

Sent via email

21 January 2022

Dear Colleagues,

### **Age UK Home Wellbeing Service**

We are writing to introduce the Home Wellbeing Service - a simple referral that could help us relieve pressure on your team and improve outcomes for patients.

We have commissioned Age UK West Sussex Brighton & Hove (AUKWSBH) to provide this new Home Wellbeing Service. Through early intervention it aims to help avoid people making unnecessary trips to GP practices, walk in centers and A&E settings.

#### **About the service**

The Home Wellbeing Service provides wellbeing checks and support which could be life-saving this winter. The service will compliment and existing social prescribing services as it includes home visits and home environment checks.

With the right support, potentially vulnerable people can stay well in their own home, avoiding often preventable conditions like malnutrition, respiratory illnesses, or incidents like falls. The AUKWSBH team's home visits can check for warmth or safety issues and can identify if any adaptations or equipment would be helpful. The initiative can also help people at risk of mental ill health, by offering the relevant support or referrals before their situation deteriorates. Cleaning, shopping for groceries and collecting prescriptions are a few examples of the practical help that can be put in place.

#### **Primary aim**

We aim to reduce pressure on GP practices and reduce potential hospital attendance by intervening to help keep people healthy and happy at home.

#### **Who is eligible?**

The service will be open to anyone over 18 who professionals feel could benefit from wellbeing checks at home.

The focus from within the primary care setting will be those patients known to professionals, identified as being vulnerable and who, as a result would benefit from a home wellbeing visit, and/or some support and help.

*(Service Information and Pathway Process Slide attached – Frequent Attenders)  
(Age UK Home Wellbeing Service leaflets attached)*

### **How to refer**

A simple referral form is provided. This can be given to patients along with a leaflet, during a face-to-face meeting. The patient should be given the opportunity to read the information (perhaps in the reception area) and if in agreement, sign the consent to be referred and have their contact details shared with Age UK. They would then hand it in to the reception desk. The patient would take the leaflet home. The referral will be logged on the patient record and the referrals slips scanned and emailed to Age UK: [HWS@ageukwsbh.org.uk](mailto:HWS@ageukwsbh.org.uk) (*Referral forms attached to email*)

We hope that the Home Wellbeing Service will help support you and your teams this Winter. For any further information, contact the AUKWSBH team at the email address above. Or alternatively please contact your local PCN delivery manager who will work with the programme team to support your practice through the process.

Yours faithfully,



Amy Galea  
**Executive Director of Primary Care**  
**SRO Sussex Vaccination Programme and Digital First**  
**On behalf of Sussex NHS Commissioners**