



Fareham & Gosport Voluntary Sector Health Forum Newsletter December 2020

Welcome to the third edition of the Voluntary Sector Health Forum newsletter. We hope this will serve as a useful and informative resource for local health organisations in lieu of network meetings during the COVID-19 period.



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Community First Health and Wellbeing Services



Hi, my name is Jackie Hartless and I started my full-time role as Community First Health and Wellbeing Services Manager in October 2020. For the last 20 years I worked for a CVS in the New Forest in a variety of roles, the last being Acting CEO. This role will lead the development and oversee delivery of Community First's portfolio of health & wellbeing services including Home Help, Gardening, Walking for Health, Social Prescribing and Signposting.

Our aim is to develop and expand these and identify other health & wellbeing services which have potential for growth to meet beneficiary and customer needs. Our particular focus is working with people who would otherwise not be able to access services; those who are vulnerable, older and those with disabilities and/or long-term health conditions.

The role will also develop new initiatives in partnership with CCGs, primary care, NHS providers, HCC and other voluntary sector partners. This includes developing & establishing a programme to work and engage with HIU (High Intensity Users – those frequently accessing A&E or GP services) and to bring together partners via local Health and Wellbeing Forums and to support those led by local authorities across our operating areas. *(Continued on page 2)*

The next virtual Health Forum meeting will focus on 'The Role of the Voluntary Sector in Fareham & Gosport in Supporting COVID-19 Recovery - Emphasizing Local Mental Health Services' & will take place on Wed 20 January 2021 1 - 2pm. For more information, please contact lin.dudman@cfirst.org.uk



Health and Wellbeing Services cont...

I believe the Health & Wellbeing agenda is critical and am keen to build on current partnerships and explore new ones. Outside of work I live in Bournemouth with my partner Toby & enjoy exploring the Dorset coast and countryside with my 2 dogs. I love to travel abroad but in recent years have been spending more time in this country, particularly in Cornwall. I enjoy designing and making silver jewellery, which has now become a real passion of mine. For further information contact 07467941008, Jackie.hartless@cfirst.org.uk

Healthwatch Hampshire Caring During Covid-19 Report

Healthwatch Hampshire has published the results of their survey of unpaid carers and their experiences of caring for a loved one at home during the pandemic. The survey was launched to find out what kind of issues they had been facing.

Through the online survey, email, zoom calls and paper questionnaires, they received feedback from almost 200 unpaid carers of all ages from across the County and there were three key themes that emerged from the stories the carers told:

CARERS RIGHTS

It was clear from the responses that many carers were not aware of their legal rights or the kind of help & support that might be available to them. It was particularly clear that carers were not aware of their right to a Carer's Assessment.

The Care Act 2014 states that anyone who helps another adult (usually a relative or friend) in their day-to-day life has the right to a carer's assessment, regardless of the amount or type of care they provide or their financial circumstances. Our survey showed:

- 11% of people had been able to get an assessment
- 38% had not been able to get an assessment
- 51% did not know what carers assessments were

CONCERNS FOR HEALTH OF THE PERSON THEY ARE CARING FOR

A second key theme which came through in the responses was the negative effect the lockdown or being isolated was having on the person they were caring for. Carers shared stories about the lack of respite and contact with others, leading to health deterioration, and loneliness.

The survey revealed that 70% of carers had not been able to access a break during the pandemic and were unable to leave their charges at home alone safely, even to go shopping or to pick up a prescription. Many struggled to access online services to help with this.

They also voiced the difficulties faced in trying to explain the pandemic and lockdown to vulnerable people who didn't understand why they couldn't leave the house or see people they loved.

CONCERNS FOR CARERS THEMSELVES

The final theme was the lack of support and respect which carers felt for themselves. In their responses many carers used the word "abandoned" or "left to it" when describing caring during Covid-19.

- 73% of carers said being a carer had affected their mental health
- 71% saw an increase in the number of hours they spent caring
- 37% saw a negative impact on their finances
- 25% saw a negative impact on their employment
- 60% saw a negative impact on their physical health

There were also positive responses with many saying friends, family and other services had been helpful to them, providing much needed support, and online systems such as zoom calls with other carers had given relief and somewhere to share concerns.

- 42% said their GP was helpful when it came to getting help and support
- 49% said friends and family were helpful when it came to getting help and support

Cont...



WHAT WE ARE DOING NOW

Healthwatch Hampshire's role is to make sure unpaid carers have their voice heard so they will be sharing the report and stories as widely as possible across the county, to bring attention to the issues raised by the carers. Healthwatch Hampshire are:

- Sharing the report with more than 150 key stakeholders across the county in health and social care
- Making the report publicly available
- Supporting other regional Healthwatch to run the same survey in their areas
- Partnering with the Hampshire Carers Partnership Board to work on a project around carers getting the access they need to GP surgeries, and identifying good practice

To see this article in full, please visit:-

<https://www.healthwatchhampshire.co.uk/report/2020-12-16/almost-200-people-tell-us-their-experiences-caring-during-covid-19>

*** Please note this is an amended version of the previous Healthwatch Hampshire article which had been incorrectly presented in error. Some of the misquoted text previously used was not made by Healthwatch Hampshire.**

Message from Hampshire Carers Partnership Board

Dear Colleagues

'Unpaid' carers make a significant contribution to the health and care system, but sometimes this can be detrimental to their own health. Looking after our carers is extremely important as this can reduce demand on our overstretched services and prevent carer or family breakdown. We need to support our carers to enable them to have a life outside of their caring role. Anyone can become a carer at any time, regardless of their age, for either a short time or for a longer period. This can include children and young adults aged up to 25 years. A carer is someone who helps another person, usually a relative or friend, in their day-to-day life. This is not the same as someone who is paid to be a care worker, or someone who volunteers as a carer through a voluntary organisation.

NHS England has acknowledged that there is a need to improve the registration and assessment of Carers in primary care, so that their needs can be identified more quickly and before their health and wellbeing deteriorates. We are asking organisations in Hampshire for their help to encourage patients who are carers to register with their Surgery. Can you help too?



The Carer GP registration form (contained in the link below) has been developed as a part of the Hampshire Carers Strategy and approved by the Hampshire Carers Partnership Board to assist the GP registration process, as this is a key part of the Hampshire Carers Strategy. The aim is to increase the number of carers being registered with GPs across Hampshire.

www.connecttosupporthampshire.org.uk/carerssupport

We acknowledge that many practices or organisations already have their own Carer registration procedure. Therefore, this form is not intended to replace any existing carer registration processes you have (unless you choose to).

We would be grateful if you could share this widely within your service and to incorporate the link to the registration form into your paperwork to provide it to carers that you are in contact with. Many individuals may not recognise themselves as a carers so it is important to promote the support that is available to them, at every opportunity.



Learning Disabilities Training



Hi, my name is Amy George RNLD. I want to introduce myself and what I can offer. I work within the Learning Disabilities Community Team at The Potteries in Fareham, employed by Southern Health NHS Foundation Trust. I am a Strategic Health Facilitator and my role is to support healthcare services to meet the needs of people with learning disabilities. As part of this I can offer Free Learning Disability Awareness Training. In light of COVID this would be held via TEAMS. This is for 1 hour and includes what is a learning disability, and communication tips. If this would interest you please get in touch via amy1.george@nhs.net, and if you would like to access any

resources please follow this link.

www.southernhealth.nhs.uk/services/learning-disabilities/useful-information/health-information/

Brockhurst Medical Centre, Gosport

GP services will cease from 31 December 2020 as a result of difficulties in GP recruitment and increasing workload pressure. Patients will be transferred to other practices in Gosport. They should not re-register with another practice at this stage.

Communication with patients

We are writing to every patient registered at the practice to inform them of the situation and invite them to state their top three preferences for an alternate practice – as well as complete a short survey to share their views. We will be holding virtual meetings where patients will be able to ask questions and share their views. Information on this will be included in the patient letter. A Q&A factsheet is available at the practice and at www.farehamandgosportccg.nhs.uk/brockhurst-medical-centre.htm.

If you have any concerns or issues please email fgccg.brockhurstclosure.enquiries@nhs.net.

Hampshire & IoW Social Prescribing Network Webinar

On Tuesday 1 December 2020 c70 people (the highest yet!) attended the latest Hants & IoW Social Prescribing Network's Webinar entitled 'Mental Health Support During COVID-19 & Beyond...' The Webinar presenters came from a wide cross-section of Hampshire's Community & Voluntary and Mental Health sectors - to share their experiences and expertise during COVID-19, to update attendees about their current services/challenges and to answer a range of engaging questions.

<https://www.cfirfirst.org.uk/wellbeing/hspn-december-webinar/>

The next Webinar is planned for Wed 3 March 2021 1-2pm



British Red Cross Mobility Aids and Home from Hospital teams

The teams support people with needs related to physical immobility, following an operation or a hospital discharge. We provide wheelchairs, toileting equipment, patient transport and practical and emotional support whilst at home.



Our services to Hampshire residents are free of charge. During the Covid-19 outbreak, we remained open to support our NHS and community as needed. We delivered equipment at home free of charge. We have other regional offices across South East, however we charge a modest fee for equipment hire outside Hampshire. If you require support related to physical immobility or at home from hospital, we can help you. Please contact us via our website or call: Mobility Aids - www.redcross.org.uk/wheelchair, T: 02380 624644 / 0300 456 1914 (option 2) Home from Hospital - www.redcross.org.uk/get-help/get-support-at-home

Solent Mind Covid-19 Helpline

Solent Mind continues to offer support to anybody experiencing poor mental health or wellbeing during the coronavirus pandemic. Thanks to funding from The National Lottery it will be offering this service throughout the winter where many people will continue to find these difficult times very challenging.

The experienced team is pleased to be able to offer you support if you are feeling anxious or low and would like to talk to someone. It is able to offer practical guidance on how to stay well at home, or specific help for example financial or for bereavement.

Its helpline is available to everyone and you do not need to receive any other support for your mental health to call. The helpline is not a counselling or therapy service, but experts will be able to listen and offer information to you, signposting and bitesize support.

The helplines are open 8-9am and 5-8pm Monday to Friday, 9-5pm Saturday and Sunday, 023 8017 9049.

Solent Mind Services continue to operate as usual outside of these hours. For further details visit www.solentmind.org.uk. If you feel that you are in crisis and require urgent help please go to www.solentmind.org.uk/urgent-help/



Help us help you... use the right service



 Self Care Care for yourself at home Minor cuts & grazes Minor bruises Minor sprains Coughs and colds	 Pharmacy Local expert advice Minor illnesses Headaches Stomach upsets Bites & stings	 NHS 111 Non-emergency help Feeling unwell? Unsure? Anxious? Need help? Call or go online at 111.nhs.uk	 GP Advice Contact your GP surgery Persistent symptoms Chronic pain Long term conditions New prescriptions Out of hours Call 111	 UTC/MIU Urgent Treatment Centre or Minor Injuries Units Go to Gosport War Memorial Hospital, Petersfield Hospital or St Marys Urgent Treatment Centre (Portsmouth) for minor injuries such as breaks, sprains, cuts and other minor conditions	 ED (A&E) or 999 For emergencies only Signs of heart attack Signs of stroke Choking Blacking out or serious blood loss
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If you don't know what to do or need advice contact NHS 111.

While we continue to manage social distancing, the Emergency Department at Queen Alexandra Hospital and our local GP practices are very busy. Other services can help if you need NHS help in a hurry but phone before you go...

Minor illness? Ask a pharmacist

Get expert advice on common health problems (coughs, colds, flu, rashes) from your local pharmacist. It may save you a trip to your GP surgery – you don't need an appointment and you can speak in a private area. You'll be advised if they think you need further help.

Minor injury? Try one of these

You can often be seen more quickly, 7 days a week, for broken bones, sprains and strains, minor cuts and wound infections at:

- St Mary's Urgent Treatment Centre, Milton, Portsmouth
0333 200 1822
Open from 7.30am to 10pm weekdays and 8am – 10pm weekends
- Petersfield Community Hospital Minor Injuries Unit
023 82 310595
Open seven days a week from 8am to 5.45pm
- Gosport War Memorial Hospital Minor Injuries Unit
023 92 794753
Open seven days a week from 8am to midnight.

Not sure? NHS 111 or 111.nhs.uk

Leave the Emergency Department for life threatening conditions. If you are waiting for a convenient time to go, it's not an emergency. If you are not sure, NHS 111 will advise you and find the appropriate care for you.

- 5
THINGS YOU CAN DO
1. Keep the Emergency Department free for those with critical or life-threatening conditions.
 2. If you think you might need to go to the Emergency Department but you are not sure, call 111 first for advice. They can book you a time slot to attend ED if you need to go.
 3. Phone your GP practice or use the econsult function on their website if you need same day help from a GP.
 4. If you have **symptoms of COVID-19** (a high temperature or a new, continuous cough), loss or change of sense of smell or taste, please do not attend the Emergency Department or any of these other services. **Check what to do here** on the nhs.uk website
 5. Share this information with your relatives, friends and colleagues locally.

If you need this information in an alternative format (eg large print) or language email sehccg.enquiries@nhs.net



Funded by **HiWCF** On behalf of The Tampon Tax Fund
SUPPORTED BY LOCAL GIVING FOR LOCAL NEEDS

Young People's Group

A Saturday morning get together for young people to enjoy countryside activities while exploring positive ways to support their Mental Health.



All activities are Covid-19 risk assessed, free to attend and maximum group size of 6. Young people aged 14 to 25 can join us for:

Country-themed games	Outdoor Skills	Growing Herbs and Flowers
Horse & Pony care	Nature Based Arts & Crafts	Making home grown produce

Saturday mornings 10am until 1pm at The Snug, Longwood, near Cheriton

Covid-19 Support

Funded by  NATIONAL EMERGENCIES TRUST  SUPPORTED BY **HiWCF** LOCAL GIVING FOR LOCAL NEEDS

We are here to support you with your emotional and physical well-being during the Coronavirus pandemic. All activities are Covid-19 risk assessed and free to attend.



We offer small group and one to one activities

Join us for easy outdoor exercises, pony petting, light gardening, nature based arts and crafts, simple aromatherapy and light refreshments

Morning and afternoon sessions available





For Crisis Mental Health Support, call NHS111 and tell us you're a veteran

Solent's Veterans' High Intensity Service (HIS) provides care and treatment for former armed forces personnel (veterans) and their loved ones who are in a mental health crisis and need urgent help.

The new Veterans Mental Health HIS has now been fully launched in Hampshire and will be rolled out in Sussex, Surrey, Kent, Berkshire, Oxfordshire & Buckinghamshire in Jan 2021. For more information visit www.solent.nhs.uk/join-us/armed-forces-programme/his/



Click here to see how a Veteran can be referred to the service <https://www.solent.nhs.uk/our-services/services-listings/veterans-mental-health-high-intensity-service-his/>

Accessing urgent care at Queen Alexandra Hospital, Portsmouth

For urgent care, call 111 to book a time slot at Queen Alexandra Hospital Emergency Department

→ If you need medical help and it is not a life-threatening emergency, call 111 as they can book you a time slot at the Emergency Department if you need one.

→ Your advisor can also direct you to a more appropriate NHS service depending on your needs, such as:

- Your GP practice
- A local pharmacy
- St Mary's Urgent Treatment Centre in Portsmouth
- Petersfield Community Hospital Minor Injuries Unit
- Gosport War Memorial Hospital Minor Injuries Unit

Calling 111 first will help us to maintain social distancing and ensure that you receive the right care in the right place, in a more timely way. If you or someone you know is experiencing a medical emergency, you can still attend the Emergency Department or call 999. Find out more at www.porthosp.nhs.uk/nhs111.

Covid-19 Winter Plan

The Portsmouth and South East Hampshire Health and Care System's Winter Plan sets out how it will manage the challenges that both the NHS and Social Care will face in the months ahead. It ensures that local health partners have robust arrangements in place 24/7 to cope with a second wave of Covid-19; implementation of the Restoration and Recovery plan after the first phase of the pandemic; and potential issues that Britain's exit from the European Union could have. [Read more.](#)



Community Compass in Gosport



After supporting over 800 people in need during the past 5 years, the funding for GVA's Surgery Signposting service came to an end on 27 November.

From 1 December 2020, all Gosport residents in need can access a free, confidential telephone consultation for up to 40 minutes, with a trained, experienced GVA Community Compass volunteer. The volunteer listens, allowing the individual time to talk openly and honestly. Then information and community groups & services that could be helpful for the individual are identified together. The volunteer can help contact these organisations as needed. This ultimately enables the person to make progress towards their own solutions and improved physical and mental well-being - invaluable at such a difficult time. Examples of the support the Community Compass service can provide include:

Depression * anxiety * bereavement * social isolation * unemployment * coping with long term health conditions * family/carers support * debt and housing issues * welfare benefits * food poverty

For more details on how to access the new service visit www.gva.org.uk/compass. This service will operate until 31 March 2021 unless further funding is secured.



COVID-19 Funding Opportunities

Asda Foundation Covid-19 Grants - Hygiene Grant

This is focused on personal hygiene dignity, supporting residents/patients in facilities, who are struggling and unable to provide their own toiletries either through lack of funds or access to family support. Open to applications from care homes, hospices, hospitals and homeless shelters. Maximum grant £500. [Read more](#).

Aviva Community Fund

Up to £50,000 available for projects that build more connected, more resilient communities and give people the tools to become more financially independent. Temporarily open to projects that will ensure organisations can adapt or maintain critical services and infrastructure in response to the impacts of COVID-19. Closing date 19 January 2021. [Read more](#).

Comic Relief Capacity Building Grants Scheme

Non-profit organisations that have been negatively impacted by Covid-19 can apply for grants of up to £1,000 to help them rebuild their capacity to meet the needs of their local community. [Read more](#).

Ecclesiastical - 12 Days Of Giving

Nominate your organisation for £1000. Registered charities, not-for-profit organisations and community interest companies. If you don't have the registration number it asks for, there's a button you can click to get round this. 10 winners drawn at random each weekday. **Draws will take place each weekday from 7 – 22 December.** [More information here](#)



COVID-19 Funding Opportunities cont.

The Foyle Foundation Small Grants Scheme

This supports smaller, grass-roots and local charities during the Covid-19 crisis. Organisations which are currently delivering services to the young, vulnerable, elderly, disadvantaged or the general community either directly or through online support can apply for grants of between £1,000 and £10,000. [Read more.](#)

Help Musicians Coronavirus Financial Hardship Fund

The fund has been created to alleviate some of the immediate financial pressures that many professional musicians are currently facing with regard to their mounting household expenses. Eligible musicians can apply for a one-off payment of £500 if they are suffering significant financial hardship. [Read more.](#)

Health Foundation: Adopting Innovation Programme

The Foundation is launching a programme to build knowledge, skills and confidence within NHS providers to successfully adopt and adapt innovations and improvements. It is inviting partnerships between NHS providers and local health systems to establish four innovation hubs which will provide expertise and support within provider organisations to help them better adopt innovation and ultimately create change to improve patient care. Each Hub will receive £475,000 in funding for two and a half years. Guidance and specialist support also provided. [Read more.](#)

Morrisons Foundation COVID-19 Homeless Support Fund

Homeless people are particularly vulnerable to Covid-19 because they are more likely to have underlying health conditions and are less able to access basic sanitation. The Foundation has pledged £500,000 towards the Homeless Support Fund, designed to support charities caring for the homeless during the coronavirus outbreak and ensure help gets to those who need it most. [Read more.](#)

The Prince's Trust and NatWest Enterprise Relief Fund

The Prince's Trust and NatWest have launched a £5m grant fund for young entrepreneurs affected by coronavirus. It is available to entrepreneurs aged 18-30, who can apply for grants and tailored support. Grants can be used to maintain core business operations during the crisis, as well as meet any existing financial commitments, such as paying for essential equipment or settling invoices from suppliers. The initiative will also offer one-to-one support and guidance to applicants who need it. [Read more.](#)

Please send items or articles for circulation to lin.dudman@cfirst.org.uk

2021 Fareham & Gosport VS Health Forum Meetings: (All meetings will be 1-2pm)

Wed 20 January, Wed 24 March, Thurs 24 June, Tues 12 October - virtual meetings.

Please let us know your suggestions for themes via the email address above.



Community First Fareham – COVID 19 response (to end of October 2020)

Throughout the crisis our dedicated team of volunteers have responded to & continued to provide on-going support to those in need throughout Fareham Borough.



**Shopping for 79
(nearly half of
whom require
weekly shopping)**



**Prescription
collections for 44
(some multiple times)**



**Both shopping
and prescription
collections for 24**



**Gardening
enquiries for 25**



**Additionally our
team responded
to 225 requests
for medical
transportation**



**132 new volunteers
have come forward -
68 we have engaged
to help us deliver
these much needed
services**



**50 people so far will be receiving a Christmas Day visit
and hamper**

C-19 Gosport Community Response

22 March to 30 November 2020

590 Households Supported



with shopping, prescription collections and telephone befriending. Of which:

56% on the shielded list

92% have health conditions

Average age of residents: **69**

Each **week** in **peak** times, the project delivered:



300 phone calls



120 shopping trips



35 prescription collections

More than **11,000** tasks have been completed to date.

83 Dedicated Volunteers have supported us to date

85 Volunteers have been referred to other Gosport groups for C-19 Response.

We are still supporting **30 households** and are continuing to offer the service for those **most** vulnerable who have no alternatives. We're also continuing to find ways to put longer term solutions in place and support people to get the help they need. **Call Gosport Helpline 023 9254 5588.**



"It's good to know there's someone out there who really cares about people like myself and are willing to do a service. If you know there is someone who can get in touch with you, that makes all the difference." Pauline

