

<b>Institution:</b> Coventry University		
<b>Unit of Assessment:</b> 3		
<b>Title of case study:</b> Hope 4 The Community CIC: Improving the Lives of People Living with Long-Term Health Conditions by providing Self-Management Tools		
<b>Period when the underpinning research was undertaken:</b> 2000-2020		
<b>Details of staff conducting the underpinning research from the submitting unit:</b>		
<b>Name(s):</b>	<b>Role(s) (e.g. job title):</b>	<b>Period(s) employed by submitting HEI:</b>
Andy Turner	Professor of Health Psychology	1996-Present
Faith Martin	Associate Professor	
<b>Period when the claimed impact occurred:</b> 2014-2020		
<b>Is this case study continued from a case study submitted in 2014? Y/N</b> No		

### 1. Summary of the impact (indicative maximum 100 words)

15 million people in the UK live with a long-term physical or mental health condition. Research by Professor Andy Turner and Dr Faith Martin at Coventry University led to the development of several evidence-based face-to-face and digital self-management courses including the Hope Programme.

A social enterprise spin-out, Hope 4 The Community CIC was established in 2015 to further develop and commercialise the Programme, through sales of licences across public and private health sectors. Nearly 15,000 people have benefited from the Hope Programme, feeling less anxious, depressed, stressed, more activated, grateful and hopeful. Its digital delivery scaled significantly in response to the COVID-19 pandemic.

### 2. Underpinning research (indicative maximum 500 words)

Turner and Martin have been instrumental in conducting self-management research which has impacted on national and international policy and practice.

From the 1970s, the dominant self-management research and practice has almost exclusively focused more on a person's pathology and skills deficit. In the early 2000s there was a call for more research into the growing concepts of positive psychology and hope in self-management programmes. A positive psychological understanding and analysis of self-management had not yet been well-articulated and developed. Turner and colleagues were one of the first research teams to respond to this gap by developing self-management interventions underpinned by positive psychology theory and practice.

Between 2007 and 2010 Turner developed the Self-Management For Life intervention, delivered through the Health Foundation's Co-Creating Health national demonstrator [G1]. Two papers published from the Co-Creating Health project have shown that people living with a long-term physical and mental health condition attending a peer and professional co-delivered self-management programme reported improvements in depression and anxiety [R1, R2].

### Impact case study (REF3)

Since 2010, Turner has been working with a range of NHS and voluntary, charity and social enterprise sector (VCSE) partners to develop, evaluate and commercialise a range of positive psychology theory-based self-management interventions, called the Hope Programme.

In 2014 Turner was commissioned by Macmillan Cancer Support to develop a face-to-face and digital Hope Programme for people living with and affected by a range of cancers. These were the first positive psychology informed self-management programmes for all cancer types in the UK. A pre and post-test study, conducted between 2016-2017 and involving 56 cancer survivors attending the digital Hope Programme, showed that cancer survivors report improvements including fear of cancer recurrence, depression, anxiety and cancer related fatigue [R3]. An adapted version of the Hope Programme was included as part of an NHS patient triggered follow-up service delivery initiative involving 251 colorectal cancer patients. Using a prospective longitudinal design showed that the self-management programme was found acceptable to patients, and would allow low, and some moderate risk patients to undergo five-year surveillance without routine clinic attendance [R4].

The Hope Programme has been successfully adapted for people living with and affected by a range of long-term conditions. A 2013 study [R5] showed that for 25 people living with multiple sclerosis, the Hope Programme led to improved scores in several outcome measures including distress, mood, fatigue and self-efficacy.

Additionally, Turner was commissioned by Carers Trust Heart of England to develop and evaluate a Hope Programme for parents of autistic children, where there is currently no UK evidence base for interventions for support. In 2018 a study involving 101 parents indicated improvements in depression, anxiety, and positive mental wellbeing. Changes in positive psychological constructs, namely gratitude and hope, predicted improvements in depression [R6].

Extending the research internationally, in 2018, Turner and collaborators from McMaster University in Canada secured \$500k grant from Ontario Health Technology Fund to adapt the Hope Programme for an international randomised controlled trial investigating automated remote monitoring and self-management support among cardiac and vascular patients [G2]. This trial is ongoing.

### 3. References to the research (indicative maximum of six references)

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R1. Turner A, Realpe AX, Wallace LM, Kosmala-Anderson JK. (2015). A co-produced self-management programme improves psychosocial outcomes for people living with depression, *Mental Health Review Journal*, 20:4, pp.242 – 255 DOI <http://dx.doi.org/10.1108/MHRJ-05-2014-0017>.

R2. Turner A, Anderson JK, Bourne C, Wallace LM. (2015). An evaluation of a self-management program for patients with long-term conditions. *Patient Education and Counselling* 98:2, pp. 213-219. DOI: <https://doi.org/10.1016/j.pec.2014.08.022>

R3. Martin F, Wright H, Moody L, Whiteman B, McGillion M, Clyne W, Pearte G, Turner A. (2020). Help to Overcome Problems Effectively for Cancer Survivors: Development and Evaluation of a Digital Self-Management Program. *Journal of Medical Internet Research* 22(5):e17824. DOI: <https://doi.org/10.2196/17824>

R4. Batehup L, Porter K, Gage H, Williams P, Simmonds P, Lawson, L, Dodson L, Davies N, Wagland R, Winter, J, Richardson A, Turner A, Corner J. (2017). Follow-up after curative treatment for colorectal cancer: longitudinal evaluation of patient initiated follow-up in the first 12 months. *Supportive Care in Cancer* 25, 2063–2073 DOI: <https://doi.org/10.1007/s00520-017-3595-x>

**Impact case study (REF3)**

R5. Kosmala-Anderson, J Turner, A. & Clyne, W. (2016). Development and feasibility of the Help to Overcome Problems Effectively (HOPE) self-management intervention for people living with multiple sclerosis. *Disability and Rehabilitation* 39:11, 1114-1121, DOI: <https://doi.org/10.1080/09638288.2016.1181211>

R6. Martin, F., Pearce, G., Clyne, W & Turner A. (2019). Self-management support intervention for parents of children with developmental disorders: The role of gratitude and hope. *Journal of Child and Family Studies*, 28(4), 980-992 DOI: <https://doi.org/10.1080/09638288.2016.1181211>

G1: Wallace, L., Barlow, J., Turner, A. (2007-10). 'Clinician-patient self-management and service redesign: An evaluation of the Health Foundation's Co-Creating Health Initiative'. Health Foundation. Total Grant: £909,721.

G2: Turner, A. (2017-2020). 'The Smart View, Covered: Technology Enabled monitoring and Self-Management – Vision for patient Empowerment following Cardiac and Vascular surgery'. Ontario Centres of Excellence, Health Technology Fund Grant. Total grant: \$499,313 (£304,680.79).

#### **4. Details of the impact** (indicative maximum 750 words)

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Millions of people with long-term conditions feel unable to take an active role in their own care resulting in high use of health services. In response to this need, Turner and Martin developed a range of self-management interventions building on the Hope Programme, a six-week intervention co-created to build knowledge, skills and confidence in self-management of health and wellbeing (activation). Co-delivered by peer volunteers and healthcare professionals, it uses evidence-based activities including goal-setting, gratitude diaries, and activity-scheduling.

Impacts include:

- 1) A novel social enterprise;
- 2) Partnership-working to improve patient activation, mental wellbeing and quality of life;
- 3) Informing national and international policy;
- 4) Improving wellbeing through creative arts;
- 5) Enabling digital support during COVID-19.

##### 1) Novel Social Enterprise

CU's only social enterprise spin-out Hope For The Community CIC (H4C) was founded in 2015 by Turner and four volunteer service users. In 2017, CU granted a licence to H4C to use and further develop Turner and Martin's research for patient and societal benefit. The social enterprise has been transformational in scaling delivery of the Hope Programme, benefitting thousands nationwide.

From 2017-2020 H4C co-created seven Hope Programme interventions, licenced to public, private and voluntary sector organisations, generating income totalling £715K and re-investing £20k of profit into its social mission. H4C employs four full-time core staff and 20 consultants, students and volunteers [S1] and it was named in the UK's top 25 social enterprises in NatWest SE100 'Trailblazing Newcomers' Index [S2].

##### 2) Partnerships for Patient Activation, Mental Wellbeing and Quality of Life

The Hope Programme has reached nearly 15,000 people to date.

Macmillan Cancer Support have licenced the Hope Programme since 2015, providing life-changing benefits for people living with cancer and becoming a core service offer in 106 cancer centres across the UK. To date, 10,844 cancer survivors have attended the Hope Programme, with 1,066 volunteer and professional facilitators trained. Macmillan's post-programme

### Impact case study (REF3)

evaluation established that 43% participants felt more confident to self-manage, 46% felt their quality of life improved, and 56% felt less isolated [S3].

Funded by The National Lottery Community Fund (2016), Bethany's Wish (2017), EU's Horizon 2020 Research and Innovation Programme (2018), Children Cancer Leukaemia Group and Carers Trust (2020), H4C trained parent volunteers to deliver 46 Hope Programme interventions to 1,132 parents of autistic children and children with cancer [S4]. Our research has shown parents report significant improvements in depression (68%) anxiety (40%) positive mental wellbeing (30%) hope (42%) and gratitude (21%) [R6].

In 2017, NHS England commissioned the Hope Programme to develop a new model of care for people with chronic illness across Devon. 106 volunteer and professional facilitators were trained and 107 courses delivered to 1,364 people, with post-programme evaluations demonstrating participants were more activated and experiences improved mental wellbeing, reducing health service usage. In 2020, the programme was extended across the whole of the South West region as part of the NHS Long-term plan implementation [S5].

"The evidence-base helps stamp a seal of academic rigour, authenticity and confidence in the efficacy of the programme. The public need little persuading that the Hope Programme is highly valuable." — Head of Personalised Care, Torbay and South Devon NHS Foundation Trust [S5]

#### 3) National and International Policy

Turner's research on self-management informed a report on the 'Future of an ageing population' for the UK Government Office for Science [S7]. It has also informed the embedding of positive psychological theory and practice into design of self-management interventions used by the NHS, forming the basis of several evidence-based programmes in England [S6].

In 2017 The National Academies of Science Technology and Engineering undertook a review entitled 'Pain Management and the Opioid Epidemic: Balancing Societal and Individual Benefits and Risks of Prescription Opioid Use', and used work by Turner to support self-management techniques as alternative non-pharmaceutical methods for pain management [S8, p.91].

#### 4) Wellbeing through Creative Arts

H4C re-invests profits into the community by funding events connecting research and arts for wellbeing. In the lead up to Coventry City of Culture 2021, H4C developed an award-winning Gratitude Wall community art project [S1] bringing Turner's research on benefits of gratitude to public. A large chalkboard Gratitude Wall toured 60 events collecting over 12,000 expressions of gratitude, boosting people's happiness. It featured in the 2018 Universities UK #MadeatUni campaign, bringing to life the impact of universities on communities [S9]. At another event a Writing Gym brought parents of autistic children together to express the emotional challenges they face through art and drama, with participants reporting increased relaxation and optimism as a result [S1].

#### 5) Rapid COVID-19 Response

COVID-19 increased depression, anxiety and isolation for people with long-term conditions, so in response Turner and Martin developed new research-informed resources. H4C rapidly scaled its digital Hope Programme to provide innovative wellbeing support to 1,500 people between March and December 2020, who otherwise would not have received it. A new intervention for carers funded by Coventry City Council was co-created, and delivery models facilitating use of VR headsets and online/offline were trialled to offer choice and accessibility. H4C's work was identified by the West Midlands Combined Authority as a case study for excellent 'innovation, enterprise and flexibility' in response to COVID-19 [S10, pp.42-45].

### 5. Sources to corroborate the impact (indicative maximum of 10 references)

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S1. Testimonial. Chief Executive Officer, Hope 4 The Community CIC (H4C).

S2. Article. 'Coventry social enterprise helping cancer patients with mental health named among best in the UK', Coventry Observer Website, 09.06.20.

<<https://coventryobserver.co.uk/news/coventry-social-enterprise-helping-cancer-patients-with-mental-health-named-among-best-in-the-uk-19935/>> [Accessed 02.03.21]

S3. Testimonial. Head of Service, Professional Development and Knowledge, Macmillan Cancer Support.

S4. Testimonial. Chief Executive Officer, Carers Trust Heart of England.

S5. Testimonial. Head of Personalised Care, Torbay and South Devon NHS Foundation Trust.

S6. Testimonial. Senior Manager, Personalised Care Group, Primary Care, Community Services and Strategy Directorate, NHS England.

S7. Report. 'What role can local and national supportive services play in supporting independent and healthy living in individuals 65 and over? Future of an ageing population: Evidence Review'. Foresight, Government Office for Science, June 2015.

S8. 'Pain Management and the Opioid Epidemic: Balancing Societal and Individual Benefits and Risks of Prescription Opioid Use'. US Committee on Pain Management and Regulatory Strategies to Address Prescription Opioid Abuse. (National Academies Press: Washington DC, 2017). DOI: <https://doi.org/10.17226/24781>

S9. 'Support for people living with long-term health conditions', Made at Uni Campaign Website. <<https://madeatuni.org.uk/coventry-university/support-people-living-long-term-health-conditions>> [Accessed 02.03.21]

S10. Report. 'Innovation and enterprise across the social economy in recovery from COVID-19 - Report for the West Midlands' Combined Authority'. University of Wolverhampton, February 2021.