

**Bath & North East  
Somerset Council**

**3SG**

virgin**care** 



**From Covid Response to sustainable VCSE integration:  
Journey to Community Wellbeing Hub in Bath and North  
East Somerset**

# COMMUNITY WELLBEING HUB

 0300 247  
0050

**EMAIL:** [BATHNES.thehub@virginicare.co.uk](mailto:BATHNES.thehub@virginicare.co.uk)  
**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

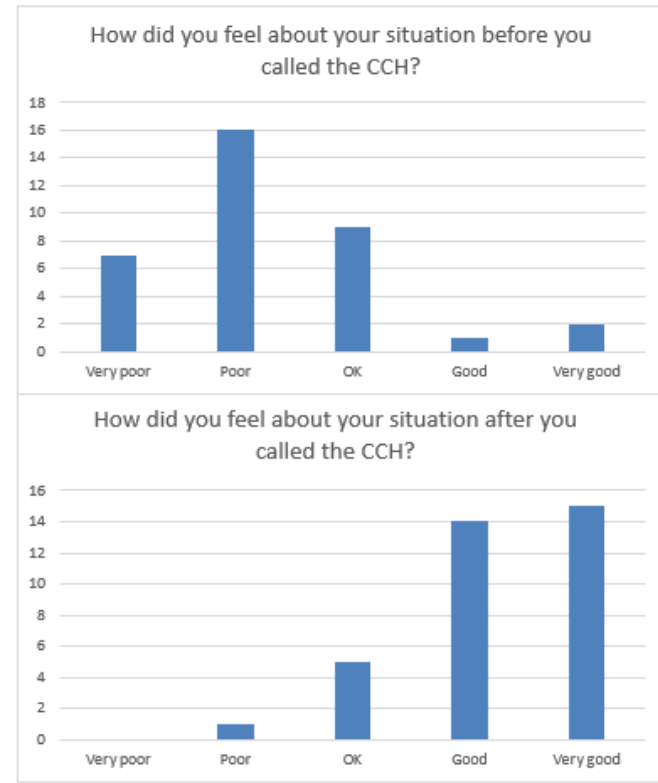


Keeping active

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 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 13,000 calls received since March, majority dealt with at the point of Triage team (80%).
- Recently changed its name to reflect the long-term ambition to create a wellbeing service for residents across Bath and North East Somerset.



# High level overview



- ✓ One hub, one location and one number
  - ✓ Number uses additional 0300 number part existing Care coordination infrastructure, capable of large call volume
  - ✓ Location is alongside current professional service location
  - ✓ Joined up referral management solution reduces repeat information, and support
  
- ✓ Offering appropriate support based on level of need
  - ✓ Needs identified between social distancing, self isolation and shielding
  - ✓ Keeps vital services free for those who really need them
  - ✓ Focus on self-help, community help and strengths based (80% of calls supported at triage)
  - ✓ Triage by trained colleagues who know community systems well
  
- ✓ Provides appropriate support for type of need
  - ✓ VCSE / 3SG co-located in hub and virtually extended
  - ✓ Overseen and collaborated with safeguarding, social care and health professionals
  - ✓ Includes response for food poverty, social isolation and emotional wellbeing
  - ✓ Reduces confusion and multiple calls

# Our services

## Partners

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

**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.

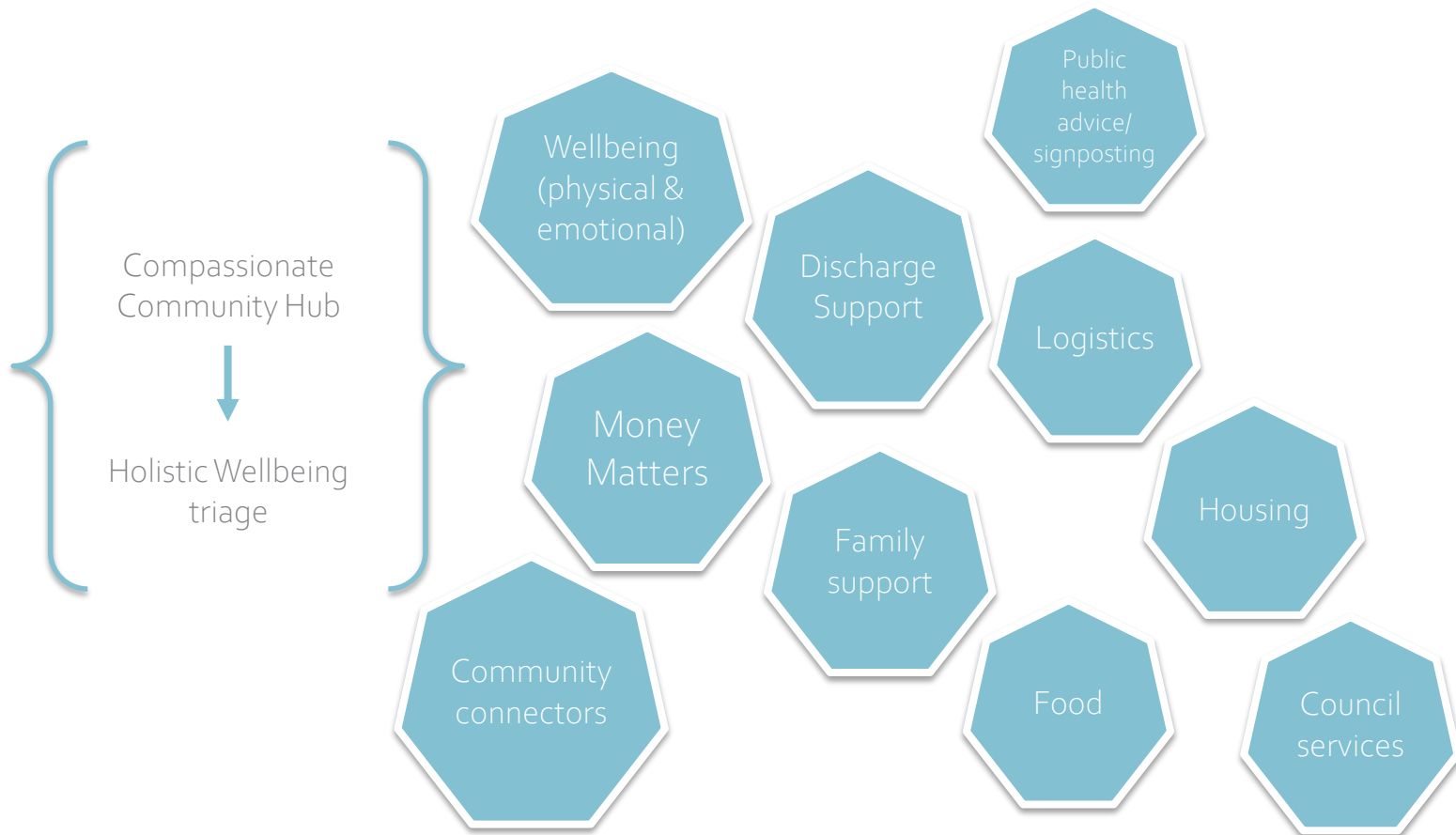
**Mental Health** – working with Bath Mind and other agencies to support people's mental health and help them explore what other services and support that they need.

**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)



# Community Wellbeing Hub – Case Study

Mr T is a Dutch national and 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. He required specialist heart surgery at a London hospital earlier this year.

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

# Referral management

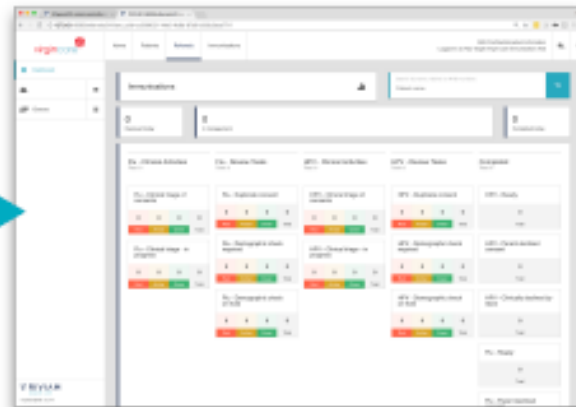
## When a referral is received



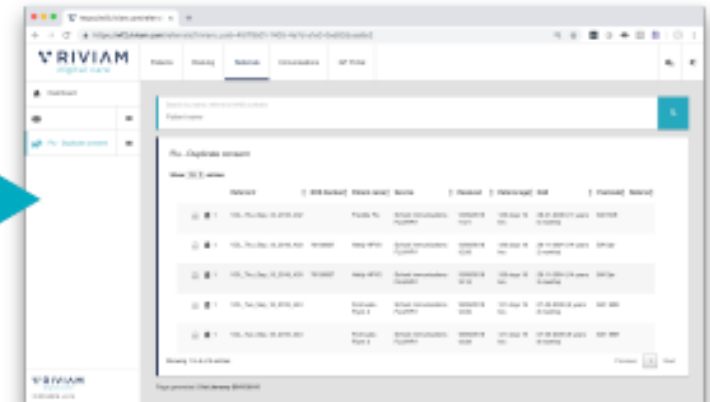
On arrival, a referral is automatically checked and placed into the correct workflow queue.



Users see a Dashboard of referrals organised into the appropriate queues.



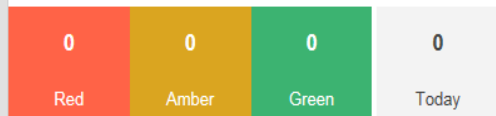
Each queue manages a list of referrals ordered by date received.



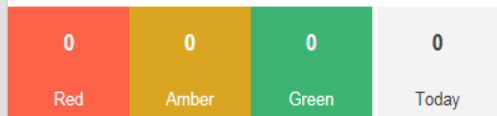




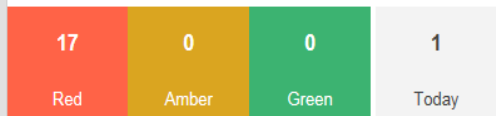
Family support



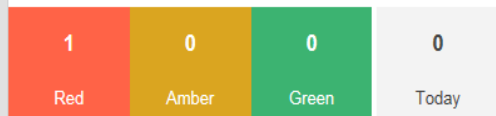
Food



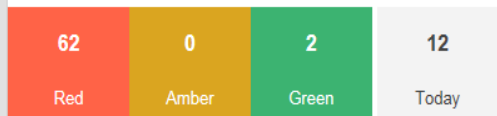
General pathway



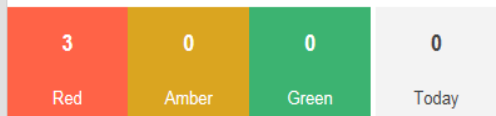
General wellbeing (inc. stopping smoking and weight management)



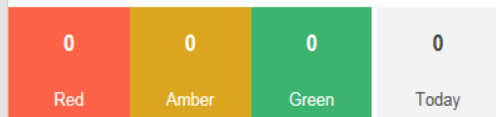
Help from a volunteer



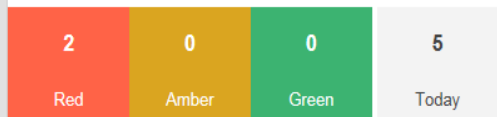
Housing



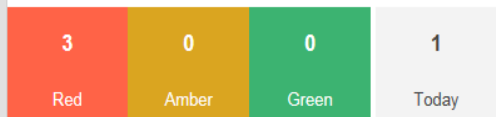
Link workers



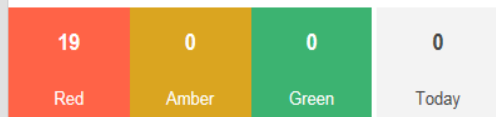
Logistics and transport



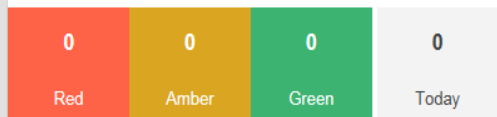
Mental wellbeing



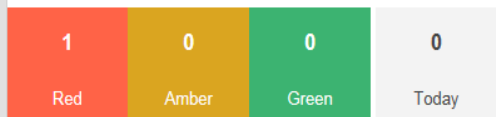
Money matters and work



Multi-disciplinary team



Public health





Home

People

Cases

Contacts

NHS Confidential patient information  
Logged in as Jo Scammell Virgin Care BANES CCH Wellbeing

Pathway Dashboards

Case Dashboards

## Pathway Centre



Search by name, case or NHS numbers

Person name



### Referrals from 01/10/2020 to 31/10/2020

Today

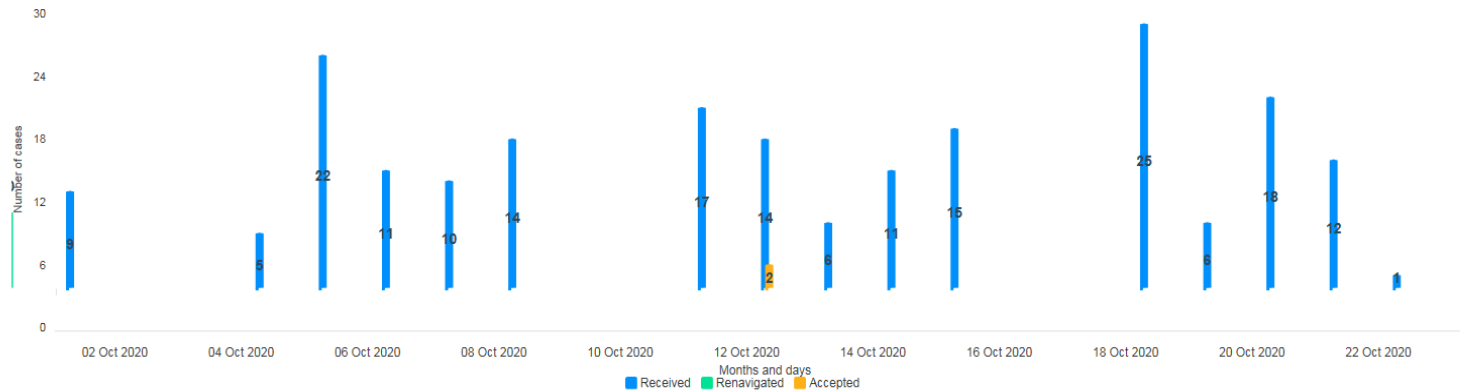
This week

This month

From: Date From

To: Date To

Refresh



Bath & North East Somerset Council

Wellbeing



- Pathway Dashboards
- Case Dashboards
- Tom Test
- Case details
- Case details Form
- Tasks
- Case Contacts
- Documents
- Journal

**NHS** Person name: **Tom Test** Address: **11 Lansdown Heights** Case reference: **BANES\_CCH\_Wed-May-13-2020\_572**

NHS number: - Date of birth: **31-08-1977 (43 years 2 months)** Bath: **BA15AE** Case received date: **13-05-2020 10:40**

Date made by contact: **13-05-2020 10:40**



**Actions**

Change Service Line?

Case Priority: Please select a referral priority

Record an event

Progress to next step

Reassign pathway

Green - Completed in pod [Show All Timeline](#)

30-09-2020 12:52:47

Create note / Tom Test (View Referral)

Created by: Jo Scammell  
Contact: Kate Malinowski

**Clinical Outcomes**

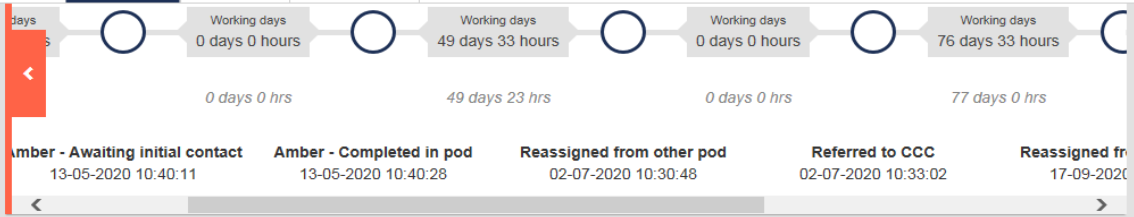
This referral has no outcome assigned.





Home People Cases Contacts

- Pathway Dashboards
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Amber - Awaiting initial contact 13-05-2020 10:40:11	Amber - Completed in pod 13-05-2020 10:40:28	Reassigned from other pod 02-07-2020 10:30:48	Referred to CCC 02-07-2020 10:33:02	Reassigned from 17-09-2020
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Green - Completed in pod

Show All Timeline

30-09-2020  
12:52:47



Create note / Tom Test (View Referral)

Created by: Jo Scammell  
Contact: Kate Malinowski  
Discussed with Julia test



22-09-2020  
14:43:29



Create note / Tom Test (View Referral)

Created by: Jo Scammell  
Contact: Kate Malinowski  
Discussed at fake MDT



17-09-2020  
11:44:36



Moved on a step

Created by: Nik Browne  
This is a Test case with no apparent housing need!



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# Benefits analysis

Benefit area	Have we or can we measure this	Sustainable for the long term
Feedback from community	Partially. Huge levels of positive feedback have been received from people receiving support. FFT has gone out with food parcels and qualitative feedback is being collected.	Yes. More structured feedback mechanism to be introduced to ensure capturing consistent feedback
Avoidance of increased burden on health and social care	Partially. We know that over 13,000 support calls have been taken and that these people would have called another service for support or sought an alternative option	Yes. Through the levels of people supported in the hub there is confidence this can be continued – especially during a time of crucial admissions avoidance and rapid discharge.
Feedback from GPs and referrers	Yes – feedback has been provided by GPs in support of the service	Yes – the hub will work with GPs to develop their single point of access to third sector support
Holistic support for people in our community	Yes- early intervention by multiple teams can be demonstrated through referral management system and feedback.	Yes- increasing levels of organisations will become involved in a joined up referral solution and works as part of the hub
Social return on investment	Yes	Yes
Co-working between the Council, NHS, Virgin Care as Prime & Community and third sector organisations	Yes;– more rapid decision making, better access to clinical support and wrapping care around the individual rather than the individual accessing multiple services.	Yes; organisations do not wish to go back to working in silos but to sustain joined up working for the benefit of individuals.
Upskilling of provider services	Yes; evidenced through policy compliance, formalisation of governance processes	Yes- already some training is in place from the hub organisations to others – such as mental health triage. Social Care teams are also attending CCH meets to share knowledge.

# Future model: Anticipated Benefits

Discharge support

Admissions avoidance

Focus on prevention and prevention of ill health

Resilient COVID response

**Supporting sustainability of Third Sector**