

Compassionate Community

# Developing the Community Wellbeing Hub



Service provided by



# COMMUNITY WELLBEING HUB

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**WEBSITE:** [www.compassioncb.org.uk/wellbeing](http://www.compassioncb.org.uk/wellbeing)

Housing

Feeling isolated,  
lonely or anxious

Money advice  
& benefits support

Stopping smoking

Accessing food,  
transport or medication

Achieving a  
healthy weight

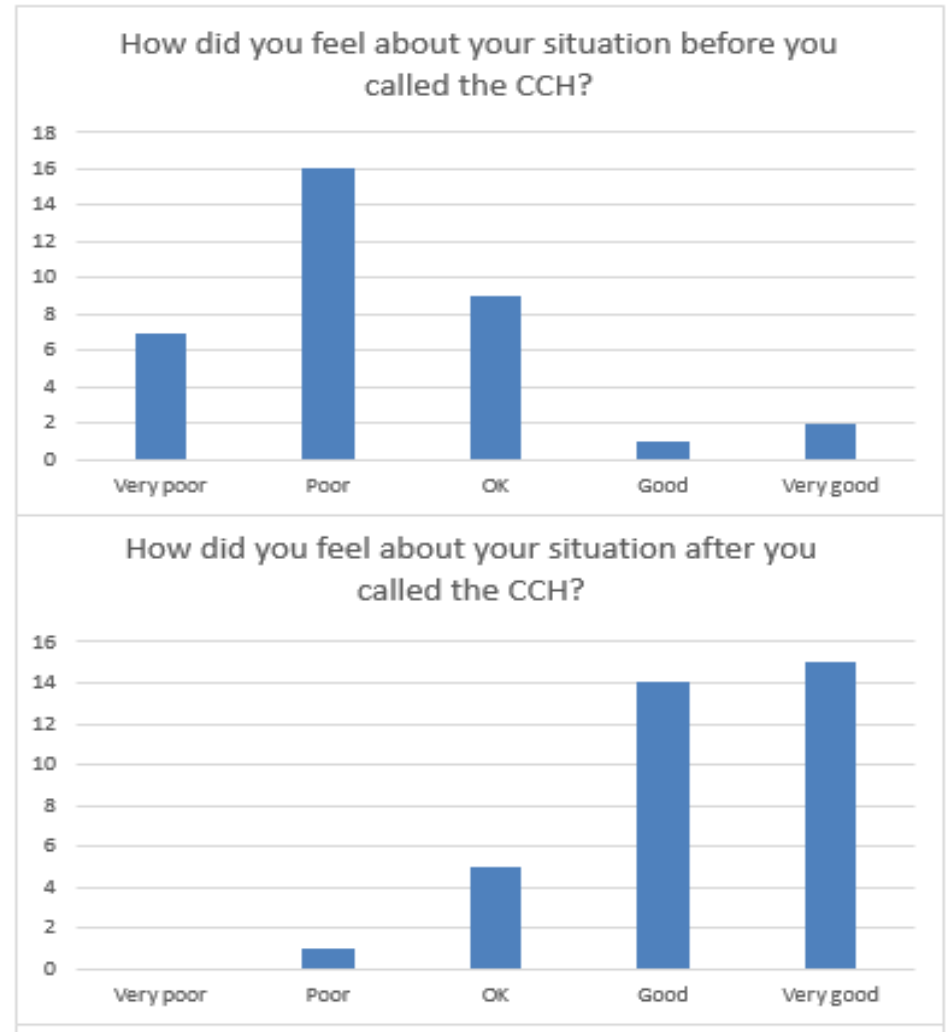


Keeping active

Employment issues  
& advice

# Community Wellbeing Hub – About us

- The Community Wellbeing Hub is a collaboration between Bath & North East Somerset Council, Virgin Care and third sector organisation representatives 3SG.
- Set up in March 2020 as a response to the COVID-19 pandemic, it provides a central hub of wellbeing services for residents across Bath and North East Somerset.
- Over 14, 000 calls received since March 2020, majority dealt with at the point of Triage team (69%).
- Recently changed its name to reflect the long- term ambition to create a wellbeing service for residents across Bath and North East Somerset.



# Community Wellbeing Hub – Our Partners

- Bath & North East Somerset Council
  - Virgin Care BANES
  - Age UK BANES
  - Bath Mind
  - Citizens Advice Bureau
  - Curo
  - Cleanslate
  - DHI (Developing Health and Independence) including social prescribers
  - WERN Village Agents
  - 3SG COVID Volunteer Response
-

# Community Wellbeing Hub – Our Services

**Advice and Information** - working with a range of partners who have expertise in money matters, benefit support, employment law and disputes.

**Council services** – providing public health advice, welfare support, direct access to one stop shop services.

**Discharge support / Admission Avoidance** – working with Age UK home from hospital team and the First Response Team to identify and provide support to people ready to come home.

**Family support** – working with the health visitors to support families with a range of needs including.

**Housing** – working with REACH (DHI, Curo and Cleanslate) to offer support regarding complex housing needs.

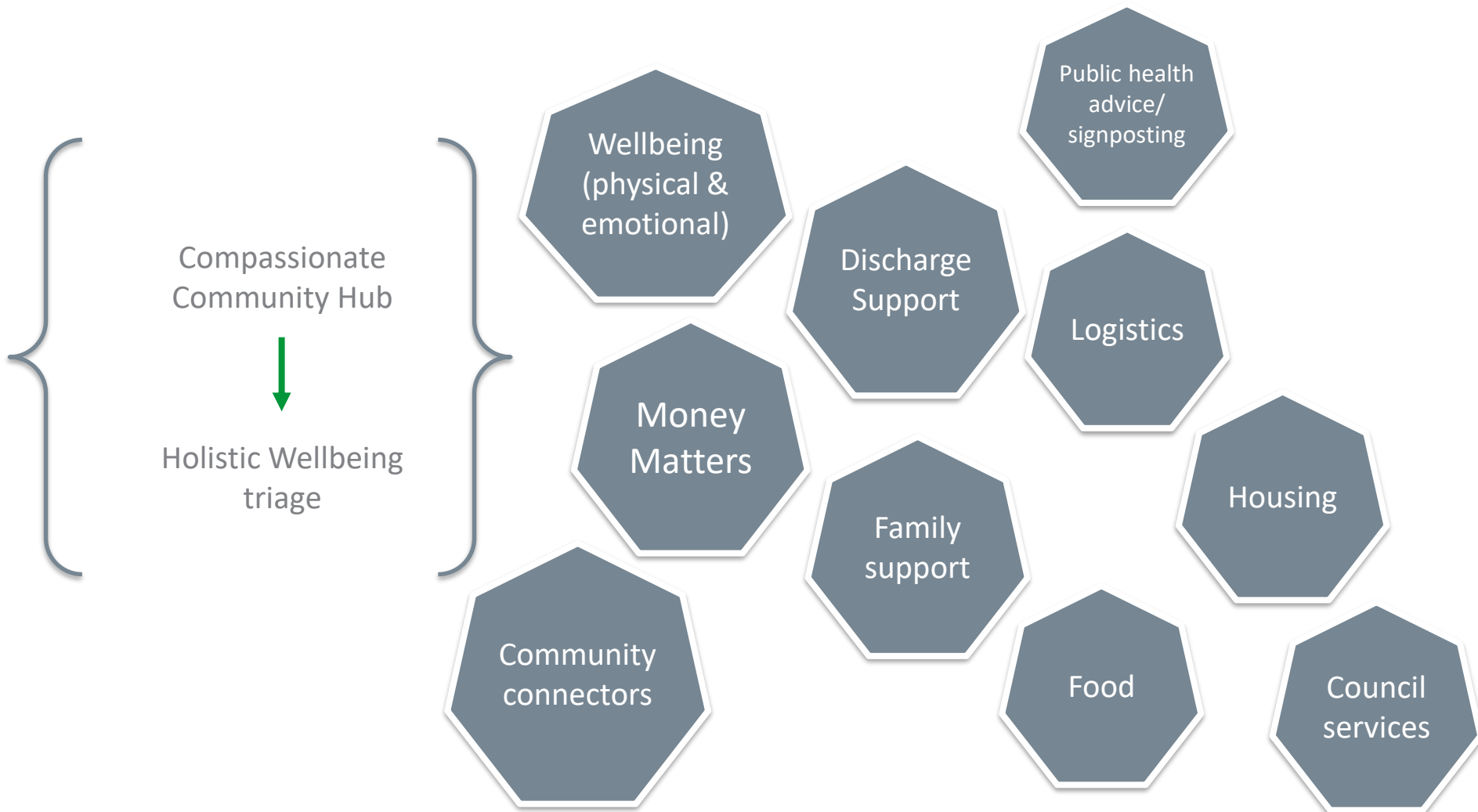
**Mental Health** – working with Bath Mind and other agencies to support people's mental health and help them explore what other services and support that they need.

**Wellbeing Services** – offering a range of services for residents to including community learning, physical health, stop smoking, managing weight, food and diabetes as well as commissioned services such as Independent Living Service.

## COVID-19 support

**Access to essential supplies** - to assist residents during the COVID-19 pandemic who are in need of help to access shopping and picking up medication as well as emergency food.

# Response pods (current)



# Activity and impact

- CCH has received over 14, 000 calls into it's Triage team who have successfully resolved approx. 69% at first point of contact
- An impressive 5304 volunteering tasks have been completed by 3SG:
  - Food 3954
  - Medication 1114
  - Other (utility top up/befriending) 206
- 3SG have engaged 2139 volunteers in B&NES to support the most vulnerable during Covid-19 pandemic & 3SG volunteers have completed over £109, 626 worth of shopping on behalf of B&NES residents
- Overall 720 food parcels delivered by CCH , of which 25% were repeats. Total number of people supported is 884. 72% of the food delivered within the Bath area, compared to 28% delivered to North East Somerset residents
- Over 49,000 frozen meals distributed by the Hub to various organisations since the 20<sup>th</sup> April 2020 supplied by Bath Masonic Hall Trust Square Meals Project

# Community Wellbeing Hub – Case Study

Mr T is a #retired nurse and is extremely vulnerable. Mr T has been told by his GP and surgeon that he must shield and has been shielding since March. He has been waiting for Heart Surgery, this is a longstanding condition. He also suffers from spinal tumours and a neurological condition. These conditions mean that he sometimes passes out without warning and may also lose control of his limbs. He has had to avoid opening windows and has no access to outdoor space. He cannot let anyone into his property. His mental health is extremely low. He has no family living in the UK and no friends living nearby. His heart operation has been scheduled for the 10<sup>th</sup> December at the Royal Brompton Hospital.

The Community Hub partners have supported him with a number of issues including:-

- rescheduling his operation date, engaging with the hospital and supporting his return from hospital.
- Bath Mind offering weekly, and sometimes daily, telephone support
- volunteer shopper and hot meal service
- assisted bin collection
- investigations into community alarm and key safe installation
- exploring new technology support programmes



"Just got back from a truly inspirational afternoon at the B&NES community hub. A partnership of organisations and individuals all committed to helping residents thanks you @bathnes @banes3sg @virgincare @banescab @bathmind @volunteerbanes"



"Thank you for your support and partnership over these challenging three weeks !! Helping hundreds of B&NES residents in urgent need"



"Thank you fro arranging the collection of my prescription on Saturday, I was so anxious and the lovely lady made me feel so at ease and what she did wasn't a problem. This action has restored my faith in the community- it is still there!"



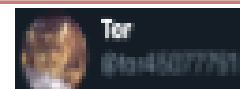
"More than 28,000 pieces of PPE for medical staff have been made by our amazing team of engineers for hospitals, pharmacies, care homes and GPs in and around our city. Thanks you to the efforts of all our staff"



"Helped my first neighbour via the Compassionate Community Hub today. Remember if you are self-isolating without much needed support around you, the hub is here to help. Big shout out to @bathnes @virgincare @banes3sg for working together so brilliantly"



Rereferred a family to your number two days ago. The support offered was reported but the family as amazing and they were in receipt of food 2 hours later. Keep up the good work, amazing!!!



"Brilliant work all of you - thank you to all the teams for all that you are doing"

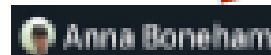
Absolutely thrilled my food parcel was dropped off by David yesterday, I have no money due to waiting for universal credit, we were so worried that we would run out of food. There are still angels on this earth. Thanks you



Thank you from the bottom of my heart for arranging for the lovely lady to collect my shopping for me whilst I'm self-isolating, her smile made me happy for the rest of the day. You are doing a great job all of you. She packed the bag, just like I would if I had done it myself"



"Thank you @banes3sg for matching me up to my 'befriendee'. We had a lovely chat and are looking forward to lots more. You've helped me feel useful in these strange times. Very grateful to all your doing @volunteerbanes



# Looking to the future

- The compassionate community hub is moving into becoming a sustainable “Community Wellbeing Hub” with an ability to not only support vulnerable people in crisis and through the pandemic but by proactively addressing the needs of the community to keep people fit and well, without need for a statutory service intervention wherever possible.
- The service will continue to operate a strengths based approach and will ensure that provision is flexed to meet the demands that COVID measures may place on those vulnerable in BaNES.
- A theme of Wellbeing support will be adopted across all organisations under the community services contract in BaNES to ensure that the service is widely known in its support during times of isolation but with a greater focus on prevention and keeping the vulnerable physically fit and well so that they are not susceptible to COVID-19.
- The joint referral management system will be expanded to a much wider range of third sector organisations to enable further appropriate sharing of referral information, securely.
- A number of new ‘response pods’ will be added to the hub offer; education and skills support, carers support and discharge and admissions avoidance. A particular offer is being developed around discharge support considering the requirement of hospitals to ensure social distancing and the bed-based dropping across the system.
- There will be a renewed emphasis on family support and supporting vulnerable families during isolation. A public health lead will work with the hub to ensure a clear link between professional services and the community support that can be delivered to vulnerable families, during times of isolation and re-start/non restriction
- To ensure that a clear link is continued with primary care to support vulnerable people, social prescribing colleagues will attend MDT meetings and work directly alongside the hub as required.