

# Making Every Contact Count (MECC) Overview

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(Community Engagement Network Lead)



# Introducing OneSmallStep



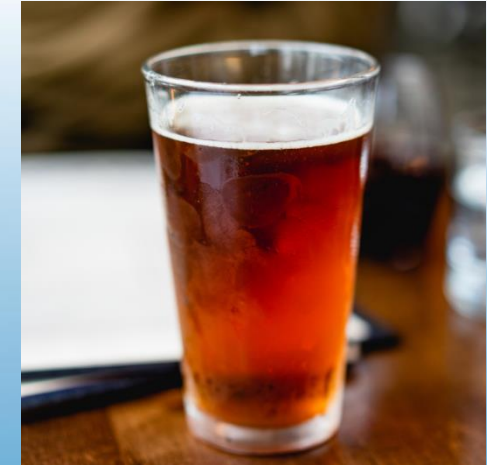
OneSmallStep is a free service to support you to improve your health and wellbeing.

We can help you:

- **Maintain a healthy weight**
- **Get more active**
- **Cut down on alcohol**
- **Quit smoking**

We offer information, advice and guidance available online, through virtual and face to face\* support.

\*Face to face services are currently suspended due to COVID-19



# What do we offer?



## One to One Behaviour Change Support

Our Health Trainers and Stop Smoking Advisors are available to support you to make changes to your lifestyle. This support is currently available virtually.

## Signposting

We can signpost you to a range of services or opportunities in your local area that will help you to improve your health and wellbeing.

## Self- help

Online support is available via our website and social media pages.

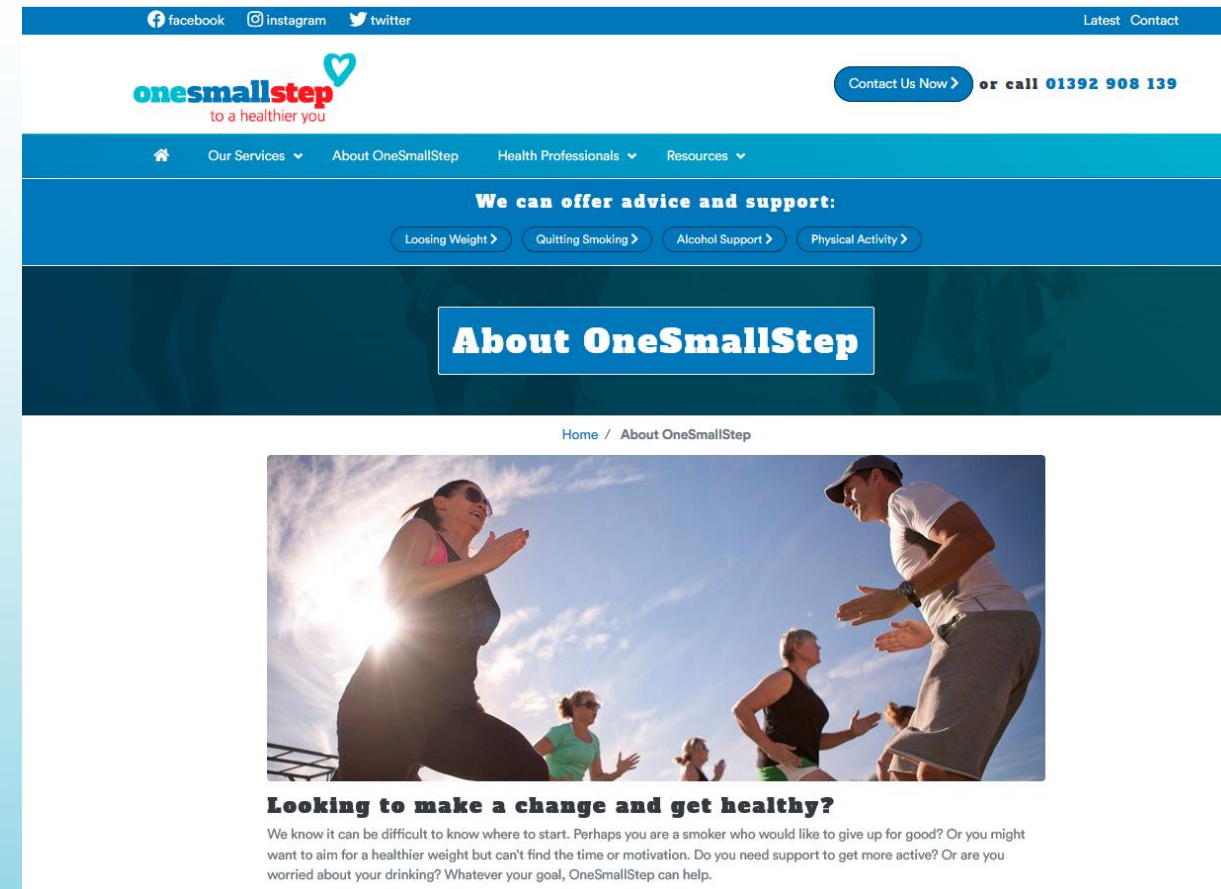




# Online Support

Website: [www.onesmallstep.org.uk](http://www.onesmallstep.org.uk)

- Provides information about our **pathways** for our clients and GP's, health professionals and other stakeholders.
- **Self help packs** are available to download. They contain tools such as food and physical activity diaries and quit smoking diaries and apps.
- Allows people across Devon to **request a call** back from the service and for professionals to make referrals
- Resources on **training** for health-care professionals



# What is Making Every Contact Count?



Making Every Contact Count **enables organisations and individuals** to develop and be able to use a **different approach** to working with people to address health and wellbeing. **Telling** people what to do **is not the most effective way** to help them to change. Making Every Contact Count is about altering **how we interact with people** through learning **how to recognise opportunities** to talk to people about their wellbeing.



# Making Every Contact Count Impact



**The Making Every Contact Count (MECC) approach encourages health and social care staff to use the opportunities arising during their routine interactions with individuals to:**

- Have conversations about how they might make positive improvements to their health or wellbeing.
- Deliver brief intervention for individuals so as to address the modifiable lifestyle risk factors that cause chronic disease.
- Engage with individuals to ensure that things like diet, physical activity, alcohol consumption and smoking are discussed.
- Support and empower individuals to make healthier choices.
- Use every opportunity that we have to create a healthier population by planting a seed and signposting.
- Enhance your skills and equip you with the techniques to carry out brief intervention with individuals.

# Behaviour change interventions



# Very Brief Intervention



Very brief intervention is a short, time-limited interaction and can last between 30 seconds to a couple of minutes. It involves a conversation with **negotiation and encouragement** and may lead to referral for more intensive support.

Very Brief Intervention aims to:

- Engage with those people not yet ready for change.
- Increase the person's perception of real and potential risks and problems associated with a particular behaviour.
- Encourage change by helping the person to consider the reasons for change and the risks of not changing.



# Healthy Conversation Skills



1. Use Open Discovery Questions to help someone explore an issue
2. Reflect on your practice and conversations
3. Spend more time listening than giving information or making suggestions
4. Use Open Discovery Questions to support someone to make a SMARTER plan

# Further information

Free 3 hour e-MECC Lite training available via OneSmallStep-  
please contact [Kristina.Hargreaves@onesmallstep.org.uk](mailto:Kristina.Hargreaves@onesmallstep.org.uk)

MECC E-learning (e Learning for Health)

<https://www.e-lfh.org.uk/programmes/making-every-contact-count/>

MECC Website:

<http://www.wessexphnetwork.org.uk/mecc>



Making Every Contact Count (MECC)  
Lite Virtual training

**onesmallstep**  
to a healthier you

## Making Every Contact Count Lite Virtual Training...



- **FREE** training
- Royal Society of Public Health accredited
- You will need access to Zoom and a laptop or computer to complete this training

**making every contact count**

Making Every Contact Count (MECC) is a behavioural approach which enables individuals to use a different approach to working with people to address health and wellbeing. It's about altering the way we interact with people to improve the self-efficacy of individuals in order to help them identify ways to improve their wellbeing.

**What is the Training?**  
MECC lite training consists of a 3-hour virtual session via Zoom in which you will discover:

- How you can support someone to explore their own health and wellbeing
- How using more effective responses can help people to find their own solutions
- How you can support someone to think about their own behaviour change plan

OneSmallStep is provided by Everyone Health Ltd on behalf of Devon County Council.

For more information contact:  
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07935 062130 or email: [kristinahargreaves@onesmallstep.org.uk](mailto:kristinahargreaves@onesmallstep.org.uk)

**Thank you for listening!**

Any questions?

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