



Wellbeing Lincs
Better wellbeing across Lincolnshire

Lincolnshire
COUNTY COUNCIL
Working for a better future

We Are Wellbeing Lincs

Service Report 2019 to 2021

Including Covid-19 Response



Wellbeing Lincs supports people through life's changes, achieving better wellbeing and independent living across Lincolnshire. Commissioned by Lincolnshire County Council, it is delivered by the district councils working together in partnership.

Welcome

Wellbeing Lincs is a countywide service, funded by Lincolnshire County Council and delivered through a partnership of the district authorities.

It works to support adults across Lincolnshire to achieve confident, fulfilled and independent lives.

Having now completed its third successful year, Wellbeing Lincs has made a positive and lasting difference to the lives of thousands of Lincolnshire adults. The service showed its strengths and adaptability during the Covid-19 outbreak of 2020 by rapidly changing service delivery to meet the needs of vulnerable adults who were at risk of the virus.

This Report is a review of all the aspects and outcomes of the Wellbeing Lincs service between April 2019 and March 2021.

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Wellbeing Lincs is proving its worth



Our trailblazing Wellbeing Lincs service has had a huge impact in providing important support to many people during the past difficult year of the Covid pandemic.

Commissioned through Lincolnshire County Council and delivered through the seven district councils, this unique partnership ensures that eligible adults across the entire county receive up to 12 weeks of support when they need it.

Facing the biggest health crisis we have ever endured, the service had to change and develop the way it provided services to support those most vulnerable during the Covid-19 pandemic.

The positive and lasting difference it's made to thousands of our residents cannot be underestimated. Where it has made sense, people have used the Wellbeing Service to ensure all their needs were met.

Working with an army of willing volunteers and community groups meant teams could get round to more people in communities and provide a high level of care.

Thankfully with the success of the vaccination programme, it looks like we can look forward to a gradual return to normal from lockdown.

Many people will need to recover their strength, fitness and general wellbeing – the Wellbeing Service will continue to have a crucial role to play in this.

Our wellbeing service is designed to help people live independently with a little added support. This might mean support around the home such as equipment and adaptations or access to Telecare. Or it might mean some financial or mental health support – all geared to keep people safe and healthy in their own homes.

Wellbeing Lincs podcasts have also been launched to keep people up to date about latest issues.

And there is good support through the mental health helpline with partners across health, social care and the third sector. Mental health has never been so important as people have struggled for so long without seeing family and friends and without enjoying the usual freedoms for exercise and wellbeing.

So despite a difficult year the Wellbeing Service has adapted to provide essential support to so many people. I look forward to seeing more innovation and developments over the next year to keep people safe and healthy.

Cllr Wendy Bowkett

Executive Member for Adult Social Care, Lincolnshire County Council



Funded by Lincolnshire County Council, Wellbeing Lincs is delivered by the county's seven district, borough and city councils working in partnership.

Wellbeing Lincs – a flexible service for difficult times

Supporting adults across Lincolnshire to achieve confident, fulfilled and independent lives, Wellbeing Lincs offers a helping hand at times of:

- ill health;
- disability;
- changes to financial circumstances;
- changing medical need;
- bereavement;
- lack of family support;
- loneliness and social isolation;
- or a change in their general situation.

Operating county-wide, we deliver a universal level of service for eligible individuals across Lincolnshire.

We respond promptly and professionally, providing support tailored to an individual's specific needs. By engaging at an early stage, we make a difference to long-term health and wellbeing, improving outcomes for customers.

Wellbeing Lincs

- Assesses people's support needs to help them to live confident, fulfilled and independent lives;
- Provides support for up to 12 weeks, to prevent escalation of an individual's needs, ensuring they feel safe in their own home and engaged in community services;
- Signposts to other services, such as money advice, local groups, clubs and charities;
- Helps people to resettle at home following discharge from hospital care;
- Supplies small aids, equipment and minor home adaptations;
- Responds to calls from telecare customers who are in need of urgent support.

Lincolnshire County Council

As we recover from the pandemic the Wellbeing Service has an important role to play in supporting people's mental health, fitness and wellbeing. Building on the innovation and additional support provided over the past year, Lincolnshire's most vulnerable residents can be assured that a whole host of support services will help them remain independent in a safe and healthy way."

Clr Wendy Bowkett

Executive Member for Adult Social Care, Lincolnshire County Council



Wellbeing Lincs are experienced in supporting people who would struggle with isolation and other lockdown measures and ideally placed to step up to offer the help that is needed.

"What I'm most impressed with is the way health, social care and the third sector came together to provide the co-ordinated approach that was necessary to safeguard vulnerable people at one of our most critical times.

"It will continue to be a game changer for so many who might find themselves needing that little bit of extra support so that they can remain independent in their own homes."

Glen Garrod

Executive Director of Adult Care and Community Wellbeing, Lincolnshire County Council



Our journey so far...

After three years, Wellbeing Lincs has evolved into a groundbreaking service with the needs of our clients at the heart of what we do.

A consortium of the county's seven second-tier authorities, the service is formed around two of the three previous providers, East Lindsey and North Kesteven district councils.

City of Lincoln and West Lindsey complete the core of four delivery partners, with South Holland, South Kesteven and Boston Borough strengthening this unified solution.

Our first two years showed that we could take a new way of working, combine it with years of team experience, and deliver a person-centred service of support for the vulnerable people of Lincolnshire.

The third year of service was radically changed by the Covid-19 Pandemic and Wellbeing Lincs showed that we could adapt to this ever-changing situation by delivering a new service specifically aimed to help vulnerable individuals impacted by the pandemic.

We built on our already strong bonds with local community groups to ensure that the Covid response was tailored to the needs of the individual, and used our countywide links to roll out a delivery network that ensured vulnerable people could have access to essentials such as food and medicine.

Our vision is now on the future, and this new reality where Covid will likely be present. We will continue to deliver our vital service across the county to ensure that all vulnerable individuals receive the help they need throughout 2021 and beyond.



Wellbeing Lincs at a glance 2019 to 2021



£3.3m
Average annual
investment in
service



7,676
Referrals in
2019/20

6,444
referrals in
2020/21



655
2019/20 Average
monthly referrals

537
2020/21 Average
monthly referrals



96%
Customers currently
'very satisfied' with
service



1,387 (19/20)
1,597 (20/21)
Telecare calls
responded to



£120,000
Saving to NHS as
Response Service
averted need for
ambulance in 600+
cases



336 (19/20)
608 (20/21)
Response cases
where need for
ambulance was
avoided



722 (19/20)
493 (20/21)
People helped
to stay safe at
home through
installation of aids



97% (19/20)
99% (20/21)
Customers achieving
all their outcomes



5,713 (19/20)
4,962 (20/21)
Trusted
Assessments



99%
Response calls
answered
< 60 seconds.



727
Organisations & groups
engaged to offer support



East Lindsey District Council

“The Wellbeing Service provides valuable support across the county working together with our district partners and the county council to support our residents.”

“During Covid-19 the Wellbeing service have assisted over 5500 people access help which is incredible, the team have worked above and beyond along with community groups and volunteers. I am very proud of this incredible service and long may the good work continue.”

Cllr William Gray
Portfolio Holder
for Communities,
Councillor,
East Lindsey
District Council



Eligibility Criteria

To be eligible for Wellbeing’s support, people need to be aged 18 or over, live in Lincolnshire or be registered with a GP in Lincolnshire, and satisfy at least four of the criteria below.

- **Long-term health/medical condition**
- **Regular GP visits**
- **Recent unplanned hospitalisation**
- **Recent use of social care services**
- **Recent bereavement or divorce**
- **A recent fall**
- **Unable to move around the home safely**
- **Lack of social support / interaction**
- **Feeling stressed, depressed or anxious**
- **Unable to sustain work, education or training**
- **Unable to manage money / in considerable debt**
- **Behaviours impacting on overall health and wellbeing**
- **Over 65 years old**

“Wellbeing Lincs has delivered above and beyond for the residents of Lincolnshire this year. I couldn’t be more proud of the Wellbeing Lincs team including the many additional staff members who stepped up to be redeployed to this service during the pandemic. Wellbeing Lincs has played a key role in supporting Lincolnshire’s vulnerable and clinically vulnerable residents during the pandemic and has shown how dynamic, responsive and flexible this partnership can be.”

“With an eye on continuous improvement, the service is looking forward; including building on opportunities for innovation, digital and support to help our residents who may need to go into hospital. We should also remember that the Covid 19 pandemic will also likely shape the future of the Wellbeing Lincs Service for many years to come.”

Michelle Howard
Wellbeing Lincs
Project Lead



The Wellbeing Lincs difference...

Wellbeing Lincs is unique in the sense that it can offer support packages that are tailored to the needs of each client. Our team is set up to listen and identify a wide range of needs and offer bespoke support for every client. All of this is provided at no cost to the individual.

We identify opportunities for help with finances, mobility, healthcare and social outreach to help them build themselves back up again, boost their confidence and promote independent living.

The Service:

- Offers information and advice on housing, health and money management.
- Helps to identify and access education, training or work.
- Helps to access a wide range of local services and organisations.
- Develops a personal support plan to help resolve identified needs.
- Co-ordinates with other organisations to deliver what's needed.
- Facilitates and eases discharge and resettlement from hospital by ensuring support arrangements are in place at home.

This is all covered within a free package of support spanning several weeks, in order to assist clients to live safely, confidently and independently. It may lead on to other aspects of the broader service where need is identified for Response, aids and adaptations, to give peace of mind.



Wellbeing Lincs – The Service in Summary

Helping people through life's changes, Wellbeing Lincs supports adults across Lincolnshire to achieve confident, fulfilled and independent lives. It carries out a number of service elements to achieve this.

Access to the service at times of ill health, disability, bereavement or changes to financial, medical or general circumstances is free, subject to basic eligibility criteria – shown alongside.

We respond promptly and professionally, providing support and guidance tailored to an individual's specific needs wherever they live in Lincolnshire and by engaging early on, we can make a significant difference to long-term health and wellbeing and improve a client's outcomes.

The service works with more than 700 different preventative care and support agencies – with significant emphasis on those operated by or partnered by district councils – to work effectively to provide integrated support over a period of up to 12 weeks. The average period of 'generic' tailored support is around six weeks.

Beyond this, the service includes resettlement back home from hospital, and telecare response, aids and adaptations, for which some fees may apply.

The success of Wellbeing Lincs in its first three years has consistently shown how service interventions can support individuals to maintain their independence with 98% not requiring long term care services following service input.

North Kesteven District Council

The Wellbeing Service is a ground-breaking service which makes a real difference to the people of Lincolnshire by helping them to access support at a time in their lives when they need it the most. The service is already changing lives and it's an example of partnership working at its best. NK is proud to be associated with this initiative.'

Phil Roberts

Deputy Chief Executive, North Kesteven District Council.



Wellbeing Lincs provides invaluable services to people who need support through particularly difficult times in their lives. By identifying the practical and community benefits of working together in this way, all the partners have seen real, positive impacts on the people we serve. It is a benchmark of how local councils can reach out across boundaries and demonstrate the benefits of true partnership working."

Cllr Steve Clegg, Executive Member with special responsibility for health & wellbeing, North Kesteven District Council.



“

As we entered 2020 few could have predicted the year that lay ahead. As the Wellbeing Service continued to be the primary service for supporting the county council’s prevention duty (Care Act 2014), aiming to improve the health and wellbeing of individuals throughout the county, yet by March the service was also the primary mechanism for supporting the most clinically vulnerable people across the county who may have been affected by the ongoing Covid-19 pandemic.

The Wellbeing Service staff throughout the county have worked hard to ensure that throughout this year the service has been delivered effectively. I am genuinely grateful to all of the staff involved who have not only ensured normal service delivery was maintained, but also supported people who had nowhere else to turn; ensuring people had sufficient food, access to essential medical supplies, and general support needs being met. This has been a critical part of the county’s Covid-19 response, and has had a profound impact.’

David Clark, Programme Manager for Lincolnshire County Council

Wellbeing Lincs Covid Response

March 2020 to March 2021

A countywide service to support vulnerable and clinically vulnerable residents across Lincolnshire



6,600

people who called the Lincolnshire Covid 19 helpline were assisted to access the support, services and supplies they needed

For those residents calling the Covid 19 helpline and asking for support:

Average wait for Wellbeing Team to make contact with customer to arrange support

> 1 day



3,930

Clinically Extremely Vulnerable residents assisted to access the support, services and supplies they needed

Across the whole service during this time support has included:

Collection of prescriptions, food and other supplies, social connectedness and befriending support, links to other services to meet other immediate and longer terms needs.



Outcomes include:



3,208 requests for support were dealt with by Local Volunteers and the NHS Good Sam app Volunteers



1,367 individuals helped directly by a member of the Wellbeing Lincs team where a volunteer wasn't available



Liaison with other local hubs for **68** cases to match them with local support



1,319 requests resolved by our teams at first contact



5,763 Covid-19 requests resolved on the same day as first contact

Covid-19 - our team, our response

As the Covid-19 pandemic started to really hit the UK in March 2020, along with many services and organisations, Wellbeing Lincs found itself in uncharted territory. With the focus of the country turning to our vulnerable residents, we knew that we already had a team that could really make a positive difference.

As you will see on pages 16 and 17 with the feature on two of our members of staff, Dave and Gabby, several members of our team went over and above the call of duty by helping vulnerable residents in many ways. Whether it was helping with shopping, collecting essential supplies, arranging for prescriptions and medication, or even just being a sympathetic ear, our team went the extra mile throughout the pandemic.

We also used our website and social media to keep people informed of the latest urgent updates from Government, Public Health England and NHS. This helped keep partners up to date as well as the public.

Wellbeing Lincs is proud of our amazing team, and the remarkable work they have done at a very difficult time.





Setting the standard for working together

When the UK was first put into lockdown in March 2020, Wellbeing Lincs was already ideally placed to deliver a bespoke countywide response. Not only did we have the reach across the whole of Lincolnshire, but we also have a strong partnership network in both local government and healthcare.

In partnership with Lincolnshire County Council and Lincolnshire Resilience Forum, Wellbeing Lincs provided the vital link between community groups, charities and parish councils with residents who needed community help.

These groups, such as British Red Cross and NHS Community Volunteers delivered continuous support to people in communities across the district with tasks such as shopping, getting prescriptions, dog-walking and friendly chat.

Vulnerable and Clinically Vulnerable people were referred to Wellbeing Lincs via the Lincolnshire Helpline and the Lincolnshire County Council website.

Relatives and carers of Clinically Vulnerable individuals could request support through a triage service,

and then the ongoing assistance was either provided by Wellbeing Lincs or one of our partner organisations.

The innovative use of the GoodSam app during the pandemic is just one example of where Wellbeing Lincs has adapted to new ways of working.

Even though the peak of the pandemic has passed and we will hopefully return to a safer environment for our elderly and vulnerable, the lessons learned and the partnerships forged during this time will continue to flourish.

Covid-19 - working together to help Lincolnshire's residents

During the first wave of the pandemic, Lincolnshire County Council's Customer Service Centre (CSC) joined forces with Wellbeing Lincs and other voluntary organisations to provide support to vulnerable adults and to those who were shielding within the community.

Close working relationships started to develop, working practices and systems were put into place at short notice and daily updates shared.

The situation was changing on a daily/weekly basis. Working closely together in difficult circumstances allowed the CSC and Wellbeing Lincs to respond to the needs of the vulnerable as the situation changed.

Since March 2020 the CSC and Wellbeing Lincs have continued to work closely together to support the vulnerable with information, advice and signposting. If the CSC have been unable to resolve the situation there and then, Wellbeing Lincs has picked up the request, linking customers to local volunteers, ensuring that vulnerable and clinically extremely vulnerable individuals have had access to the support needed including access to emergency food parcels.



South Holland District Council

The work of Wellbeing Lincs is invaluable to our residents in South Holland, and across the county. This service makes a real difference to the lives of thousands of vulnerable adults each year, and South Holland District Council is delighted to continue to support this valued organisation and looks forward to its continued success'

Cllr Christine Lawton

Portfolio Holder for Housing and Health



Wellbeing Lincs are a key cog in us being able to ensure an incredibly high level of support to our residents, whilst being able to keep at a fair and reasonable rate. I am excited for us to continue to build on this county-wide partnership together and go even further in our efforts to go above and beyond for the people of South Holland and Lincolnshire."

Jason King

Housing Landlord Services Manager.



Fran - Wyberton

I'd recently had pneumonia, along with other underlying health conditions and was extremely worried about going into isolation.

At the time of speaking to Wellbeing Lincs, I was at a very low ebb due to the anniversary of losing my husband and son.

I was running out of food and had no means of getting it, and no help from anyone.

I was referred to Wellbeing Lincs who arranged a food delivery, which greatly put my mind at ease.

Anne - Lincoln

I was going through a very difficult time in April 2020 when I was isolating at home due to being classed as vulnerable.

I was becoming very worried about my prescriptions and not being able to leave the house to go food shopping. I was also suffering from loneliness at the time.

I got in contact with Lincolnshire County Council who put me in touch with Wellbeing Lincs.

They were incredibly helpful. They arranged for my medication to be collected and delivered three grocery shops for me.

I can't believe what a difference Wellbeing Lincs made to my life during that time. They were so helpful and made me feel a lot less stressed.

David - Boston

During the first lockdown I had no income and didn't qualify for furlough pay. I contacted the helpline and was put into contact with Wellbeing Lincs.

One of their Support Officers helped me suspend my rent payments, claim Universal Credit and arrange for a grant for a car so I could return to work.

They helped me sort out affordable payments on my utilities and car insurance. During the period when I had no money coming in, Wellbeing Lincs sourced food parcels for me which were such a lifeline.

I am so incredibly grateful to Wellbeing Lincs for all their help during such a difficult time.

Mike - Sleaford

My GP advised me to shield due to me having Crohn's Disease. I was having great difficulty getting my food and medication.

Wellbeing Lincs were so friendly and helpful. As well as picking up my weekly shop and prescriptions, they also looked into the availability of free food parcels for me.

With my son living abroad, this felt like my only lifeline, and I don't know where I would have been without the help of Wellbeing Lincs.

Kerry - Woodthorpe

My mother has dementia, and I had tried to help her several times to get shopping delivered, but could not get delivery slots. I was also having issues getting her medication.

Not only did Wellbeing Lincs arrange for a food parcel delivery, but they also gave us lots of support and advised us of our options going forward. Both my mother and I felt much better after speaking to Wellbeing Lincs.

Gary - East Kirkby

I would usually help out a friend with shopping, banking and so on due to my friend being illiterate.

Last May I was forced to self-isolate, which meant that my friend was unable to do any of these basic things themselves, and they didn't trust anyone but me.

Although my friend didn't accept Wellbeing Lincs offer of food deliveries, she did allow them to sort out food vouchers and medication deliveries, which helped a great deal.

Anja - Metheringham Fen

I have cancer and have had to self isolate, so my son had to live elsewhere during lockdown. Unfortunately this meant that he had to walk four miles every day to get to work and back due to not having a driving licence.

Wellbeing Lincs contacted the local community group for me, and spoke to a gentleman who went on to lend my son a pushbike and helmet.

This meant that it was much easier for him to get to work and back each day, and this put my mind at ease during what was already a difficult time.

I cannot thank Wellbeing Lincs enough.

Jane - Langworth

I was very worried about my mother who was going out regularly during the first lockdown, even though I thought she was putting herself at risk going shopping and to the post office.

Wellbeing Lincs got the number of a local support group for me, and I got in touch with them.

Not only did they arrange shopping for her, she was also put in contact with an agency who delivered a daily hot meal.

Gabrielle's story



The Coronavirus pandemic has changed the way we all live, especially those who are vulnerable or elderly. During the lockdown, I worked closely with clients who were clinically extremely vulnerable, as well as supporting wellbeing clients in my usual role.

As you can imagine this was tricky at times – organising food parcels, liaising with volunteers, making sure each and every person had the support they needed and didn't run out of medications or food, but I wouldn't have changed anything. It was so rewarding to be there for people who had never reached out before and were lost in the sea of services on offer to them!

So what was their experience? For many people, receiving support was a whole new kettle of fish, I found people were surprised there were volunteers who would go out of their way for them, I even had instances where local volunteers would call the client

daily or weekly just to check they're doing okay. One thing I found interesting was the variety of clients needing support - different ages, backgrounds and qualities of life.

There's one client that comes to mind – an 89 year old gentleman living in a rural village, no friends to call on and family over 3 hours away, he had no food and advised to isolate due to his health. We received contact from his nephew who hadn't heard from him for two weeks!

He was very concerned for his wellbeing as we were. I tried calling several times but his phone was switched off... I then requested a police welfare check who visited and could not find him at home. After an extensive search he was found in the village, safe and a little confused. I then arranged a local volunteer through the nephew to pop in with some shopping and also collect a prescription on his behalf.

I also sent some befriending support to his address in case he was feeling lonely. A few hours later I received a lovely message from the nephew – *'Hi Gabrielle, just wanted to say a big thank you for your help. He called me to say he was thankful to you for not only thinking of his welfare but going to the effort of locating him. I got the impression he was over the moon some people cared enough to check he was safe and well. Thank you very much once again.'* This is what makes the job worthwhile.

At times it could be difficult working a dual role when I couldn't find a volunteer in the area or I received urgent cases that I needed to prioritise, but all in all I found the Covid support work so rewarding and I loved the spontaneity of it all. I feel content knowing those people I supported will now recognise me!

Dave's story

When the country went into lock-down last March, there was a period of uncertainty regarding work for many people in the country. The following weeks and months, work slowed down as restrictions were placed on home visits, but outside work did continue although at a slower pace. Emergency inside installations continued with the added protection of PPE and the two metre rule being in place.

With the installations being for emergency jobs, for the protection of the clients and staff, we were asked if we could help in the distribution of food parcels in late April beginning of May and we were asked to meet at Skegness council offices for the start.

During last April, both of us SADL Officers met up with Michelle in Skegness and were handed about 25 food parcels donated by Morrison's of Skegness and handed lists for delivery for areas around Lincolnshire, from local Skegness, Wainfleet, Ingoldmells, Sutton-on-sea to Mablethorpe and then moving inland to Bilsby, Alford, Louth, Coningsby, delivering to the most vulnerable, the older generation who could not get out and people who'd received letters stating they had to self isolate due to underlying conditions.

These runs were carried out on a weekly basis where after about three weeks we asked to meet at Morrison's in Skegness to receive the donated food parcels to deliver.

This saved on moving them from Morrison's to Skegness council offices. You can imagine when six shopping trolley loads of food were loaded into our vans for delivery and the customers who were queuing outside were wondering what was going on, but the look on their surprised faces I think they understood and went about their daily business and routine.

This continued until around the middle of August, as the people we were delivering to were now making personal arrangements through family, friends and neighbours.





How to access our services

Anyone aged 18 or over can access Wellbeing Lincs; where they meet four or more of the eligibility criteria. This can be found on Page 7 of this report.

The core elements of Wellbeing Lincs' service are free – the tailored package of support, advice and guidance.

An assessment will determine if extra help is needed. Charge for aids, adaptations, telecare and response may apply.

People can self-refer, or with the customer's permission, contact can be made by a loved one, a neighbour, GP, health professional or any engaged referral partner.

Initial contact is made on **01522 782140** with the LCC Customer Services Centre or the Wellbeing Hub.

More detail at www.wellbeinglincs.org

Our Trusted Assessors

Once a customer's eligibility for Wellbeing's intervention is confirmed, they are contacted for an initial triage.

Where clients are distressed or experiencing physical or mental health issues, empathetic staff will offer immediate assistance where appropriate. Meetings are established and the engagement begun.

Trusted Assessors (TAs) visit customers to complete a holistic person-centred assessment of needs.

They identify support needs around health, finances, safety, wellbeing, social or housing needs and agree a support plan with the customer, to work through for up to 12 weeks.

This includes signposting or referring to other services, including urgent needs dealt with by the TA before sending to a Generic Support Officer for any remaining needs.

The assessment identifies measures to encourage the customer towards increased independence and fulfilment of their life.

It scopes out areas of need or aspirations that the service user requires support to achieve. It is honest about realistic and achievable goals whilst seeking to retain as much independence as possible. The role is about positive encouragement and enablement.

TAs give guidance around equipment that can help with independent living, or make life easier. Together, the TA and customer devise a plan to achieve the goals that can be assessed again at the conclusion of engagement to reflect any improvement following Wellbeing Lincs' intervention.



West Lindsey District Council

“ We all want to live fulfilled, confident and independent lives as we grow older. The support offered through Wellbeing Lincs continues to enable people across Lincolnshire to do this – never more evident than throughout the recent response to Covid 19.”

Diane Krochmal

Lead Officer Housing Strategy, Health and Wellbeing at West Lindsey District Council

Ongoing support through our Generic Support Officers

Following on, a Generic Support Officer (GSO) works through the support plan with the individual, for up to 12 weeks, in response to the identified needs.

This ongoing support can be as simple as a phone call to pass on information or contact other agencies. More complex support, such as reducing social isolation includes help in identifying and attending activities, sourcing appropriate services and funding. This can involve a lot of searching to find out what is available locally and appropriate to the service user’s needs.

The GSO establishes a good working relationship with customers and their family, friends or advocates. When the identified needs have been met, outcome scores are taken to quantify the improvement in the person’s sense of wellbeing.

Working through the support plan created by the Trusted Assessor with the customer, the GSO develops and maintains a good relationship as a basis for ensuring on-going general wellbeing.

Continued on page 20



“ We are proud to continue to be a partner in this important and innovative service. Wellbeing Lincs helps people not only in West Lindsey but across the county making a real difference to the lives of our more vulnerable residents.”

Cllr Owen Bierley

Chairman of the Prosperous Communities Committee at West Lindsey District Council



Generic support

Their main role is to support vulnerable people with independent living skills and offer support to empower them to become as independent as possible by encouraging them to do as much as possible for themselves.

This could be:

- help with budgeting,
- setting up accounts,
- liaising with landlords and other agencies,
- support in applying for benefits,
- debt management,
- accessing appropriate health services and leisure facilities,
- accessing training, employment or volunteering,
- accessing more suitable housing,
- accessing transport for hospital appointments.

A GSO will negotiate and secure the commitment of other agencies to provide ongoing and/or specialist support – for example Citizens Advice, Department for Work & Pensions, Adult Social Care and Occupational Therapy.

Working in the community, offering face-to-face support, the GSO team get a lot of job satisfaction seeing the difference they have made often by simple actions.

Coming into the service, a customers' expressed aspirations are categorised within the areas listed below. At the conclusion of their support period, their sense of how their situation has improved is assessed again; giving a gauge of their improved wellbeing compared to when they first came into the service.

These aspirations are:

- managing money;
- community participation;
- access to paid work, training, education & work-like opportunities;
- improved social contact;
- physical health;
- mental health and wellbeing;
- independence and staying safe;
- substance misuse management.

Boston Borough Council

More than ever during this year of unprecedented challenges, the Wellbeing Service has helped people the length and breadth of the county to access support when they have most needed it. Boston Borough Council is pleased and proud to be part of this exceptional partnership.”

Phil Perry

Head of Place and Space,
Boston Borough Council



When times are difficult, Wellbeing Lincs offers an invaluable lifeline to people who need support, and this has been even more true this year. We have seen first-hand the benefits this service brings to the communities we serve through a partnership approach that crosses geographical and political boundaries.”

Cllr Martin Griggs

Portfolio holder for Health and Wellbeing, Boston Borough Council.





5,523 (19/20)

4,920 (20/21)

Service users reported improved outcomes



7 days

Most assessments carried out within days of referral



90% (19/20)

98% (20/21)

Of Generic Support sessions begun within 10 days



4,940 (19/20)

4,868 (20/21)

Generic support sessions begun within 10 days of assessment



97% (19/20)

99% (20/21)

Of services users reported improved outcomes



98%

Of customers had no need to call on long-term adult social care for ongoing support following their programme of Wellbeing support



95% (19/20)

97% (20/21)

Of customers 'very satisfied' with the service

Wellbeing Lincs came to me when my life was very difficult. With their help, things have become much better

I have recently had to move homes and Wellbeing Lincs has helped me get settled in my new place. They were incredibly helpful, nothing was too much trouble

My quality of life has greatly improved since I contacted Wellbeing Lincs earlier this year. They have made things so much easier for me

I'm very happy with the service I received from Wellbeing Lincs. Their team have been fantastic!

I was worried that I would not be able to pay my bills and that my debts would spiral out of control. Wellbeing Lincs set up payment plans for me and now I'm on my way out of the problem

Bob - South Holland

Bob did not attend a work capability assessment due to ill health and his money was stopped, causing mental health and stress issues, inability to pay bills and to pay for food, food bank being used.

With help from Wellbeing Lincs, Bob has now been awarded the ESA back dated to the time it was stopped

He is now back in a position where he can pay his bills and meet his obligations. Stress levels have been reduced and his mental health will benefit from not having the money worries.

Phillip - Lincoln

Phillip had to finish work due to his health issues, his mobility was poor because of balance problems and he had started to lose his eyesight, therefore he was struggling physically, mentally and financially. He has a young child who he is trying to support along with his wife, who is also now caring for Phillip.

He wanted support in applying for a blue badge as he had been having trouble being accepted. The family had also been struggling to afford food at the time.

Wellbeing Lincs applied for a Blue Badge and the application was successful. We went to the Foodbank for Phillip to provide enough food for the whole family. Wellbeing Lincs also worked with partners to properly apply for any payments the family may be entitled to.

Gina - Market Deeping

She had started to feel very isolated and needed support to arrange for an agency to take her out for so many hours a week. She was also having a new electric wheelchair and wanted to become more independent and was looking for ways to do this.

She was also having problems with her fuel supplier and needed help with this.

Wellbeing Lincs registered her with Call Connect for home pick up, and have helped change the tariff that Gina was on with her fuel provider

We contacted Adult Social Care to find out how many hours a week Gina has been given for social inclusion, then liaised with her care providers as this is something they can also offer.

Helen - East Lindsey

Helen moved house and needed carpets, curtains, cooker and washing machine. She also needed help to transfer to Universal Credit.

She has two children living with her and her son has Autism Spectrum and Noonan Syndrome.

Wellbeing Lincs sourced a new washing machine for Helen. She was appreciative of our help and support and can now manage her laundry at home and not having to travel to her daughters to use the washing machine.

Steve - Boston

Steve is an ex-forces male living with debilitating physical disabilities. He wanted information about the Telecare Service and help applying to the Borough Council for assisted bin collections. He needed a Carers First Assessment and an emergency plan drawing up.

Our Generic Support Office called Carers First and organised carer's assessment and emergency plan for him.

They provided Steve with information on the Telecare availability, as well as contacting Boston Borough Council to organise assisted bin collection.

On behalf of them both, his wife was very happy and thankful for the service.

Agnes - Sutterton

Agnes is classed as an extremely vulnerable adult, with serious mobility issues.

When her husband died, Agnes moved into a district council sheltered bungalow.

Her son had been looking after her finances, but this had led to several bills not being paid, and Agnes was worried about debt collectors coming to see her.

She contacted Wellbeing Lincs, who were able to assist her with her finances. She has now received additional pension credit and taken back control.

Her quality of life and peace of mind has greatly improved thanks to contacting Wellbeing Lincs

Pam - Pinchbeck

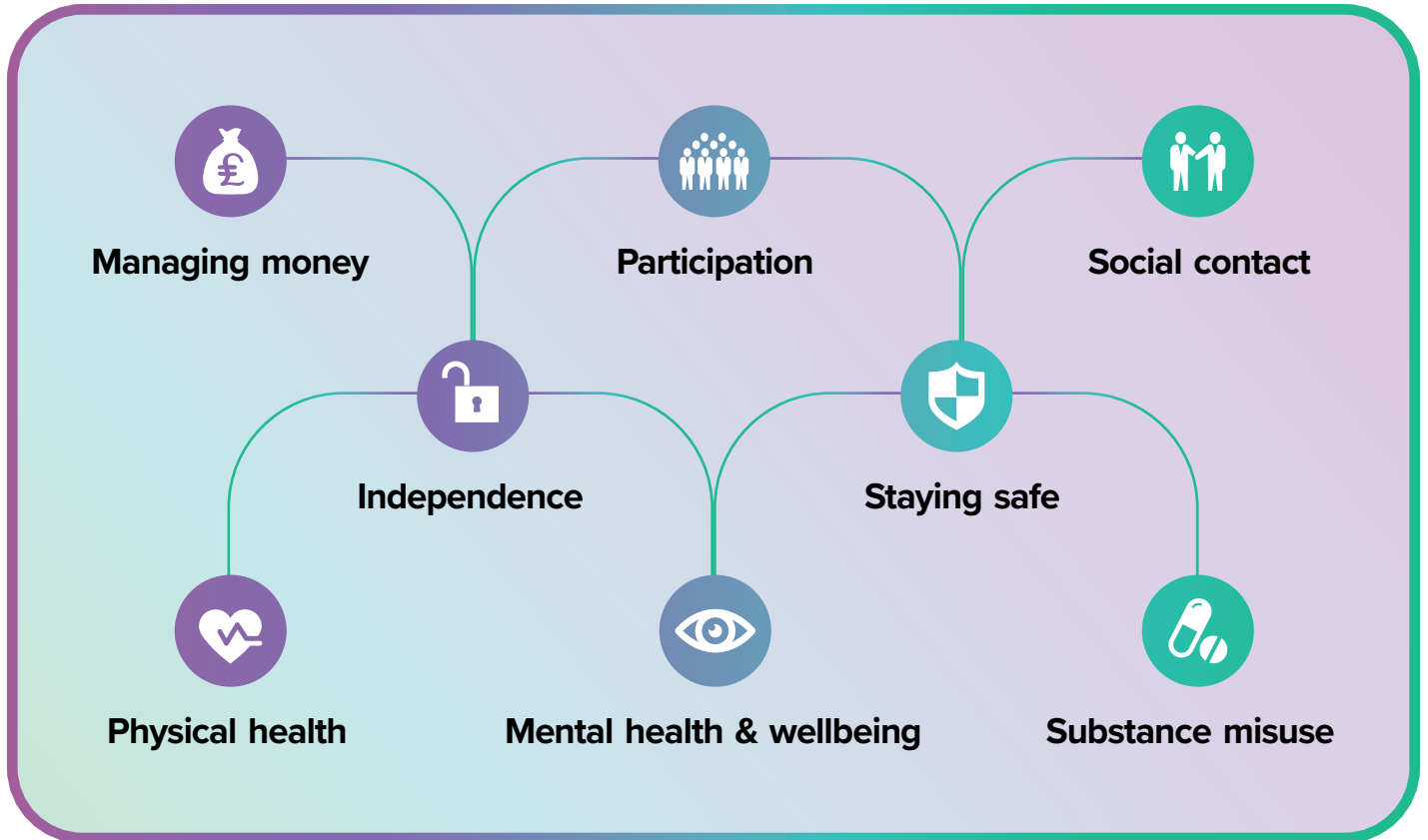
Pam was referred by her son as she was having difficulty getting a GP appointment and wanted information about the Alzheimers Society.

Wellbeing Lincs arranged a GP appointment and put her in touch with various agencies to speak to her about Alzheimer's.



Generic Support

However long it is, at the beginning and end of their period of Generic Support, customers score how they feel in respect of eight specific aspects. These are:



This difference in scores effectively shows the impact of the intervention on how they feel – this shows the change in their personal sense of wellbeing in respect of that factor.

Not all customers require intervention in all eight of the areas.

Overall, customers saw a 209% uplift in their wellbeing across all outcomes, which shows that, on average, they felt almost twice as positive at the end than at the beginning of their support period.



Year 2019/20

Physical health

785 people requested help
729 achieved their goals
93% of requests achieved
276% uplift in personal wellbeing on this factor
481 people supported to address physical health issues
322 people supported in healthy living choices

Participation

91 people requested help
70 people achieved their goals
77% of requests achieved
233% uplift in personal wellbeing on this factor
11 people supported into paid work
34 people supported into training/education
47 people supported into work-like activities

Mental health & wellbeing

1,138 people requested help
1,050 achieved their goals
92% of requests achieved
288% uplift in personal wellbeing on this factor
264 people supported to address relevant issues
658 people supported to enhanced personal resilience & emotional resilience

Staying safe

189 people requested help
167 achieved their goals
88% of requests achieved
256% uplift in personal wellbeing on this factor
4 people supported with self-harming behaviour
4 people supported to manage risks of harming others

Managing money

3,225 people requested help
3,018 achieved their goals
94% of requests achieved
326% uplift in personal wellbeing on this factor
1,517 people supported to maximise income
1,390 people supported to manage their debt

Social contact

1,536 people requested help
1,421 achieved their goals
93% of requests achieved
287% uplift in personal wellbeing on this factor
293 people supported to access leisure activities
32 people supported to contact family and friends
1,028 people supported to access groups identified to broaden their social contact

Independence

4,018 people requested help
3,779 achieved their goals
94% of requests achieved
307% uplift in personal wellbeing on this factor
1,732 people supported to access assistive technology
898 people supported to maintain their accommodation
387 people supported into settled accommodation

Substance misuse

53 people requested help
48 achieved their goals
72% of requests achieved
178% uplift in personal wellbeing on this factor
24 people supported to address drug or alcohol misuse
14 people supported to stop smoking

Year 2020/21

Physical health

480 people requested help
463 achieved their goals
96% of requests achieved
397% uplift in personal wellbeing on this factor
320 people supported to address physical health issues
186 people supported in healthy living choices

Participation

68 people requested help
62 achieved their goals
91% of requests achieved
340% uplift in personal wellbeing on this factor
16 people supported into paid work
32 people supported into training/education
28 people supported into work-like activities

Mental health & wellbeing

1,017 people requested help
991 achieved their goals
97% of requests achieved
389% uplift in personal wellbeing on this factor
305 people supported to address relevant issues
757 people supported to enhanced personal resilience & emotional resilience

Staying safe

39 people requested help
39 achieved their goals
100% of requests achieved
421% uplift in personal wellbeing on this factor
36 people supported to manage risk of harm from others
2 people supported to manage risks of harming others

Managing money

2,435 people requested help
2,342 people achieved their goals
95% of requests achieved
336% uplift in personal wellbeing on this factor
2,193 people supported to maximise income
316 people supported to manage their debt

Social contact

591 people requested help
565 achieved their goals
96% of requests achieved
355% uplift in personal wellbeing on this factor
105 people supported to access leisure activities
11 people supported to contact family and friends
506 people supported to access groups identified to broaden their social contact

Independence

3,227 people requested help
3,157 achieved their goals
98% of requests achieved
410% uplift in personal wellbeing on this factor
1,780 people supported to access assistive technology
806 people supported to maintain their accommodation
496 people supported into settled accommodation
519 people supported to attain appropriate transport

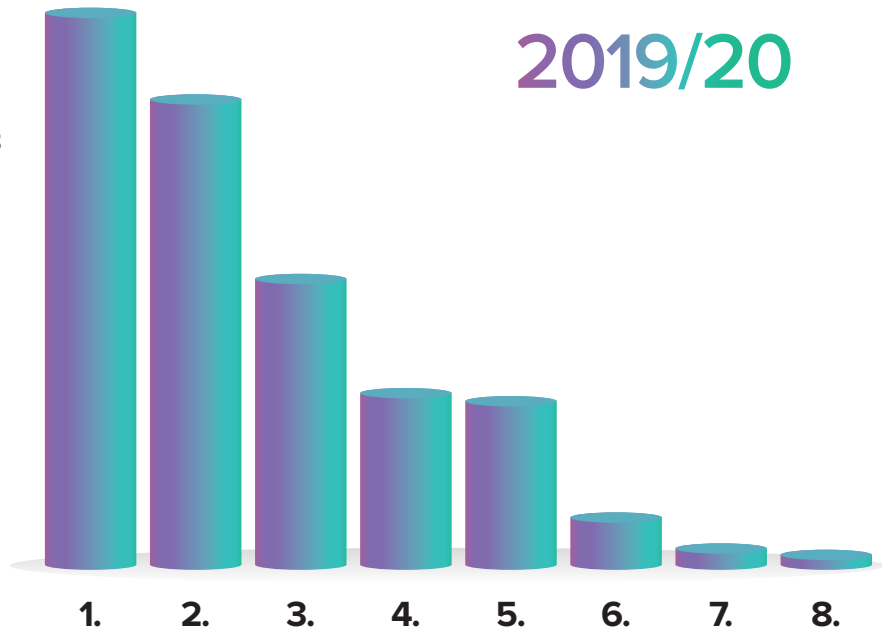
Substance misuse

39 people requested help
39 achieved their goals
100% of requests achieved
329% uplift in personal wellbeing on this factor
29 people supported to address drug or alcohol misuse

What the people assisted through Generic Support, wanted help with:

1. Independence – **4,018**
2. Managing money – **3,225**
3. Social contact – **1,536**
4. Mental health & wellbeing – **1,138**
5. Physical health – **785**
6. Staying safe – **189**
7. Participation – **91**
8. Substance misuse – **53**

2019/20

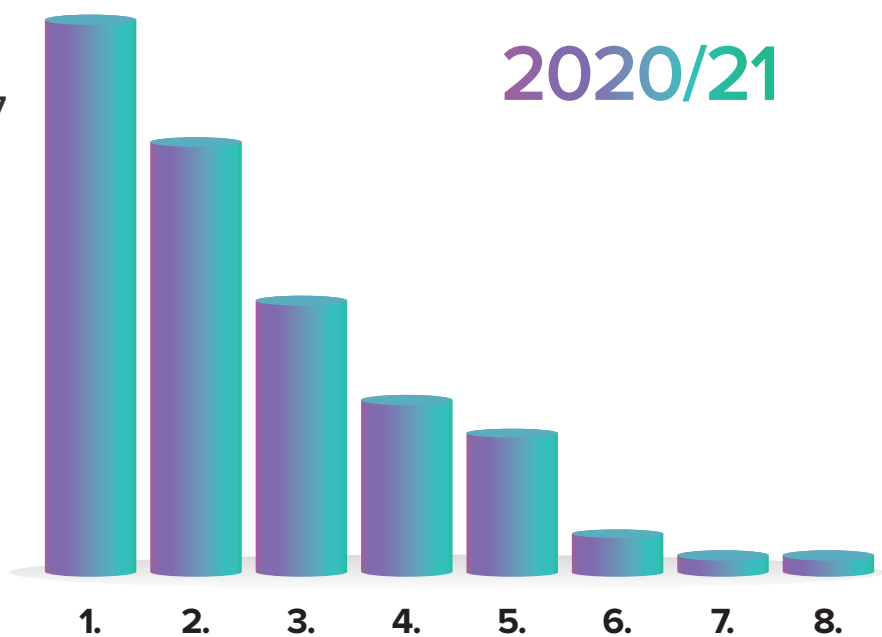


Customers assisted through Generic Support

What the people assisted through Generic Support, wanted help with:

1. Independence – **3,227**
2. Managing money – **2,432**
3. Mental health & wellbeing – **1,017**
4. Social contact – **591**
5. Physical health – **480**
6. Participation – **68**
7. Staying safe – **39**
8. Substance misuse – **39**

2020/21



Customers assisted through Generic Support

Response Service

Wellbeing Lincs also operates a Response Service to provide a reliable response in situations where there is no-one else conveniently located or able to help in a hurry.

Regardless of which telecare provider a customer uses, they can choose the Wellbeing Lincs' Response Service to be called up, to respond to non-medical emergencies at their home and provide reassurance – any time of day or night.

It is available around the clock, by subscription, to any user of any telecare provision, regardless of whether they have accessed the broader Wellbeing Lincs service or not. It helps people to remain independent in their own homes while it is safe to do so.

Wellbeing Lincs' Responders are trained to respond to non-medical emergencies, such as:

- a fall which doesn't require immediate medical attention and subsequent care needs;
- situations when a responder is needed, but no immediate family or friends are available;
- minor flooding or the trigger of a fire or smoke alarm which do not require fire and rescue services to attend (eg burnt food);
- bogus callers and anti-social behaviour, to give reassurance and support while waiting for the police to respond
- meeting subscribers at home and settling them following hospital discharge.

This service does not replace emergency services which, when needed, would be called directly by the telecare monitoring service.

As with all other segments of Wellbeing Lincs, this service is person-centred and the health and wellbeing of the service user is paramount at all times.

Callouts for response

1,387 (19/20)

1,597 (20/21)

99% Response calls answered < 60 seconds over both years

Response cases where need for ambulance was avoided

300+ (2019/20)

600+ (2020/21)

Percentage of cases responded to in less than one hour

95% (2019/20)

96% (2020/21)

My father, who is in his late eighties, had problems with nuisance calls and door-to-door salesman who were making him feel uncomfortable. The responder not only sorted the problem, but also stayed with my father to reassure him. Excellent service

Brenda

- Welton

Aged 80, Brenda was found in a very stressed condition as she had jammed her motorised wheelchair between internal door frames at her home. It took some time to free the wheelchair but the response officer who attended was able to do it and calm Brenda down before checking the wheelchair was fully charged and safe to use again.

Thomas

- Lincoln

It took the Wellbeing responder just eight minutes to respond to a call that 90-year-old Thomas had suffered a fall. He was found sitting on the floor and was lifted before being changed into clean clothing and reassured. He later phoned to thank everyone for the speed of their response and the kind and professional way he had been dealt with.



Eileen

- Bardney

Because of her circumstances, Eileen has to be visited by two response officers. On one visit the ambulance service was already in attendance but when the Wellbeing staff reassured 90-year-old Eileen and encouraged her to take fluids and made her comfortable in bed, the ambulance staff were able to leave and carry on with their calls.

Mary

- North Kyme

Ninety-four year old Mary was found lying face down in a pool of blood on her kitchen floor. The ambulance service was called and while they were on their way, the response officer was able to control the bleeding and use his first aid training which resulted in a better outcome than might otherwise have been the case.

Tom and Pauline

- Spilsby

They got in touch after midnight, very distressed about wires that had come out of a telecare unit. They said they could not go to bed until things had been checked. A response officer attended and spent almost an hour sorting out a mixture of telecare, telephone and power socket wires. Everything was then tested and the couple, in their 80s, were reassured and went to bed.

Paul

- Alford

A response officer found Paul (73) trapped on his knees and wedged in by furniture. The ambulance service was phoned immediately and stayed on the line. When Paul stopped breathing he was pulled out onto his back and began breathing again. The ambulance crew then arrived and Paul was rushed to hospital.

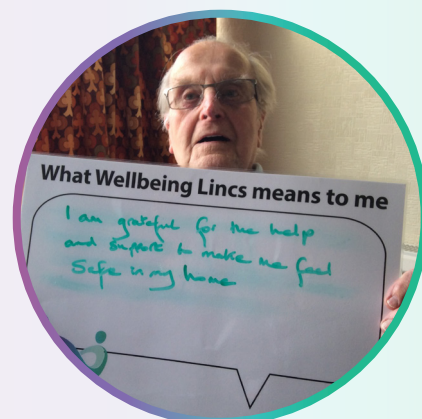
Lifeline Services

Although Wellbeing Lincs doesn't provide a telecare – or lifeline service as they are sometimes known – it does assist customers in making an informed choice of provider.

Telecare is a personal alarm and monitoring service, designed to assist with safe, confident living at home.

As well as being called up by the telecare provider, the customer can instigate a response by pressing the pendant button to contact the centre, where someone will talk, offer reassurance and guidance, and initiate any necessary response.

This might be to notify a named responder, who may be a family member, friend or neighbour; the Wellbeing Response Service; any other nominated response service; or to contact the emergency services where appropriate.



Resettlement

A fundamental part of Wellbeing Lincs' support for adults to live fulfilled, confident and independent lives within the home of their choice, is the Resettlement Service.

It ensures the safe and timely discharge of patients from hospital and care settings, settling them back into their own homes.

The service is available all year round for eligible clients, including weekends and bank holidays, between 10am and 10pm.

Responders meet vulnerable individuals at their home to provide basic support on their return home.

Some service users have no family or friends to be able to meet them and they have found this service to be invaluable.

We help with:

- Ensuring the home is warm and lit,
- Making a cup of tea,
- Notifying care services that the person is home and clarifying when the next visit is going to be,
- Helping unpack,
- Clarifying arrangements for storage and taking of medications,
- Checking the service user has food or arrangements for a meal,
- Notifying any family and friends that they are home,
- Assessing risks in line with the client's needs and their ability to adjust back into a home setting.

Resettlement clients will be referred for a full Wellbeing Lincs assessment, as required, to meet any ongoing support needs.



South Kesteven District Council

“This county-wide service is making a real difference to people across South Kesteven who can access vital help at a time when they really need it. It is important to help adults to gain the confidence they need to live independently and by creating individual support plans for each referral, the partnership can ensure they do that for as long as possible.”

Cllr Robert Reid

Cabinet Member for Communities, Health and Wellbeing, South Kesteven District Council



Boston Borough Council

“We are thrilled to be working in partnership with the other districts delivering Wellbeing Lincs. The commitment demonstrates how health and wellbeing boards are working flexibly and proactively to improve outcomes in people's health, care and wellbeing.”

Cllr Paul Skinner

Portfolio holder for Regulatory Services, Boston Borough Council



City of Lincoln Council

I applaud the hard work that has gone into Wellbeing Lincs over the last year, which continues to provide an incredible service of support for those who have had difficulties in their lives. Especially during this difficult time, the service has allowed those who are vulnerable to enjoy life in comfort and with dignity.”

Cllr Rosie Kirk

Portfolio Holder for Reducing Inequality,
City of Lincoln Council



Any one of us could be subject to a change in circumstances at any moment, making life difficult. Wellbeing Lincs is a much-needed service within the county and we are proud as an organisation to be part of this partnership which helps make positive changes to residents' lives.

With the support of Wellbeing Lincs, we will continue to grow and help support those most in need of help.”

Daren Turner

Director for Housing and Investment,
City of Lincoln Council



Hospital In-Reach Development

Hospital In-Reach Development Officers work alongside staff within hospitals and community healthcare settings, GPs, Adult Social Care and other statutory services.

Hospital In-Reach Officers have an active role in the hospital discharge pathway. This ensures patient needs are met both appropriately and in a timely manner ensuring a reduction in delayed discharge and better co-ordination of a range of services that the patient will receive.

This in turn increase appropriate referrals to the Wellbeing service ensuring support to prevent unnecessary returns to hospital and associated packages of care upon discharge.

Their aim is to ease the transfer of patients out and into their own homes efficiently, safely and without delay.

Reducing delays in hospital discharge is a national challenge and one that the Wellbeing Lincs service seeks to actively support in Lincolnshire.

During this initial year, the emphasis has been on developing partnerships and relationships in order for this valuable aspect of the service to flourish for the good of patients going forward.

With increasingly close working relationships with the county's hospital services and those nearby, the team lead on developing and continuously strengthening protocols, pathways and partnerships to support the timeliness, effectiveness and sustainability of hospital discharge.

Additionally, the broader Wellbeing elements work to prevent the escalation of needs to acute services including hospital and social care, through early intervention and a bespoke package of specific support including the installation of aids to enable safe and confident independent living.

Hospital In-Reach Workers

(19/20) 97
(20/21) 284

SADLs

Small aids for daily living and minor adaptations.

Aids and adaptations can be integral to helping people to live safely and independently, by making everyday tasks in their home simpler.

Known as small aids for daily living, or SADLs, Wellbeing Lincs makes it easy to access simple equipment that can make the world of difference to home life.

A wide range of SADLs are available help make life safer. This may be a kettle tipper to make it easier to pour hot water, or a chair raiser to ease comfort, rising and sitting – or grab rails, chair raisers, hand rails, toilet frames, shower seats and key safes.

A customer's need is established through the Trusted Assessment, with options to buy equipment through Wellbeing Lincs or sourced from other suppliers and fitted.

Wellbeing Lincs can also provide minor adaptations to the home and help to arrange more major adaptations. Any installation is carried out free of charge.

The service operates two vans which cover the entire county with friendly, helpful, DBS-checked handymen who attend at the client's convenience to install the items evaluated and ordered by the initial Trusted Assessor.

Adaptations help people to stay safe by reducing the likelihood of falls and accidents around the home. During an initial assessment, the Trusted Assessor looks at how a client moves around their home and identifies adaptations and equipment that could improve access to and within the home.

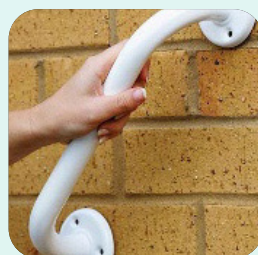
Minor adaptations are small changes to a home to make it easier to live safely and independently, such as a shower rail, grab rail or ramped door access.



Most SADLs are fitted within 7 days (non-urgent)



Non-urgent SADLs and installations fitted within 7 days
(19/20) 409
(20/21) 437



Small aids or adaptations provided / installed
(19/20) 722
(20/21) 493

Case study

“I contacted the council and was put in touch with Wellbeing Lincs who were extremely helpful.

“I was struggling around the house due to limited mobility, particularly in the bathroom and it was something I was embarrassed about.

“After having my needs established they sent out someone to install a grab rail for my bath and a toilet frame.

“Keeping my independence and dignity is very important to me, and from my first call through to the aftercare I felt that I was dealing with people who really cared and wanted to help.”

Satisfied SADLs customers

- 6 Thankful for all the support, very happy with help with grab rails and an assisted bin pull.”
- 6 Wanted to thank Donna and Geoff for the excellent service she had received, and to say she is very happy with the end products.”
- 6 Thanks for advising on the Carbon Monoxide detector and detecting the issues with a gas heater that made it go off. Thanks too for the super hand rails.”
- 6 Once again, I would like to say thank you very much to the Wellbeing team for their prompt and reactive help in relation to adaptations to enable my Dad to continue living independently. This spans from across all the helpful people I have spoken with on the phone, the very helpful home visits and the follow-up work carried out.”
- 6 Many thanks for such a quick service all round and a professional fitter with a great sense of humour. An excellent job. We’re very appreciative.”



Partnerships and Networks Development

The Wellbeing Service is all about relationships and there's a dedicated team committed to building these within the communities to broaden two-way understanding both among agencies and professionals that could refer in and for developing sources of support and outreach for service users.

The Partnerships and Networks Team focus on developing and maintaining networks, partnerships and pathways to enable Wellbeing Lincs customers to receive the support they need to improve outcomes, wellbeing and independence, to prevent people's needs escalating and to reduce demand on services such as hospital and social care.

Additionally the team attend events across the county raising the profile of Wellbeing Lincs, ensuring agencies and the public are aware of all elements of Wellbeing Lincs service and how to refer into the service.

From April 2018 more than 800 different agencies have worked alongside Wellbeing Lincs, and our Partnership and Development Team are working to increase that number all the time.

Additionally the team has developed relationships with 824 different services or organisations which are within the directory of contacts supporting the Generic Support work.



Agencies referred into Wellbeing Lincs per year:

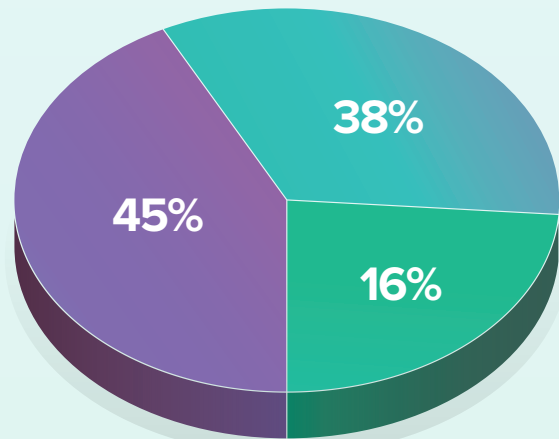
2019/20 - 418

2020/21 - 366

824 organisations currently involved in Generic Support work

5,477 unique users over a year accessing www.wellbeinglincs.org

Origin of referrals for Wellbeing support



professional, caring or charitable agencies

self-referral

family & friends

Partnership working

A partnership based on joint working has developed with Lincolnshire Fire & Rescue to the benefit of Wellbeing Lincs and service users county-wide.

Partnership working is a vital part of Lincolnshire Fire & Rescue's strategy for identifying and supporting vulnerable people across the county, just as it is for Wellbeing Lincs.

A Service Level Agreement is in place that identifies how the two organisations can work together with a common aim of offering vital, specialist interventions to allow individuals to remain in their own homes for longer and be safer whilst doing so.

The joint working arrangement sees the two organisations periodically sharing their knowledge with dedicated staff, with a view to enhancing skills of the two teams. Simple and easy-to-follow referral pathways have been developed, reducing the time for critical interventions to be delivered once identified.

Wellbeing Lincs staff have been using local Fire Stations, which is a natural progression of the partnership working. Although in the early stages of the new arrangements, local crews had given very positive feedback about the Wellbeing Lincs staff working from the stations.

Arrangements will continue to be reviewed with a view to exploring wider collaborative partnership working opportunities to further support our communities.



One You Lincolnshire

Wellbeing Lincs is delighted to have been working alongside One You Lincolnshire, the healthy lifestyles service for the county. Their support offers lifestyle interventions across four key pathways.

- **Be Smoke Free**
- **Lose Weight Eat Well**
- **Move More**
- **Drink Less**

During the pandemic, their support has been telephone or virtual. Team members have attended training sessions with Trusted Assessors and Wellbeing Lincs staff during to train them up on referral pathways and options into our service.

Be smoke Free:

You're up to four times more likely to quit smoking with the support of ONE YOU Lincolnshire. Their team of specialists stop smoking advisors offer face to face and telephone support alongside Nicotine Replacement Therapies to give you the best possible chance of going smokefree for good.

Lose Weight and Eat Well:

Weight loss programmes are open to Lincolnshire residents with a BMI 30+. (Check your BMI here)

What works for one person to lose weight doesn't always work for the next person so their team of health care professionals have carefully developed a range of programme options to ensure you have the best possible chance of success.

Move More:

A team of dedicated physical activity coaches are on hand with a range of 1:1 and group sessions designed to get you moving more and achieving the recommended 150 minutes of physical activity per week.



In addition to their in-house programmes, they also offer a 'Get Healthy, Get Active' programme which provides a number of links with community based activity programmes such as Pilates, aqua aerobics and walking football.

Drink Less:

The Drink Less programme is for anyone drinking over 14 units per week and looking to reduce their alcohol intake to within the recommended levels or abstain for good. In addition to 1:1 and group sessions, they also offer digital and remote support through the One You App.

Referrals can be made easily using our website:

<https://www.oneyoulincolnshire.org.uk/lincolnshire-residents>



Lincolnshire Fire and Rescue

Wellbeing Lincs has a very close working relationship with Lincolnshire Fire and Rescue. As part of our Service Level Agreement, both agencies work in a unique partnership to benefit Lincolnshire’s vulnerable residents.

A large part of this agreement involves programmes of joint messaging, specifically targeting those in need, identified by both Wellbeing Lincs and Lincolnshire Fire and Rescue.

Throughout 2020, both services worked on the SHERMAN campaign, to help people identify those most at risk of a fire in their home. The letters of the word SHERMAN each related to one of seven factors that could make someone at risk. Are they a smoker, a hoarder, elderly and so on.

The campaign worked by raising both public and professional awareness of risk factors. Once a person or family at risk was identified, it encouraged them to seek help and contact Lincolnshire Fire and Rescue for a safe and well check. Wellbeing Lincs made a real difference to the campaign by helping to identify at-risk individuals.





Highly Commended BBC Award

Wellbeing Lincs received a prestigious award from BBC Radio Lincolnshire in April 2021. The service was recognised as 'Highly Commended' in the category Uniformed Heroes.

The award was given in recognition of the outstanding work carried out by our team during the Covid-19 pandemic, and the positive difference that was made across the county.

Pictured left is David Postle, Wellbeing Lincs Service Manager shortly after receiving the award from BBC Radio Lincolnshire.

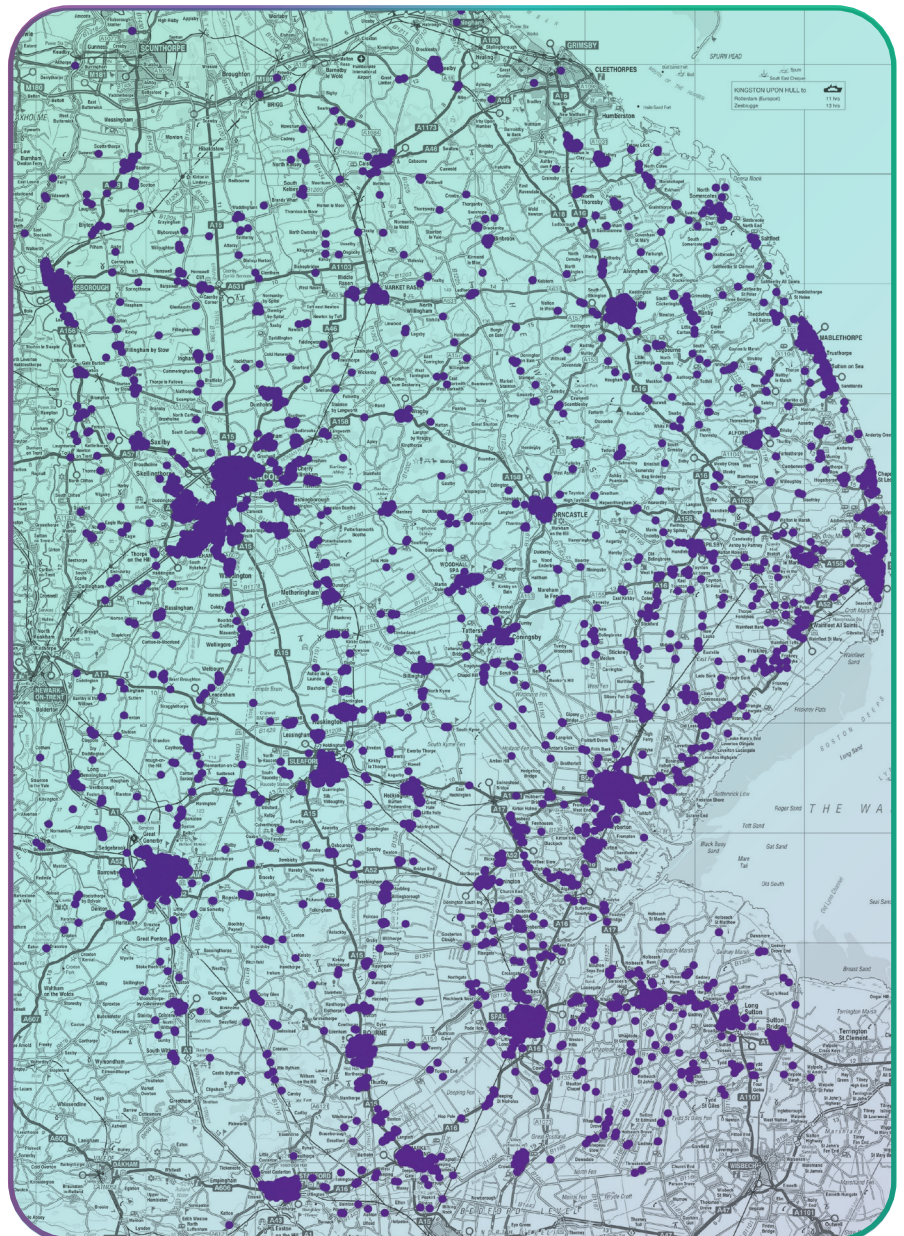
Continuous improvement

Detailed monitoring, analysis and intelligence are used to drive continuous improvement.

An Insight and Trend Analyst ensures a continued focus on continuous improvement, that our service develops in line with the evidence base and continues to provide a valuable contribution to the wider housing, health and care system.

Contract management meetings and open book accounting ensure a regular, transparent flow of information between Lincolnshire County Council and Wellbeing Lincs; maintaining ongoing constructive challenge. The Insight and Trend Analyst maps the location of referrals - shown alongside - to ensure equitable service access.

Officers are embedded into emerging Primary Care Neighbourhood Working arrangements and hospital discharge teams to identify and support those people most likely to benefit from the service.



Reflection

Social distancing, lockdown, Clinically Extremely Vulnerable are just some of the phrases we've heard a lot over the last eighteen months. Covid-19 really has been a game-changer for Wellbeing Lincs with regards to how we have met our customers' needs during the pandemic. I'll speak more about this shortly however. To begin with, Wellbeing Lincs moved to year two of our contract with a strong foundation from 2018 which, using what we'd learned to develop service improvements to benefit our customers. As mentioned earlier in this report, locating our Response & Resettlement officers in fire stations at strategic locations across the county, based on service demand data, is just one example. During 2019, demand for our services increased, and with the hard work of our teams we became an integral part of Lincolnshire County Council's wide-ranging approach to ensuring vulnerable adults in Lincolnshire can live independently.

As we were heading towards the end of our second year of service delivery, Covid-19 spread across the country resulting in the first lockdown being triggered at the end of March 2020. As movement, work and leisure quickly came to a stop, referrals to the main service reduced dramatically. Alongside this, many vulnerable people suddenly found themselves unable to leave their home, with no way to carry out essential tasks such as shopping for groceries or collecting prescriptions. Seeing a clear need developing, an opportunity to assist Lincolnshire County Council to help this group of people became apparent. Without our dedicated team of officers, we wouldn't have been able to develop and launch the Covid response service in such a short space of time. I'm proud of everyone who works for Wellbeing Lincs, and would like to make special mention of our Response & Resettlement team who have continued to respond to customers in their own homes throughout the pandemic, a huge thank you to you all. When we look back at this challenging time, each and every one of you should remember, you made a difference.

Finally, while 2020 was a challenging time for everyone involved, it has presented an opportunity for us to develop our service to better meet the needs of our customers. Work is now underway reviewing how we deliver services in light of us moving almost completely to telephone assessments and support during the lockdowns. While we are keen to return to visiting customers at home, some customers' needs can be quickly addressed through telephone or other technological methods. I look forward to updating you all on our progress in our next annual report.

David Postle

Wellbeing Lincs Service Manager
East Lindsey District Council





Wellbeing Lincs

Better wellbeing across Lincolnshire



Funded by Lincolnshire County Council, Wellbeing Lincs is delivered by the county's seven district, borough and city councils working in partnership.

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