



**Think Diabetes Toolkit**  
Support your people to live well with diabetes

Part of  
**TheAHSNNetwork**

**hin** Health  
Innovation  
Network  
South London



This toolkit provides the necessary resources to help employers make a cultural shift in the workplace that values time away from work to attend education for long term conditions; in this instance, diabetes.

Supporting employees with diabetes to attend structured education helps individuals to live well with their condition and improves the health of the workforce.

## Support your employees living with diabetes in five simple steps



**1.** Find out how many employees in your organisation potentially have diabetes



**2.** Update your knowledge on the condition



**3.** Learn about the structured education courses available to your employees



**4.** Read our case studies about how others have done it



**5.** Change your organisation's policy



## Find out how many employees in your organisation potentially have diabetes

Use the grid below to calculate how many people in your organisation might be living with Type 1 or Type 2 diabetes by simply multiplying the total number of people in your organisation by the figures stated in Table 1, and then dividing by 100.

For example, if you have 5000 London-based employees, you would get the following results:

**Type 1:  $(5000 \times 0.4) / 100 = 20$  people**

**Type 2:  $(5000 \times 4.2) / 100 = 210$  people**

### Table 1:

National and London Type 1 and Type 2 Diabetes Prevalence Rates

Diabetes	Prevalence	
	National	London
Type 1	0.37%	0.40%
Type 2	2.91%	4.20%

Diabetes prevalence rates were calculated by the Registrations/ Working age population size. Registration data is taken from the National Diabetes Audit (2016-17). Although, these are just 'crude' estimates based on national averages, they will give you a sense of how many of your employees could directly benefit from better workplace support in managing their diabetes.





## 2.

## Update your own knowledge

Understanding the effects of Type 1 and Type 2 diabetes, and the benefits that attending structured education can have on an individual's ability to self-manage the condition, will help you to better support your employees living with diabetes.

Update your own knowledge by completing the 45 minute-long, free E-learning module on diabetes and structured education. Everything you wanted to know about diabetes and structured education is in this FREE online training module, produced by the Cambridge Diabetes Education Programme on behalf of the Health Innovation Network.

This excellent E-learning module will provide the learner with a much greater understanding of the benefits to people with diabetes attending structured education courses.

Simply register at [www.cdep.org.uk/structured-diabetes-education.html](http://www.cdep.org.uk/structured-diabetes-education.html) and the free module called "Structured Diabetes Education" is ready for immediate access.





## Learn about the structured education courses available to your employees

When people are diagnosed with diabetes (whether it is Type 1 or Type 2) NICE guidelines recommend that they should attend a structured education programme. The courses are designed to improve knowledge, skills and confidence for people living with diabetes. They also provide valuable peer support.

Read here about the programmes available across south London, so you can provide an option for your employees living with diabetes that fits your business needs.

### In person courses:

#### DAFNE

**DAFNE** stands for Dose Adjustment For Normal Eating and is a way of managing Type 1 diabetes. It provides the skills necessary to estimate the carbohydrate in each meal and to inject the right dose of insulin.

The aim of DAFNE is to help people with Type 1 diabetes lead as normal a life as possible, while controlling their blood glucose levels, thereby reducing the risk of long-term diabetes complications.

DAFNE involves attending a 5-day training course plus a follow-up session around 8 weeks after the course.

The course allows people to fit diabetes into their lifestyle, rather than changing their lifestyle to fit in with their diabetes.

For more information visit: [dafne.uk.com](http://dafne.uk.com)

#### DESMOND

**DESMOND** stands for Diabetes Education and Self Management for Ongoing and Newly Diagnosed. This details the first steps in self-management education for people with Type 2 diabetes.

#### Features of DESMOND:

- Six hours of structured self-management group education
- Delivered by two trained health care professionals
- In 1 day or 2 half-day formats
- Newly Diagnosed Module – for those within first 12 months of diagnosis
- Foundation Modules – for those with established diabetes
- In groups of up to 10 participants who may wish to bring a partner/friend with them
- Supported by specially developed resources
- Deliverable in both health care settings or local community venues

For more information visit: [desmond-project.org.uk](http://desmond-project.org.uk)

#### X-PERT

**X-PERT** 15-hour self-management courses are for people living with either Type 1 or Type 2 diabetes. Individuals can attend whether they have just found out they have diabetes, or they have been living with it for years. X-PERT Education provides tools and techniques to help people manage their condition better. A clinical trial has demonstrated that attendance significantly improves health and wellbeing.

For more information: [xperthealth.org.uk](http://xperthealth.org.uk)

#### Diabetes UK

Information regarding structured education can be found here: [diabetes.org.uk/Guide-to-diabetes/Managing-your-diabetes/Education](http://diabetes.org.uk/Guide-to-diabetes/Managing-your-diabetes/Education)

## Digital options:

**Oviva** is an app that offers personalised support from a specialist dietitian to help people living with Type 2 diabetes to improve their health, achieve their goals and stay motivated.

The Oviva programme allows you to keep a photo food diary and track progress against personalised goals. A dietitian also supports users by providing regular feedback on their progress, helping them to maintain a healthier lifestyle. Users also receive access to information tailored to their specific needs, such as managing Type 2 diabetes or healthy eating on a budget.

For more information visit: [nhs.uk/apps-library/oviva](https://nhs.uk/apps-library/oviva)

**OurPath** is a 12-week behavioural change programme for people living with Type 2 diabetes that's primarily delivered through a smartphone or tablet app.

The programme helps build healthier habits, learn more about Type 2 diabetes and supports long-term lifestyle change by providing:

- Evidence-based structured education on living with diabetes, nutrition, exercise, sleep, stress management, and positive psychology
- Peer group support (an online group of 10 others)
- Personalised health coaching from a registered dietitian
- Tracking technology (smart weighing scales and a wearable activity tracker).

For more information visit: [nhs.uk/apps-library/ourpath](https://nhs.uk/apps-library/ourpath)

## Diabetes Book & Learn service: a new service for South Londoners



**And, for south Londoners, finding the right course has never been easier thanks to the Diabetes Book & Learn service**

The Diabetes Book & Learn service is an innovation for people living in south London that provides a single point of access for patients and referrers them to book diabetes education courses across south London. The aim is to increase attendance at education courses across all 12 boroughs in south London by making it easy to find courses in patients' local areas.

This will be done by:

- Providing a central referral service for south London GPs/HCPs to refer people with diabetes for education
- Supporting people with diabetes to find the most appropriate diabetes education course to meet their personal needs
- Helping people to easily book a place on any south London course and providing course information and reminders
- Giving patients the ability to self-refer
- Tracking and reporting on attendance at courses and providing this information back to GPs/referrers
- Gathering data to help improve the commissioning of diabetes education
- Signposting people to other locally available resources to help them manage their diabetes (e.g. IAPT, healthy eating, exercise sessions, etc)

You can access the Diabetes Book & Learn service here: [diabetesbooking.co.uk](https://diabetesbooking.co.uk)

In other regions, patients should contact their GP or local CCG for more information on education programmes local to them.



## 4.

## Read our case studies about how others have done it

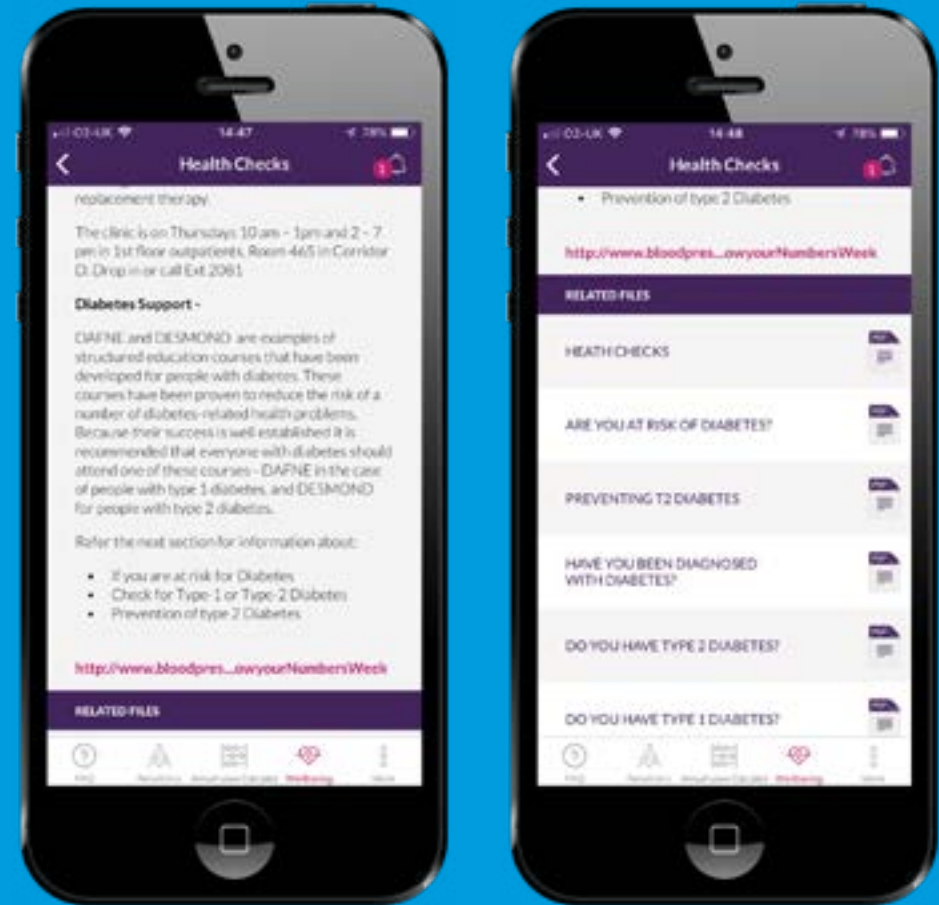
All of our Think Diabetes pilot organisations took a different approach to managing diabetes in the workplace, based on the option that best suited their business. Some changed their HR policies and strategies, others brought structured education programmes into the workplace, some delivered more general healthy lifestyle sessions, which included offering tests for diabetes to their staff and some did a combination of all of the above.

Read through our case studies to help you work out which options and strategies might work best for your own organisation.

### Human Resources Policy and Strategy changes - London Borough of Bexley, Kingston Hospital, London Borough of Southwark and London Southbank University

The Head of HR Advisory Services oversaw an update to Bexley Council's Employment Procedures to include explicit reference to time off work which may include attendance at educational courses and training relating to an employee's disability or condition.

The revised arrangements have been made available to staff and managers using the Council's Employment Deal microsite and via e-Learning tools and absence refresher training materials for managers. This initiative sits alongside the Council's overall Health and Wellbeing Prevention Strategy.



Information about diabetes education courses has now been included on Kingston Hospital's HR App. In the Wellbeing section of the App, under Health Checks, sits a description of diabetes support with links to a number of resources.

As a result of the Think Diabetes initiative, additions have also been included to the Health and Wellbeing Strategies of both Southwark Council and London South Bank University. Items relating to diabetes have been added to each organisation's strategy; and activities have already been, or will be, delivered within the year.



## Delivering Structured Education in the Workplace – Kingston Hospital

Collaboration between HR, Occupational Health and the Diabetes Team at Kingston Hospital resulted in a DESMOND course being delivered on the grounds of the hospital for staff with Type 2 diabetes. This initiative was backed with full support from the hospital's Health and Wellbeing group.

As an accredited provider of the DESMOND programme, educators from the hospital delivered it over two sessions a fortnight apart. Demand for the course to be delivered on-site continues to grow. Kingston Hospital will be running another DESMOND course and plans are being discussed for it to become a regular feature for employees with diabetes as part of the hospital's staff health and wellbeing offer. The hospital's intranet has been re-designed to allow staff to self-refer to future DESMOND courses confidentially online.

## Healthy Lifestyles Awareness Raising Sessions – London South Bank University (LSBU) and Bexley Council

As an alternative to running a structured education programme for people diagnosed with diabetes, LSBU and Bexley Council focused on providing a healthy lifestyles session delivered in the workplace, which included other health issues too. They chose this approach to engage with a far wider number of staff, with a view to improve staff health and reduce staff absences across the organisation more widely.

Further to this, a Health and Wellbeing Programme is being developed at Bexley Council that will include delivery of other health-related information sessions on a wide variety of issues. Also, as part of the Health and Wellbeing Programme, consideration is being given to targeted groups being invited to visit the Occupational Health nurse for a health check on an annual or possibly bi-annual basis.

Highlights of these initiatives were:

- A two-hour Healthy Lifestyles session was delivered by a dietitian to staff at both the council and university. In total, 32 staff from a variety of departments attended the sessions. Content included 'Energy Balance and Food Groups', 'How to Read Food Labels', 'Rethinking Soft Drinks' and 'Exercise and Being Active'.
- During the introductions, some participants identified themselves as having diabetes, pre-diabetes or coming from a family with someone diagnosed with diabetes.
- An occupational health nurse from each organisation was also in attendance at the session. Participants were invited to sit with the nurse at the back of the room as the session was being delivered and have their blood glucose tested via a finger prick test. The blood glucose tests were done in the same room as the session but out of earshot of other participants.
- 23 out of 32 (72 percent) staff presented to the nurse and had their blood glucose tested. One person was in the diabetes range, three were in the pre-diabetes range and all other test results were within the normal range.
- Evaluation feedback of the sessions found high ratings for improvement in knowledge, improvement in skills and value of the session to participants.



## 5.

## Change your organisation's policy

Diabetes is one of the greatest health challenges we face today. The recommendations below can help your organisation to play a part in tackling the barriers to education, at low cost. This will support not only your employees, through living well with diabetes, but also your bottom line, through a healthier, more productive workplace.

The aim going forward is that you can select what specific courses, or approach would best work for your organisation and your employees.

“When I was originally diagnosed by my GP as I live in the Wandsworth area I was referred to DESMOND sessions with Tooting/Battersea being the closest. I was put off by this as I work at Kingston Hospital and it would have meant having a whole day off work for each session plus having to travel there and back by bus, and I didn't bother to attend because of this. I was so pleased the workplace sessions became available as it is so much more convenient to me, and I am sure many other people are in the same situation as me.

”

Kingston Hospital employee

### Think Diabetes recommends that you:

- ✔ Review your organisation's relevant policies and update them to acknowledge the benefit to staff with diabetes attending structured education.
- ✔ Allow and encourage employees with diabetes to attend their diabetes education course, including through paid leave and/or flexible working practices or bring structured education programmes into your work place.
- ✔ Promote structured education courses for employees with diabetes (in south London through the Diabetes Book & Learn service [diabetesbooking.co.uk](https://diabetesbooking.co.uk) or, if they live in another region, by contacting their GP to find out what courses are available in their local area).
- ✔ Hold a briefing with senior management to discuss the amendment of policies in this area if not currently supportive of attendance at structured education.
- ✔ Reflect this cultural shift with entries in your Staff Health and Wellbeing Strategy relating to activities such as Healthy Lifestyles education sessions.
- ✔ Link in activity generated from your Health and Wellbeing Strategy with your organisation's aspirations for a Healthy Workplace Charter award, or similar.
- ✔ Proactively inform your managers and staff of the updated policies and encourage discussion within teams.



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