



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 9am – 6pm and Saturday, 10am – 4pm on **0300 003 4576** or email 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
Medication	<ul style="list-style-type: none"> • GP/pharmacy needs to get medication to a patient • Patient calls and cannot get to pharmacy 	<ul style="list-style-type: none"> • Hub will refer to resource directory to identify a local community group which can help or refer to NHS volunteers for support. • If no available resource and this is urgent, person will be advised to contact the GP and pharmacy. • 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.
Wellbeing (mental health)	<ul style="list-style-type: none"> • A person identifies with a low mood • Mental health support 	<ul style="list-style-type: none"> • For help with anxiety/low mood, advice will be offered via the Richmond Fellowship, call 01380 724833 or email wiltshirereferrals@richmondfellowship.org.uk • Mental health 24 hour telephone support – 0300 3031320, 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. • Alabare Riverside Sanctuary provides a supportive, safe and calm environment for people who may be experiencing difficulties with their emotional or mental wellbeing – Call 01722 446680 or email riversidesanctuary@alabare.co.uk • CAMHS OOH/weekends – please call the Warneford Coordination Centre on 01865 901000 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. • Kings College London and Oxford health and partners have produced a range of online training and information on health and wellbeing www.kcl.ac.uk/ioppn/maintaining-health-and-wellbeing-during-the-covid-19-pandemic • Useful leaflet with information about depression and COVID-19 www.oxfordhealth.nhs.uk/wp-content/uploads/2020/03/OH-010.20-Coronavirus-and-depression-v3.pdf
Wellbeing (mental health) Children and young people		<ul style="list-style-type: none"> • For children under 18 CAMHS – Wiltshire can provide support between 9am – 5pm weekdays. Marlborough – 01865 904666; Melksham – 01865 903777; Salisbury – 01722 336262 • Kooth – www.kooth.com • Barnados – info.wiltsemh@barnados.org.uk • Oxford Health NHS trust helpline for Children and young people on 01865 903777 9am – 5pm weekdays and 01865 901000 out of hours and weekends

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Wellbeing (physical health and emotional support)	<ul style="list-style-type: none"> • If someone would like a chat/is feeling lonely • Advice around physical wellbeing 	<ul style="list-style-type: none"> • Sign posting will be made to community support groups. • Examples of activities to support physical wellbeing can be found at – www.wiltshire.gov.uk/leisure-active-communities
Food	<ul style="list-style-type: none"> • Individual is shielding and cannot pick up shopping • Person reports they have nothing to make a meal 	<ul style="list-style-type: none"> • Hub will refer to the resource directory which will include details of volunteers who may deliver shopping / meals. www.wiltshire.gov.uk/downloads/22069 • 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.
Discharge support / admissions avoidance	<ul style="list-style-type: none"> • Someone is ready to come home and do not need formal support • Someone's private support workers are unable to visit • Someone becomes unwell and a hospital admission could be avoided with additional support. If someone becomes very unwell contact 111 or 999 	<ul style="list-style-type: none"> • Volunteers could provide food package. • Volunteers could ensure home is ready with heating turned on. • Hub will advise the adult social care Advice and Contact team who will arrange alternative support. • Hub will advise adult social care Advice and Contact team – 0300 4560111 or adviceandcontact@wiltshire.gov.uk, who may arrange additional support or contact community health colleagues to consider temporary move to community hospital or care home.
Money matters and work	<ul style="list-style-type: none"> • Someone who is concerned about losing their job/finding work • Someone who wants to know about claiming Universal Credit • Someone wants to access a sick note for self-isolating/quarantining 	<ul style="list-style-type: none"> • Job help – jobhelp.campaign.gov.uk • Universal Credit www.understandinguniversalcredit.gov.uk • Citizens Advice can advise on accessing universal credit – 0344 4111444 or www.citizenadvicewiltshire.org • Age UK www.ageuk.org.uk/information-advice • NHS 111 online or by telephone to obtain sick note 111.nhs.uk/service/COVID-19
Volunteering access	<ul style="list-style-type: none"> • Someone in self-isolation needs access to an essential service / item 	<ul style="list-style-type: none"> • 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 Local Area Coordinator and Community Engagement Manager via link below. www.wiltshire.gov.uk/downloads/22069
Housing	<ul style="list-style-type: none"> • A query from an individual about homelessness 	<ul style="list-style-type: none"> • For those who are threatened with being made homeless or those who are currently rough sleeping and need assistance they should email homeless@wiltshire.gov.uk
Public Health Advice	<ul style="list-style-type: none"> • Struggling to understand how to apply shielding or distancing guidance • Unsure what PPE guidance to follow 	<ul style="list-style-type: none"> • Public Health colleagues will talk through government advice and provide links to guidance to make this accessible www.wiltshire.gov.uk/public-health

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Council Services	<ul style="list-style-type: none"> Query regarding bin collections, local roads etc. 	<ul style="list-style-type: none"> Direct link into the council 0300 456 0100
Family support	<ul style="list-style-type: none"> Family is struggling during self-isolation 	<ul style="list-style-type: none"> Child safeguarding – Hub will provide details of the Children’s Multi Agency Safeguarding Hub (MASH) and Early Help Support number 0300 4560108 or email mash@wiltshire.gov.uk <ul style="list-style-type: none"> EDS (Emergency Duty Service) for children and families contact for volunteers should be made using the professional’s line on 0300 4560115 Adult care – Hub will provide details of adult care Advice and Contact team – 0300 4560111 or adviceandcontact@wiltshire.gov.uk, This number is also contact for Adults MASH if there is a safeguarding concern. <ul style="list-style-type: none"> Out of hours contact will be made to Emergency Duty Service (EDS)
Animals	<ul style="list-style-type: none"> Concerns about dog walking Concerns about caring for pets if owners become ill 	<ul style="list-style-type: none"> RSPCA contact details: <ul style="list-style-type: none"> The local authority line can be accessed on 0300 123 8007 and the emergency services line on 0300 123 8008. Please do not give these numbers to the public. RSPCA number for members of the public to call – 0300 1234 999 RSPCA website for advice and information – www.rspca.org.uk
Bereavement	<ul style="list-style-type: none"> If someone needs support in coping with a bereavement 	<ul style="list-style-type: none"> Visit adults.wiltshire.gov.uk and search ‘bereavement’ Care support Wiltshire – 0800 181 4118 or 01380 871690 or visit www.carersinwiltshire.co.uk Trauma Recovery Centre, Bath www.trc-uk.org Mandala Therapy (Barnardo’s) www.barnardos.org.uk › what-we-do › services › mandala-therapy Cruse – www.cruse.org.uk or 01793 619933 Winston’s Wish – 01242 515157 or visit www.winstonswish.org Tree House Wiltshire, grief support for children and young people in Swindon and Wiltshire – 07493 509750, admin@wiltshiretreehouse.org.uk or visit treehousewiltshire.org.uk Bereavement guide – www.wiltshire.gov.uk/public-health-coronavirus-funerals

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Local Welfare Assistance	<ul style="list-style-type: none"> If a household has no income, for example waiting to receive their Universal Credit payment 	<ul style="list-style-type: none"> 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. www.wiltshire.gov.uk/benefits-help-crisis If a household needs help to apply in the crisis this is being provided by local areas coordinators.
Domestic abuse	<ul style="list-style-type: none"> If someone is a victim of domestic abuse 	<ul style="list-style-type: none"> Splitz – 01225 775276 (weekdays) Swindon Domestic Abuse Support Service – out of hours 01793 610 610 England – Freephone 24 hour National Domestic Abuse Helpline 0808 2000 247 LGBT+ Domestic Abuse Helpline 0800 999 5428 Men’s advice line – 0808 801 0327 Karman Nirvana, UK helpline for ‘honour’ based abuse and forced marriage 0800 5999 247 Victim Support National 24 hour supportline 0808 1689 111 Accessing information online may be the best option for people needing support at this time. If they do wish to access any information they need to delete browser history or use ‘private browsing’ as a way to hide their searches. <ul style="list-style-type: none"> SafeLives guide to staying safe online Woman’s Aid guide to private browsing Guide to technology safety Making a safety plan, Women’s Aid The survivor’s handbook, Women’s Aid Guidance on economic abuse during COVID-19, surviving economic abuse Karma Nirvana Chayn Live chats and survivor forums <ul style="list-style-type: none"> Women’s Aid survivors forum Women’s Aid live chat Victim Support live chat