



Provider Briefing

Launch of COVID19 Compassionate Community Hub

28th March 2020

Virgin Care and 3SG, who represent 3rd Sector Organisations across Bath and North East Somerset, have come together alongside BaNES Council and the CCG to offer and advice and support hub for those who are self-isolating or shielding and in need of help. We have combined resources to ensure, as a system, we are able to provide sustainable and appropriate responses to meet community needs. This includes access to over 2,000 volunteers recruited, checked and trained by 3SG.

What this means

As a provider of health or care services in BaNES this means that if a resident is in need and does not require a clinical response, you can call this one number to access support from the third sector. It also means that if you are a provider who needs to access to volunteers, for example to deliver medication or to prevent an admission using community support, you can access help via this hub.

How to access

The public line is **0300 247 0050**

If you are a professional you can access the service via the care coordination centre on **0300 247 0200 and select option 2.**

An online hub referral will launch early in April and we will keep you updated when this is available.

Opening hours

The service will operate from 9am until 5pm, 7 days a week.
These hours may extend as demand dictates

Operational process

A short triage process will ensure people access the most appropriate service quickly and we will prioritise responding to those that need a same day response. The service is co-located with the Community Care Coordination Centre. If we identify a clinical or social care need we will refer this support to our professional colleagues. We encourage only people who are classified as vulnerable, or those shielding to use this line in the first instance due to demand. Our approach will be to encourage self-help wherever possible.



Examples of Support offered via the Compassionate Community 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 link to local volunteer who will deliver medication Hub will arrange alternative transport for blue scripts
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"> Community volunteer may deliver shopping / meal Food advisors will recommend a meal with food they do have Emergency same-day food delivery
Wellbeing (physical and mental health)	<ul style="list-style-type: none"> An individual is anxious / low mood A person identifies with low mood Someone would like advice on how to remain fit and healthy whilst in isolation 	<ul style="list-style-type: none"> Offer mental health advice and support via Bath Mind and others Wellbeing team offer physical activity advice, smoking cessation support
Discharge support / admissions avoidance	<ul style="list-style-type: none"> Someone is ready to come home with Home First but has no food / service at home Someone would not have to go to hospital if 3rd sector support provided 	<ul style="list-style-type: none"> Hub can liaise with third sector organisations such as Age UK and community connectors Virgin Care teams can support getting equipment resourced
Money matters and work	<ul style="list-style-type: none"> Someone has lost their job and wants to understand their rights Someone wants support for accessing universal credit 	<ul style="list-style-type: none"> Citizens Advice can advise on accessing universal credit Age UK has advice on-site Clean Slate accessible through hub
Volunteering access	<ul style="list-style-type: none"> Someone in self-isolation needs to access to essential service / item A professional can continue to provide a service if volunteer involvement 	<ul style="list-style-type: none"> 3SG can access a local volunteer who is registered. Tracked when complete Links made on behalf of professionals to volunteers
Housing	<ul style="list-style-type: none"> A query from an individual around housing or living situations that they have not been able to access from their usual provider 	<ul style="list-style-type: none"> Link into complex housing group as required DHI will coordinate access to housing support on behalf of housing orgs
Family support	<ul style="list-style-type: none"> Family is struggling during self-isolation 	<ul style="list-style-type: none"> Health visitor advice and family food advisors accessed through hub
Logistics	<ul style="list-style-type: none"> Getting to a medical appointment Accessing essential items 	<ul style="list-style-type: none"> Logistics team link with food team to deliver essential items Link with community connectors where volunteers can support
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
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 One Stop Shop within the Council

Bath & North East
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