



CARE  
RIGHT  
NOW



THE SOCIAL ENTERPRISE MARK  
TRADING FOR PEOPLE AND PLANET

## 'Making a Mark'

### Mark Holder Social Impact Declaration

#### Care Right Now CIC

Care Right Now is a social enterprise that specialises in developing safer, more efficient healthcare systems that deliver improved health outcomes for patients.

The principle of quality healthcare as a human right underpins everything we do and we are driven by our core values: to be ethical, visionary, courageous, empowering and committed. We believe in corporate social responsibility in the delivery of healthcare services and accountability for all.



The Social Enterprise Mark criteria includes a requirement for all applicants and renewing Mark Holders to provide 'social impact statements', which illustrate how they are striving to meet their social/environmental objectives.

Below are examples of how **Care Right Now** is Making a Mark, striving to make a difference to local communities:

#### Social inputs – Patient Led Clinical Education

Our Patient Led Clinical Education (PLCE) service was commissioned 3 times in 2014/15 and is now expanding in to the area of mental health. We have invested in development of new group sessions on managing medicines for long term conditions and managing mental health. This includes recruiting 4 new CRN Associates and developing new materials and on-line resources.

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In addition we have developed a unique service offering individual support sessions on medicines and treatments, where clinicians give advice and guidance and then allow patients to take the lead.

## **Social outputs – measures and impact of services**

In 2014/15 we delivered PLCE sessions to **120** people in Cornwall and Somerset, across 10 locations, in courses led by our alliance partners Active Plus. This work is commissioned by the Department of Work and Pensions.

We are measuring impact on patients in terms of clinical benefits, risk reduction and mental wellbeing (using the [Warwick Edinburgh Mental Wellbeing Scale](#)). The average score at the beginning of the latest course was 41.1, and afterwards the average was 47.46. A difference of 3 to 8 points is considered meaningful, demonstrating that 'mental wellbeing improved over the course of the project' →our study showed an increase of 6.3 points.



We have also developed an alliance with the nationally recognised organisation Meeting of Minds collaboration to help develop and roll this out. We have also linked with NHS Academic Health Science Networks in the South West and North West of England.

## **Social outcomes – benefits of PLCE services**

Our PLCE services are showing benefits in three areas:

- Starts to address the fact that specialists in different areas of medicine only ever review the medicines they have prescribed, which can lead to continuation of medicines patients don't need
- Helps bring out things people don't normally tell their doctors by increasing trust and openness
- Patient safety – able to give advice on medicine safety and signpost people to services they need

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