

Mendip Integrated Health & Wellbeing

West Hub

Care & Support Options

- Micro-Providers
- Care Agencies
- Care Homes

*Working alongside the five GP surgeries in
Street, Glastonbury and Wells*

Care & Support Options

Introduction

Home care services help with daily activities, such as cleaning and shopping, and personal care, including getting in and out of bed, meal preparation, washing, dressing, and using the toilet.

Home care is provided by private organisations or individuals (micro-providers).

Home care organisations providing personal care must register and be inspected by the Care Quality Commission (CQC). which makes sure that quality standards are met and that that staff are appropriately trained to do the job.

Individual (micro-providers), who are not part of an organisation are not required to be registered by the CQC. **Please be mindful of this and carry out your own checks.**

You may be entitled to financial support to assist with the costs of care, please call Adult Social Care for advice on **0300 123 222 4**.

What is a Micro-Provider

Micro-providers are small, independent care and support services. They usually provide flexible personalised care and support to people in their own homes.

The most up-to-date list of contact details can be found on the Somerset Community Connect website. Here you will also find a small write-up from each micro-provider.

www.somersetcommunityconnect.org.uk/help-at-home-micro-providers

Need help finding a Micro-provider?

If you would like help to find a suitable micro-provider, you can ask a family member or friend to help. If you do not have anyone to help you, you can contact your local Village Agent: 01823 331 222.

Please find enclosed a separate guide written by Somerset Community Connect.

Care & Support Options

Care Agencies/Organisations

There are many care agencies in the Mendip area. The most up-to-date contact details can be found on the Care Choices website, where you can view the online Social Care and Support for Adults Directory, download copy of the directory, or request a hard copy of the directory. Alternatively, you can call Care Choices on **0800 389 2077**.

www.carechoices.co.uk/publication/somerset-care-services-directory/

Residential Care Homes and Nursing Care Homes

You can also obtain information on care homes from the Care Choices website (above) or by calling **0800 3892077**, or from Adult Social Care on **0300 123 2224**. If you will be privately funding the care, you can receive support from Care Home Selection. Their contact details are **0800 210 0358** or website:

www.carehomeselection.co.uk

More details

The Social Care and Support for Adults Directory, available from Care Choices contains a wealth of information on all aspects of care, including transport and travel, staying safe from falls, meals, leaving hospital and so on.

Copies can be obtained by calling **0800 389 2077** or online by visiting:

www.carechoices.co.uk/publication/somerset-care-services-directory

You can also receive help and advice from Adult Social Care on **0300 123 2224**

For further assistance please contact the Integrated Health and Wellbeing Hub, details overleaf.

Mendip Integrated Health & Wellbeing - West Hub Contacts

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|---|------------------------------------|--|----------------------|
| HUB Navigators - information, advice and guidance to health and wellbeing | Care Coordinators and Link workers | Discharge Reviewer - triage of hospital discharges | 01458 553 025 |
| Health Connectors - social prescribing and health coaching | | | 01373 468 368 |

The Mendip Integrated Health and Wellbeing Hub works alongside the five GP surgeries in Street, Glastonbury and Wells.

The Hub is staffed 8.30am until 4.30pm Monday to Friday (*excluding Bank Holidays) and consists of:

- Navigators / Admin (information, advice, and guidance)
- Care Coordinators / Link Workers (supporting people with dementia, cancer, complex health conditions or living in a care home)
- Discharge Reviewer (Triage of hospital discharges)
- Social Prescribers (Health Connectors)
- Health Coaches (Health Connectors)

The Hub is overseen by a Registered Nurse (Office Manager).

The Mendip Integrated Health & Wellbeing Hub
c/o Vine Surgery, Hindhayes Lane, Street, Somerset, BA16 0ET. **Tel:** 01458 553025
Email: westmendip.symphony@nhs.net **Website:** yourhealthandwellbeing.org.uk

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