

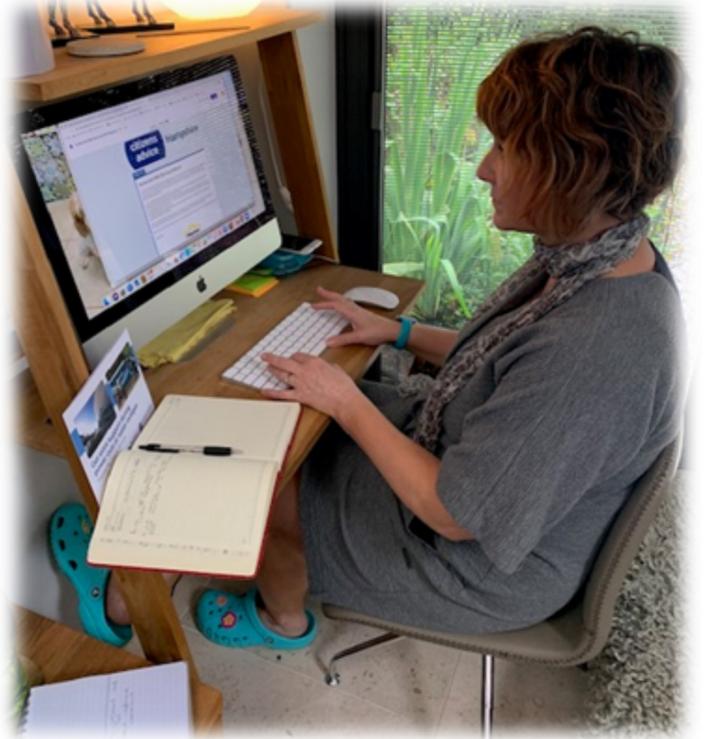
## Home and Well Remote NHS Direct Service – May 2020

### Introduction

**Home and Well Remote NHS Direct Service** is a partnership project delivered by Citizens Advice Hampshire that provides wrap-around Citizens Advice support for patients being discharged from hospital. Its partners are:- West Hampshire CCG, Scottish & Southern Electricity Networks, Southern Water and Portsmouth Water. Home and Well launched on 20 March 2020 but with the spread of COVID-19, we had to rethink our delivery methods.

We currently have a team of three part-time H&W Advisers based on the Isle of Wight, in Portsmouth and in Petersfield. They now respond to calls remotely, supported by a team of Citizens Advice Advisers covering Hampshire, Southampton, Portsmouth & the Isle of Wight. H&W offers a wrap around support service for debt, unemployment, benefits (including Universal Credit), housing or relationship issues as well as sign up to the Priority Services Register.

Making an online [H&W referral](#) (as explained in the 3 minute training video) couldn't be easier - it takes just 1 minute to complete & submit the H&W [online referral form](#). A H&W Adviser will respond within 3 working days. We will provide feedback on outcomes for clients.



**Elaine** (H&W Adviser & Coordinator)

*“As a H&W Adviser I have access to all the Citizens Advice pathways including making appropriate referrals, signposting and re-engaging people suffering with Mental Health Conditions with new or previous agencies that have lost touch with them.”*



**Tracy** (H&W Adviser) - helping a client

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### A Case Study....

*“Client has kidney failure and weakened immune system while her husband has congenital heart defect. Advised on Universal Credit, benefit entitlement, council tax support, PSR, water tariff, etc. Client thanked the adviser for the extensive advice given as this has given her some reassurance during this difficult time.”*



### The story and impact so far...

COVID-19 limits the choices of vulnerable people to get the support they need. By May 2020 H&W had supported 93 vulnerable people with 66 signed up for Priority Services Registration (PSR), 26 were helped with energy & utilities advice and 13 for water tariffs. This is particularly important for patients being discharged from hospital, to ensure they have the support they need to keep well in their home and avoid re-admittance as they recover.

To find out more about how Home & Well Advisers support people with their social needs please click here to view a short video where [Lorraine explains...](#)

### The impact of power/water supply failure:

- ▶ Disrupts medical equipment e.g. morphine drip, water bed, bed hoist, kidney dialysis
- ▶ Effects people with limited mobility and shielding, with no way to leave the house
- ▶ For those receiving palliative care; cold is intolerable and adds to distress
- ▶ Added confusion for dementia sufferers
- ▶ Mental health conditions are more acute
- ▶ Sight/hearing difficulties are compounded

Any questions? Please feel free to contact the Home & Well Coordinator **Elaine Allum**

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To find out more about Home & Well just click [here](#)

