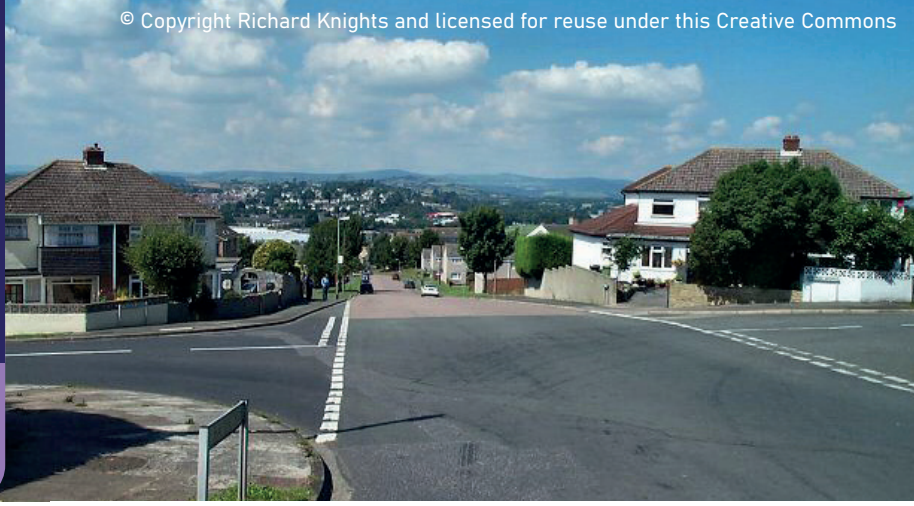
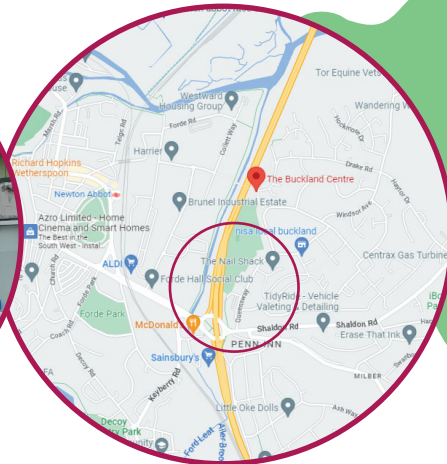


Public Health Outreach Team Insight Snapshots 2023

#6 BUCKLAND ESTATE, NEWTON ABBOT



PROJECT: BUCKLAND HUB



“
...high proportion of residents [are] not mobile enough to travel into Torbay, Exeter, or even Newton Abbot.”

IN A NUTSHELL...

The Buckland Estate on the outskirts of Newton Abbot is amongst the 4% most deprived areas in Devon and top 20% in the country. The Outreach Team started their collaboration with the charity Buckland Support in August 2022. Buckland Support runs Buckland Hub, which is a lottery-funded Tuesday morning drop-in service held in The Buckland Centre, where people can call in for a social cup of tea or to get help. They regularly work with Citizens Advice, Teign Housing, One Small Step, Exeter Energy, Learn Devon and THAT (Teignbridge Homeless Action Today) Foodbank to provide support with benefits, debt, housing issues, homelessness, loneliness and anxiety.

NEEDS, GAPS AND BARRIERS

Many residents on Buckland Estate experience issues with accessing services in an area where many have mobility issues and few own cars or can afford the limited public transport available. Children’s service provision, child protection and domestic abuse have fallen under the radar during lockdown. There is need for:

- Reintroduction of early years checks for children, which haven’t been conducted since March 2020. Baby weighing facility in Newton Abbot library have not been accepted by local community due to lack of personal advice
- Regular visits from a health visitor to provide advice and referrals (hearing, speech, potty training, weaning, podiatry)
- Mental health support for people in crisis as Primary Care Networks (PCNs) have not opted in in this area
- Oral health education and support, and access to NHS dentistry
- Healthy living advice (drugs and alcohol, smoking, nutrition) to prevent illness

COMMUNITY VISION – WHAT ARE THEY TRYING TO ACHIEVE?

Buckland Support (BuS) is a small charity set up to help people of any age who are patients of Buckland Surgery and all people who live on the Buckland Estate to improve their physical and mental health and well-being, prevent disease and promote healthy lifestyles. They offer support and practical help with a huge range of issues as well as providing transport, form filling, and advocacy through their Social Enabler and volunteers who offer groups, befriending and practical help.

ROLE OF THE PUBLIC HEALTH OUTREACH TEAM

The Outreach Team met the Chair of Buckland Support and Hub Coordinator in August 2022 to start building an understanding of the community, to then:

- Capture perspectives of Hub users and local service providers to identify unmet needs
- Introduce a holistic clinic to Buckland Hub on a 4-weekly rotation
- Find a way of introducing new Mental Health and Oral Health service providers to Hub organisers to enable buy-in and handover
- Help address low Covid-19 vaccine uptake in a high infection area
- Create community connections to fulfil unmet needs and bridge gaps

ACHIEVEMENTS AND IMPACT

Launched first holistic clinic in October 2022, with 12 people vaccinated amid very positive feedback and attendance by Buckland Surgery GP. Visitors included vulnerable or anxious individuals, some with limited mobility

Despite difficulties to engage services, successfully delivered 5 holistic clinics so far with plan for Buckland Support to continue

Initiated participation of Together Drug and Alcohol Service in Buckland Hub. Some residents have self-referred since

Facilitated meeting between DCC Healthy Lifestyle Service Commissioner and Buckland Support, enabling community voice to be heard as part of insight research to shape the service tender renewal. Resulted in a likely increase in mental health provision and services around nutrition

Facilitated Connect 5 Mental Health training to upskill within the community

RECOMMENDATIONS FOR COMMISSIONERS

- Continue to bring community-based services into Buckland as high proportion of residents not mobile enough to travel into Torbay, Exeter or even Newton Abbot
- Provision of early years, mental health and oral health support critical to minimising health inequalities and maximising life chances for less long-term cost in a community where many are leading complex lives and suffering preventable illnesses
- Nutritional education and the skills to cook fresh food simply and cheaply for a family on a budget constant theme – there are kitchens nearby where this could be achieved with the right funding
- This would be an ideal location for pilot studies exploring link between deprivation and other illnesses, eg: COPD

Community Support by Tracey Ives and Clive Bowers of Devon Public Health Outreach Team. Snapshot Designed by Devon Communities Together.

