in a comfortable environment for the individual.

• Raising awareness on mental health in the Asian community.

Both Genders Were Targeted

Age Groups 11-19 years (only 16-19 yrs) and 20->60 years (up to 65)

“ A project never fails. This is because both success and failure provide important lessons for all concerned.”

AWAAZ

Health Action Zone (HAZ)

final evaluation report for
Evaluation of the project

WHAT DATA WAS COLLECTED TO PROVE THE SUCCESS OF THE PROJECT AND HOW WAS IT COLLECTED.

<table>
<thead>
<tr>
<th>Data</th>
<th>Method of Collection</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Manual monthly contacts</td>
<td>From documentation every contact is completed on a monthly contact sheet and converted into statistics which are provided to funders on a quarterly basis.</td>
</tr>
</tbody>
</table>

Impact / Change

DEMONSTRATION OF THE IMPACT (CHANGE) THE PROJECT HAS HAD ON “HEALTH INEQUALITIES”.

- Filling the gaps of service provision in the NG7 area for preventative work with the Asian community.
- Providing a culturally appropriate service in preventative work to the Asian community in the NG7 area.
- Supporting individuals in their first stage of depression and addressing their difficulties.
- Advocating and supporting individuals who are experiencing psychological stress, marital difficulties, difficulties in the home/family, depression/bereavement, loneliness/isolation, nervousness/anxiety.
- Accessing a service which meets their needs, also stepping stone to encouraging individuals to access mainstream services.
- Partnership working with mainstream services.

DEMONSTRATION OF THE IMPACT (CHANGE) THE PROJECT HAS HAD ON “ACCESS TO HEALTH SERVICES”.

- Providing a culturally appropriate service for individuals to access. Once a trusting relationship is built, working in partnership with mainstream services and getting the individual to access this.
- Joint visits with health visitors to support individuals.
- More direct communication with GPs on individuals referred.
- Using health services premises to meet individuals who have been referred.
- Working alongside baby clinics.

DEMONSTRATION OF THE IMPACT (CHANGE) THE PROJECT HAS HAD ON “HEALTH IMPROVEMENT”.

Preventative work carried out at initial stage of depression/isolation etc. Providing one to one counselling and not left without a support package. If individuals are not supported in the initial stages, their well being will deteriorate and will be picked up in secondary care/psychiatric services.

“ A project never fails. This is because both success and failure provide important lessons for all concerned.”
AWAAZ Case Study

Asian woman aged 28 years. Came to England 7 years ago through an arranged marriage. Her immediate family were all living in her country of origin. The marriage broke down after a few months, following this she moved into a womens refuge in Nottingham.

She was referred to Awaaz through her GP in the NG7 area due to her being depressed, isolated and culturally vulnerable. Her comprehension of English was poor. After initial assessment an agreed culturally appropriate and comprehensive care plan was completed with the client. Following this she was seen on a weekly basis at the Health Centre for one to one support, to offer her the opportunity and encouragement to express her feelings and emotions in a safe and supportive environment. The supportive counselling therapy was conducted in her mother tongue language, which she found to be of enormous benefit in assisting her to appropriately express herself in order to overcome her difficulties. As the next step she gained the confidence to engage in attending and participating in a women’s support group which assisted her in re-engaging with her own community. She went on to access various community-based courses such as confidence building, self-esteem, ESOL and basic computer skills course. Over the period of a year she progressed from being seen on a weekly basis, fortnightly, monthly to maintaining ad hoc contact as needed.

New premises – 198 Mansfield Road

Awaaz was successful in receiving funding for appropriate premises from the Local Implementation Team (Mental Health). New premises were identified which led Awaaz to move to these premises in November 2001. With the additional space, Awaaz can continue to provide a confidential and quality service to the Asian community with mental health difficulties. An official open day was held on 28 November 2001. The following were the official speakers for the day:

(Front row left to right) Zulf Hussain (Chairperson, Awaaz), Lynne Winstanley (District Commissioner for PCTs, Chair of LIT, Mental Health), Angela Kandola (Manager of Awaaz), Jeremy Taylor (Chief Executive, Nottinghamshire Healthcare NHS Trust), Chris Todd (Acting Service Manager, Monitoring Officer for Awaaz). (Back row, left to right) Bill Peacham (Sector Manager – Mandala, Chair of APNA), Andrew Lowe (Assistant Director – Adults) Roger Williams (Locality Manager City Central PCT), Ian Chennery (Grant Aid and Contracts Officer)

“A project never fails. This is because both success and failure provide important lessons for all concerned.”
The 5 Key Successes of the Project:

1. Culturally appropriate service to the Asian community in their mother tongue. Client contact over 3 months includes: 51 clients seen, 125 visits, 12 new referrals.

2. Accessibility – providing a service at their health centre which is an environment they are comfortable with.

3. Partnership work with GPs and Health Visitors. Able to implement a care plan for the individual with support from GP and Health Visitors etc.

4. Preventative work is carried out. GPs refer at early stages of stress, anxiety, isolation etc.

5. Raising awareness on mental health issues in the Asian community and overcoming the stigma on mental health.

The Reasons Why We Think the Project is Successful:

- Providing a culturally appropriate sensitive service to Asian people in their mother tongue.
- Having a cultural understanding of the cultural issues that an individual needs to address.
- Been able to assess and provide support at the health centre, but also giving the individual the choice of being seen at home, office etc.
- Partnership working with GPs and Health Visitors etc.
- Awaaz provides a specialist service to the Asian community.

Mainstreaming

Recommendations for Mainstream Organisations about How They Provide Their Services:

- Ensure services are culturally appropriate and accessible to all.
- Work in partnership with voluntary sector.
- Fund specialist project to deliver appropriate services to the community.
- Ensure literature, signage is in appropriate languages.
- Individuals should have choice of what service they would like to access. Not always the case that they would prefer a Professional from their own background.

Implications for the Target Population Group if the Project Did Not Continue After HAZ Funding:

No service provision in preventative work which is culturally appropriate for the Asian community to address their needs. This would lead to individuals not being supported in the primary care stages and referred when their mental health has deteriorated to the level of secondary care/psychiatric services.

Learning

The Reasons Why We Think the Project is Successful:

- Providing a culturally appropriate sensitive service to Asian people in their mother tongue.
- Having a cultural understanding of the cultural issues that an individual needs to address.
- Been able to assess and provide support at the health centre, but also giving the individual the choice of being seen at home, office etc.
- Partnership working with GPs and Health Visitors etc.
- Awaaz provides a specialist service to the Asian community.

Total Amount of Funding Received from HAZ 2002-2003: £10,000

Project Contact Details:

Angela Kandola
Manager
198 Mansfield Road
Nottingham NG1 3HX
Tel: 0115 924 5555
Fax: 0115 924 5544

dara.coppel@nottinghamcity-pct.nhs.uk

Dara Coppel, Nottingham HAZ Manager, Nottingham City Primary Care Trust, Linden House, 261 Beechdale Road, Aspley, Nottingham NG8 3EY

city-pct.nhs.uk