

Different Minds (ADHD-ASD Norfolk) Ltd
Making Every Contact Count (MECC) Policy
Promoting Health and Wellbeing in Every Interaction

1. Purpose

This policy outlines the commitment of Different Minds (ADHD-ASD Norfolk) Ltd to implementing the principles of **Making Every Contact Count (MECC)**. The aim is to use everyday interactions with service users as opportunities to support and empower them to make positive changes that improve their physical and mental health and overall wellbeing.

2. Scope

This policy applies to all staff, sub-contractors, volunteers, and anyone representing Different Minds (ADHD-ASD Norfolk) Ltd who interacts with service users in any capacity.

3. Policy Statement

Different Minds (ADHD-ASD Norfolk) Ltd recognises that even brief conversations can have a significant impact on the health and wellbeing of the people we support. MECC enables staff to recognise and act on opportunities to offer support, encouragement, or signposting around lifestyle issues, including but not limited to:

- Emotional and mental wellbeing
- Healthy eating and physical activity
- Smoking cessation
- Alcohol use
- Sleep and stress management
- Social isolation or loneliness

We believe that embedding MECC in our approach helps service users to make informed decisions and promotes a holistic view of care and support.

4. Key Principles of MECC at Different Minds

- **Person-Centred:** Conversations will be supportive, respectful, and adapted to the individual's needs and circumstances.
- **Empowering Not Instructing:** The aim is to raise awareness and explore change, not to tell people what to do.
- **Brief and Timely:** MECC interventions are usually short and happen as part of a routine conversation.
- **Evidence-Informed:** Staff will draw on reliable sources of health information and refer to relevant services or resources.

5. Staff Responsibilities

All staff and associates are expected to:

- Be alert to opportunities to support service users with health and wellbeing messages.
- Use open, non-judgemental language and motivational techniques to initiate conversations.
- Signpost individuals to appropriate local or national services where further help is required.
- Respect the individual's right to decline or disengage from such conversations.
- Record any relevant MECC conversations or actions, where appropriate, in the service user's record.
- Attend MECC or related training sessions to build skills and confidence.

6. Implementation Plan

To embed MECC within the organisation:

- **Training:** Staff will be supported to access MECC training and other health promotion resources.
- **Resources:** Up-to-date leaflets, websites, and signposting information will be made available to staff and service users.
- **Integration:** MECC will be included as part of initial assessments, routine interactions, and care planning where appropriate.
- **Supervision:** Staff will be encouraged to reflect on MECC conversations and seek support through supervision if needed.

7. Equality and Accessibility

Different Minds (ADHD-ASD Norfolk) Ltd will ensure that MECC-related information and conversations are accessible to all service users, taking into account communication needs, learning differences, and cultural backgrounds.

8. Monitoring and Review

The effectiveness of MECC implementation will be reviewed annually, with feedback sought from both staff and service users. Adjustments will be made as necessary to improve impact and relevance.

Approved by:

Graham Boulter MSc

Director

Different Minds (ADHD-ASD Norfolk) Ltd

3/4/25 to be reviewed 3/4/26