



# WILTSHIRE WELLBEING HUB

**Wiltshire Council**

## Provider/Partner Agency Briefing

### Launch of Wiltshire Wellbeing Hub (COVID-19 Community Resilience Hub)

We have set up a dedicated hub to support the most vulnerable residents during the ongoing COVID-19 situation.

Our Wiltshire Wellbeing team is available to anyone who is struggling during this difficult time, such as people who are shielding or self-isolating and don't have a support network around them or know where to get help.

Our team can help provide support but also signpost them to where additional help is available in their local area with hundreds of community groups set up across the county providing invaluable assistance.

## How to access the Wiltshire Wellbeing Hub

The helpline is open Monday to Friday, 8am – 8pm and weekends, 10am – 4pm on **0300 003 4576** or email [wellbeinghub@wiltshire.gov.uk](mailto:wellbeinghub@wiltshire.gov.uk)

## Our helpline staff can:

- Arrange for the delivery of emergency food parcels where needed
- Connect residents with local community groups who can assist them with support needs
- Resolve any issues with the delivery of medication from a pharmacy
- Give ideas for staying physically and mentally well
- Signpost to other specialist services

## Our helpline staff cannot:

- Give professional health advice

Local health services are supporting the work of the Wiltshire Wellbeing Hub but continue to escalate any individual patient concerns through your normal routes

## Operational process

A short triage process will ensure that people can access the most appropriate service quickly and we will prioritise those enquiries that need a same-day response. If we identify a clinical or social care need, we will refer any required support to our professional colleagues. Due to demand, we encourage only people who are classified as vulnerable, or those shielding to use this line in the first instance. Our approach will be to encourage self-help and community support wherever possible.

## Examples of support offered via the Wiltshire Wellbeing Hub

AREA OF NEED	EXAMPLES OF REQUEST	EXAMPLE RESPONSE
<b>Medication</b>	<ul style="list-style-type: none"> <li>• GP/pharmacy needs to get medication to a patient</li> <li>• Patient calls and cannot get to pharmacy</li> </ul>	<ul style="list-style-type: none"> <li>• Hub will refer to resource directory to identify a local community group which can help or refer to NHS volunteers for support.</li> <li>• If no available resource and this is urgent, person will be advised to contact the GP and pharmacy.</li> <li>• With consent, contact details will be passed to the Local Area Coordinator or Community Engagement Manager to follow-up and ensure on-going support is in place.</li> </ul>
<b>Food</b>	<ul style="list-style-type: none"> <li>• Individual is shielding and cannot pick up shopping</li> <li>• Person reports they have nothing to make a meal</li> </ul>	<ul style="list-style-type: none"> <li>• Hub will refer to the resource directory which will include details of volunteers who may deliver shopping / meals. <a href="http://www.wiltshire.gov.uk/downloads/22069">www.wiltshire.gov.uk/downloads/22069</a></li> <li>• For emergencies, a small non-perishable food parcel, which will last three days, can be provided at a cost of £20 (or £25 if a specialist diet is required). There is no choice in the contents of the package. Orders need to be placed by 3.30pm each day for same day delivery. This may be delivered within 24 hours unless an emergency.</li> </ul>
<b>Wellbeing (physical health and emotional support)</b>	<ul style="list-style-type: none"> <li>• If someone would like a chat/is feeling lonely</li> <li>• Advice around physical wellbeing</li> </ul>	<ul style="list-style-type: none"> <li>• Sign posting will be made to community support groups.</li> <li>• Examples of activities to support physical wellbeing can be found at – <a href="http://www.wiltshire.gov.uk/leisure-active-communities">www.wiltshire.gov.uk/leisure-active-communities</a></li> </ul>
<b>Wellbeing (mental health)</b>	<ul style="list-style-type: none"> <li>• A person identifies with a low mood</li> <li>• Mental health support</li> </ul>	<ul style="list-style-type: none"> <li>• For help with anxiety/low mood, advice will be offered via the Richmond Fellowship, call <b>01380 724833</b> or email <a href="mailto:wiltshirereferrals@richmondfellowship.org.uk">wiltshirereferrals@richmondfellowship.org.uk</a></li> <li>• Mental health 24 hour telephone support – <b>0300 3031320</b>, for anyone known to Avon and Wiltshire Mental Health Partnership (AWP) or with a diagnosed mental health condition who require additional mental health support at this time.</li> <li>• Alabare Riverside Sanctuary provides a supportive, safe and calm environment for people who may be experiencing difficulties with their emotional or mental wellbeing – Call <b>01722 446680</b> or email <a href="mailto:riversidesanctuary@alabare.co.uk">riversidesanctuary@alabare.co.uk</a></li> <li>• For children under 18 CAMHS – Wiltshire can provide support between 9am – 5pm weekdays. Marlborough – <b>01865 904666</b>; Melksham – <b>01865 903777</b>; Salisbury – <b>01722 336262</b></li> <li>• CAMHS OOH/weekends – please call the Warneford Coordination Centre on <b>01865 901000</b> and ask for BSW CAMHS on-call. Professionals only. A new OOA number for CYP and families is being launched later this week and the number will be shared once available.</li> </ul>

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<b>Discharge support / admissions avoidance</b>	<ul style="list-style-type: none"> <li>Someone is ready to come home and do not need formal support</li> <li>Someone's private support workers are unable to visit</li> <li>Someone becomes unwell and a hospital admission could be avoided with additional support. If someone becomes very unwell contact <b>111</b> or <b>999</b></li> </ul>	<ul style="list-style-type: none"> <li>Volunteers could provide food package.</li> <li>Volunteers could ensure home is ready with heating turned on.</li> <li>Hub will advise the adult social care Advice and Contact team who will arrange alternative support</li> <li>Hub will advise adult social care Advice and Contact team – <b>0300 4560111</b> or <a href="mailto:adviceandcontact@wiltshire.gov.uk">adviceandcontact@wiltshire.gov.uk</a>, who may arrange additional support or contact community health colleagues to consider temporary move to community hospital or care home.</li> </ul>
<b>Money matters and work</b>	<ul style="list-style-type: none"> <li>Someone has lost their job and wants to understand their rights</li> <li>Someone wants support for accessing universal credit</li> <li>Someone wants to access a sick note for self-isolating/quarantining</li> </ul>	<ul style="list-style-type: none"> <li>Citizens Advice can advise on accessing universal credit.</li> <li>Age UK website will be promoted <a href="http://www.ageuk.org.uk/information-advice">www.ageuk.org.uk/information-advice</a></li> <li>NHS 111 online or by telephone to obtain sick note <a href="http://111.nhs.uk/service/COVID-19">111.nhs.uk/service/COVID-19</a></li> </ul>
<b>Volunteering access</b>	<ul style="list-style-type: none"> <li>Someone in self-isolation needs access to an essential service / item</li> </ul>	<ul style="list-style-type: none"> <li>Hub will refer to resource directory, so person can see if there is a local group which can help, in addition to the contact details of the <b>Local Area Coordinator</b> and Community Engagement Manager via link below. <a href="http://www.wiltshire.gov.uk/downloads/22069">www.wiltshire.gov.uk/downloads/22069</a></li> </ul>
<b>Housing</b>	<ul style="list-style-type: none"> <li>A query from an individual about homelessness</li> </ul>	<ul style="list-style-type: none"> <li>For those who are threatened with being made homeless or those who are currently rough sleeping and need assistance they should email <a href="mailto:homeless@wiltshire.gov.uk">homeless@wiltshire.gov.uk</a></li> </ul>
<b>Family support</b>	<ul style="list-style-type: none"> <li>Family is struggling during self-isolation</li> </ul>	<ul style="list-style-type: none"> <li>Hub will provide details of the Multi Agency Safeguarding Hub (MASH) and Early Help Support number <b>0300 4560108</b> or emailed to MASH inbox <a href="mailto:mash@wiltshire.gov.uk">mash@wiltshire.gov.uk</a> <ul style="list-style-type: none"> <li>EDS (Emergency Duty Service) for children and families contact for volunteers should be made using the professional's line on <b>0300 4560115</b></li> </ul> </li> <li>Hub will provide details of adult care Advice and Contact team – <b>0300 4560111</b> or <a href="mailto:adviceandcontact@wiltshire.gov.uk">adviceandcontact@wiltshire.gov.uk</a>, This number is also contact for Adults MASH if there is a safeguarding concern. <ul style="list-style-type: none"> <li>Out of hours contact will be made to Emergency Duty Service (EDS)</li> </ul> </li> </ul>
<b>Public Health Advice</b>	<ul style="list-style-type: none"> <li>Struggling to understand how to apply shielding or distancing guidance</li> <li>Unsure what PPE guidance to follow</li> </ul>	<ul style="list-style-type: none"> <li>Public Health colleagues will talk through government advice and provide links to guidance to make this accessible <a href="http://www.wiltshire.gov.uk/public-health">www.wiltshire.gov.uk/public-health</a></li> </ul>
<b>Council Services</b>	<ul style="list-style-type: none"> <li>Query regarding bin collections, local roads etc.</li> </ul>	<ul style="list-style-type: none"> <li>Direct link into the council <b>0300 456 0100</b></li> </ul>

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<b>Animals</b>	<ul style="list-style-type: none"> <li>Concerns about dog walking</li> <li>Concerns about caring for pets if owners become ill</li> </ul>	<ul style="list-style-type: none"> <li>RSPCA contact details: <ul style="list-style-type: none"> <li>The local authority line can be accessed on <b>0300 123 8007</b> and the emergency services line on <b>0300 123 8008</b>. Please do not give these numbers to the public.</li> <li>RSPCA number for members of the public to call – <b>0300 1234 999</b></li> <li>RSPCA website for advice and information – <a href="http://www.rspca.org.uk">www.rspca.org.uk</a></li> </ul> </li> </ul>
<b>Bereavement</b>	<ul style="list-style-type: none"> <li>If someone needs support in coping with a bereavement</li> </ul>	<ul style="list-style-type: none"> <li>Visit <a href="http://adults.wiltshire.gov.uk">adults.wiltshire.gov.uk</a> and search 'bereavement'</li> <li>Care support Wiltshire – <b>0800 181 4118</b> or <b>01380 871690</b> or visit <a href="http://www.carersinwiltshire.co.uk">www.carersinwiltshire.co.uk</a></li> <li>Trauma Recovery Centre, Bath <a href="http://www.trc-uk.org">www.trc-uk.org</a></li> <li>Mandala Therapy (Barnardo's) <a href="http://www.barnardos.org.uk">www.barnardos.org.uk</a> › <a href="#">what-we-do</a> › <a href="#">services</a> › <a href="#">mandala-therapy</a></li> <li>Cruse – <a href="http://www.cruse.org.uk">www.cruse.org.uk</a> or <b>01793 619933</b></li> <li>Winston's Wish – <b>01242 515157</b> or visit <a href="http://www.winstonswish.org">www.winstonswish.org</a></li> <li>Tree House Wiltshire, grief support for children and young people in Swindon and Wiltshire – <b>07493 509750</b>, <a href="mailto:admin@wiltshiretreehouse.org.uk">admin@wiltshiretreehouse.org.uk</a> or visit <a href="http://treehousewiltshire.org.uk">treehousewiltshire.org.uk</a></li> </ul>
<b>Local Welfare Assistance</b>	<ul style="list-style-type: none"> <li>If a household has no income, for example waiting to receive their Universal Credit payment</li> </ul>	<ul style="list-style-type: none"> <li>We can provide short term financial help via the Local Welfare Assistance Scheme. Subject to the household proving they have no income, the scheme provides pre-paid payment cards and top up vouchers for key meters. The following link explains the scheme and provides the applications form. <a href="http://www.wiltshire.gov.uk/benefits-help-crisis">www.wiltshire.gov.uk/benefits-help-crisis</a></li> <li>If a household needs help to apply in the crisis this is being provided by local areas coordinators.</li> </ul>