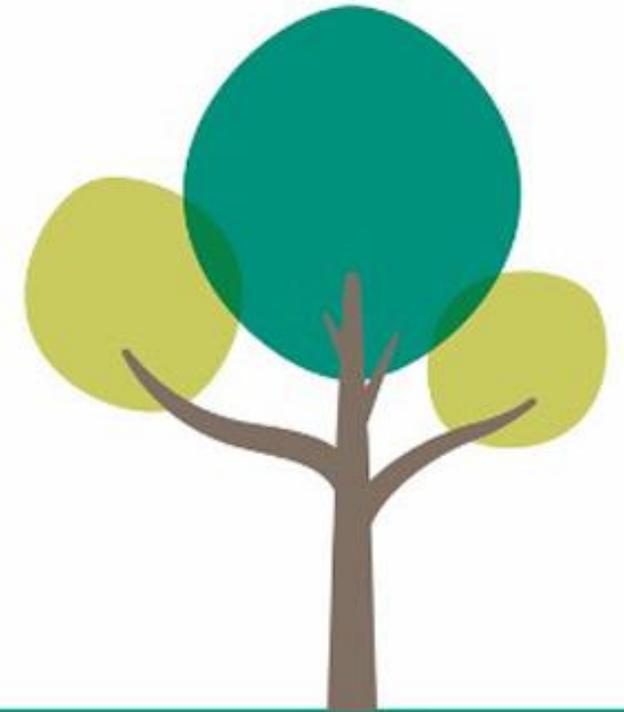




Prevent, Reduce, Delay Community Based Support Resource Pack - Providers

ASC Complex Commissioning Team
Updated December 2023
Susan Eagle





Introduction

- This pack contains information to support providers when signposting people for information, advice and guidance or further help in the community.
- The information is for low level community support and self directed support to prevent, reduce or delay a deterioration in health or wellbeing.
- The pack contains a brief summary of different services and referral information
- There are also link to websites to explore further
- Carer support services are listed in purple
- People resources are listed at the end

- Please note the information is correct at the time of issue and service details may need to be checked with individual providers.





Sandwell Community Offer

The Sandwell Community Offer is a partnership of local organisations who deliver wellbeing support services to residents across Sandwell. The service is free to access and referrals are open to everybody aged 18 years and over and includes people with disabilities and long-term conditions, mental health, learning disability and dementia, as well as carers.

Community Navigators will spend time with the person to find out what their needs are and help them to –

- Get access specialist and mainstream support services – Hospital discharge
- Provide you with personalised advice, information and guidance
- Manage your finances and maximise your income
- Access your local community and play an active role in it
- Connect to others and build your local network
- Build your confidence to help you manage your own needs





Community Offer –Referral details

Single point of access: Ideal4All

Telephone: 0121 7263983

E-mail: ifa1996.community_offer@nhs.net

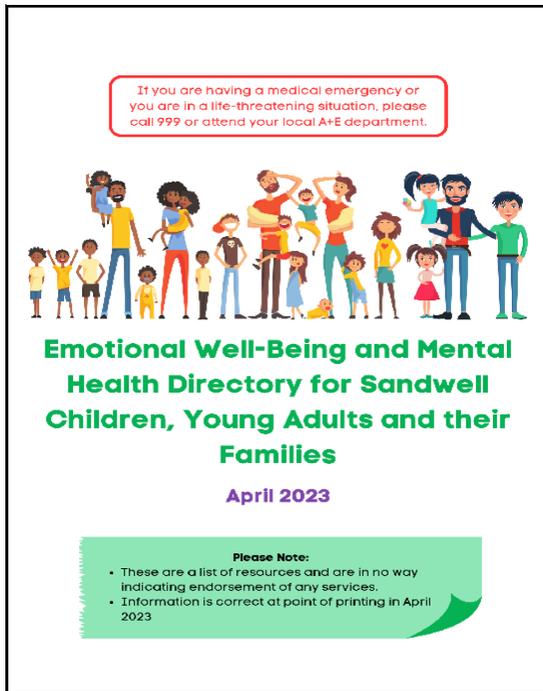




Sandwell Family Information Service –

A wealth of information for family support:

<https://fis.sandwell.gov.uk/kb5/sandwell/directory/home.page>



The Emotional Well-Being and Mental Health Directory
for Sandwell Children, Young Adults and their Families
April 2023





Sandwell Infopoint Directory –

← → ↻ 🏠 sandwell.gov.uk/informationpoint/directory/3/information-point

Information on Information Point

[View the A to Z of records](#)

- **Adult social care services**
- **Advice, advocacy and information**
- **Carers**
- **Crime and safety**
- **Disabilities**
- **Education, employment and training**
- **Health and wellbeing**
- **Housing**
- **Leisure and culture**
- **Money**

Search the directory

Keywords (required)





Sandwell Infopoint Floating Support –

Floating support service - Our floating support service helps vulnerable people living in their own homes.

Who we can help

- People who have been in hospital
- People with drug and/or alcohol problems
- People suffering domestic abuse or other violence
- People with mental health difficulties
- People with physical or learning disabilities
- People with visual or hearing problems
- Young people who are vulnerable or have just left care
- Teenage parents
- Troubled families
- Offenders at risk of re-offending
- Refugees
- Travellers

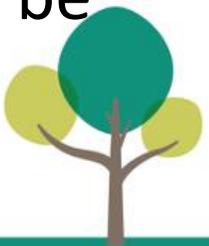




Sandwell Infopoint Floating Support –

How we help

- We offer support:
- with settling into a new home
- to help someone stay in their own home
- with budgeting or tackling debts
- to claim benefits or fill in forms
- with tackling alcohol and drug misuse
- to access health care
- with finding work, education or training
- to develop domestic skills and life skills.
- You can download a [referral form](#) if you or someone you know would like help from our floating support service. The form must be signed, and can be scanned and emailed to: community_care@sandwell.gov.uk





Supporting Sandwell – (warm spaces, cost of living, advice)



Wellbeing

[Home](#) | [Supporting Sandwell](#) | [Resilient Residents](#) | **Wellbeing**

Improve your wellbeing – make friends, have fun, volunteer, get support. Find out about services in the community that can help you and your family and where you can get involved.

- [Healthy Sandwell](#) - here to help you improve your health and well-being
- [Route2WellBeing](#) - find health and well-being services near you
- [Sandwell Family Life](#) - find activities and services for families and young people
- [Visit Sandwell](#) - things to see and do in Sandwell
- [LetsGoSandwell](#) - volunteering opportunities to share your skills, meet new people, help others, learn something new

Click here to chat now

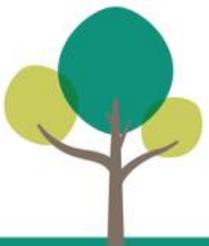




Public Health

Community Initiatives & Better Mental Health

- A range of services are commissioned by Public Health
- Health Promotion – smoking cessation, lifestyle advice, obesity, weight management and more
- Better Mental Health – support to improve a persons mental health and wellbeing
 - services provide Information, Advice and Guidance (IAG), referral/signposting
- Move More Sandwell – lifestyle and wellbeing





Public Health – <https://www.healthysandwell.co.uk/>



We're here to help you improve your health and well-being!

Explore the website or give us a call on **0800 011 4656**



Winter

It's really important to keep warm in Winter, whether we're staying indoors or getting out and about.



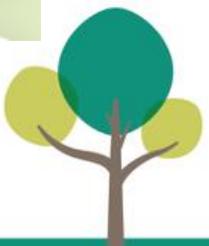
Mental Health

Mental health, Suicide Prevention & Wellbeing



Stop Smoking

Benefits of quitting, and information on how to access support in Sandwell.





Public Health – Healthy Sandwell



Healthy Weight

Get active, eat right and feel great. Find out what is going on in Sandwell.



Let's Talk Alcohol

Understand more about drinking and the services available.



Drugs Misuse

See what local services are available in Sandwell.



Sexual Health

Healthy and safe relationships and information about local screening.



Preventing Diabetes

Guidance on how to prevent Type 2 diabetes.



Early Years

Giving local children the best start in life.





Public Health – Healthy Sandwell



Sexual Health

Healthy and safe relationships and information about local screening.



Preventing Diabetes

Guidance on how to prevent Type 2 diabetes.



Early Years

Giving local children the best start in life.



Food and Recipes

Food and nutrition information, recipes and tips



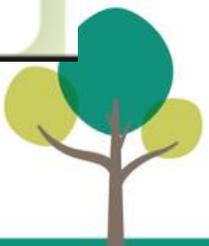
Ageing Well

Let's keep you moving, connected and reducing the risk of falls.



Health Checks

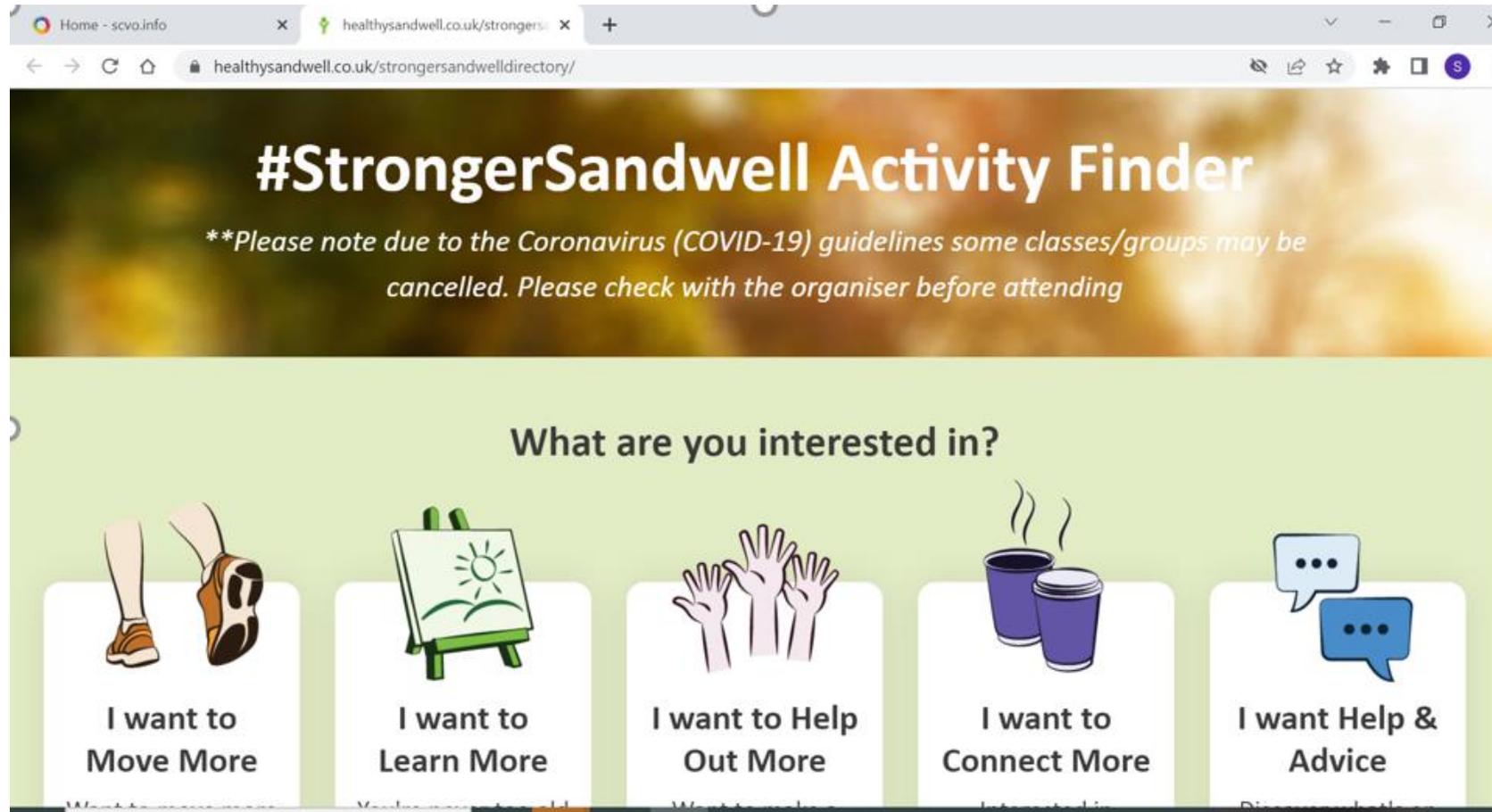
An MOT for your body





Public Health – new web page in development

<https://www.healthysandwell.co.uk/strongersandwelldirectory/>





Public Health – Better Mental Health

<https://www.healthysandwell.co.uk/mental-health-wellbeing/better-mental-health/>

HEALTH SANDWELL
We find the support you need

Better Mental Health Projects

Find out more information about a range of community wellbeing projects funded through the Better Mental Health fund.

Privacy - Terms





Portal of Sandwell Services

<https://route2wellbeing.info/>

Browse Categories		
Addiction & recovery support	11	
Advice	109	
Advocacy	48	
Befriending	88	
Carers support	47	
Children and youth activities	136	
Counselling and listening	60	
Domiciliary and Day Care	23	
Emergency help (incl. food)	21	
English language support	29	
Exercise, sport & recreation	125	
Finding work and training	63	





Route 2 wellbeing continued

Getting online & digital support 25	Health Support 40	Housing advice & support 31
Immigration & migrant support 5	Loss and breakdown 15	Managing your money 29
Parent and family support 75	Relationship help and mediation 4	Sexual health and pregnancy 5
Social Activities 212	Support for victims 11	Transport 5
Sandwell Family Life - children & youth support	Let's Go Sandwell – Opportunities to volunteer &	





Healthwatch and NHS

<https://www.healthwatchesandwell.co.uk/find-services>

Find services | Healthwatch Sandwell

healthwatchesandwell.co.uk/find-services

The National Health Service (NHS) have created a simple way for you to find your nearest services. Simply select the service you are looking for, put in your postcode, and view the results.

[Visit NHS website](#)

Useful Web Links

- [Sandwell & West BirminghamCCG](#)
- [Sandwell & West BirminghamHospitals](#)
- [Back Country Partnership NHSTrust](#)
- [Sandwell Council](#)
- [West Midlands Ambulance](#)





Carer Support

- Carer support services can be found in the directories listed previously. For ease, key services are contained in the following slides.
- The services will accept formal and informal carers.
- **Please refer to services whilst someone is waiting for a carers assessment or review.**
- There is a range of support on offer that can help carers.



Organisations Carers can be referred to: Kaleidoscope: Compassion 4 Carers open meetings and wellbeing MOT's

For carers who support and care for loved ones experiencing mental health problems.

Join us to connect with others just like you in a confidential non-judgemental environment, aiming to end the stigma associated with mental health.

Including **Self Compassion Workshops** helping you to focus on yourself and your wellbeing.



Registered Charity 1096473

These sessions will be led by experienced staff from the **Kaleidoscope Plus Group**, accompanied by our trained volunteers.

Our Open Meeting will provide a social space, activities such as raffles, quizzes and games.



- The Kaleidoscope Plus Group**
Hope Place, 321 High Street, West Bromwich, B70 8LU.
Fridays 10am - 1pm (lunch included)
18th Aug, 15th Sept, 20th Oct, 17th Nov, 8th Dec 2023
- The Wesley Centre**
Spring Head, Wednesbury WS10 9AD
Tuesdays 10am - 1pm (refreshments included)
3rd Oct, 7th Nov & 5th Dec 2023
- Glebefields Health Centre**
St Marks Road, Tipton, DY4 0SU
Mondays 10am - 1pm (refreshments included)
21st Aug, 18th Sept & 30th Oct 2023
- Brasshouse Community Centre**
Brasshouse Lane, Smethwick, B66 1BA
Thursdays 10am - 1pm (refreshments included)
31st Aug, 21st Sept & 19th Oct 2023

Organisations Carers can be referred to



CROSSROADS

Provides a confidential, one-to-one support and Advice, information and guidance over the phone or face-to-face, Signposting to other specialist support services and/or groups, Wellbeing support, coaching/mentoring, Access to Carers Trust Emergency Fund, Specialist Training for groups of carers to support them in their caring role on Moving, Handling and Hoist Training, and bereavement support for bereaved carers.

Tel: 0121 803 6830 Email CAL@sandwellcrossroads.org



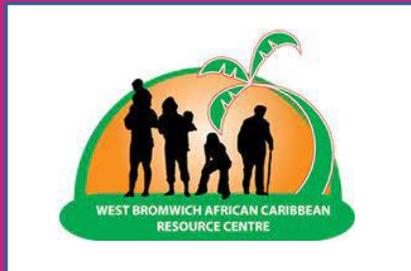
Citizens Advice Sandwell & Walsall

Free confidential and impartial advice on any issue including benefits and debt advice, energy advice help with budgeting, employment support, help to get online. Benefits include carers allowance.

Advice Line - 0808 278 7812

Debt Line - 0121 726 6745

Help to Claim - 0800 144 8444 (Universal Credit) or local offices in each town



West Bromwich African Caribbean Resource Centre

Navigation and Access for Black and Minority Ethnic carers. This service identifies carer's needs; and refers or signposts the carer to specialist support and track each person referred to ensure they get the help and support they need.

Tel: 0121 525 9177 Website: <http://www.wbacrc.org.uk/>

Organisations Carers can be referred to



Sandwell Parents for Disabled Children

Offers parents and families with disabled children a varied programme of fun, play, leisure and social opportunities, while supporting with the difficult times they inevitably face from time to time. Includes a weekly adaptive sports club for disabled children and their siblings, with a café for parents.

Tel: 0121 565 2410 Email: info@sp-dc.org Website: <https://www.sp-dc.org/>



OMEGA

Chatterbox Telephone Support Service provided flexibly to isolated carers in own home, offering chat, information and advice on services for carers.

Tel: 0845 259 3163 or 01743 245088 Email: chatterbox@omega.uk.net



Sandwell Young Carers

Provides guidance and support to children and young people (aged 5-18) whose health, education and social lives have been affected as a result of caring for a dependent family member.

Tel: 0121 525 7667 Support: 0121 525 8002 Email: contact@sandwellyc.org.uk

Organisations Carers can be referred to



AgeWell

Exercise for over 60s, falls prevention, dementia information, advice and peer support, Community Offer community navigators, Sapphire service for hospital inpatients and carers to support hospital and discharge experience and early days post discharge.

Tel: 0121 796 933 Email: info@agewelluk.org.uk Website: <https://www.agewelluk.org.uk/>



BUDS Sandwell

Weekly clubs across Sandwell to provide opportunities for people with dementia and their carers to socialise, receive support and companionship, have fun, enjoy a hot meal and take part in a variety of stimulating activities. A regular respite break. Outreach Worker offers initial support to carers, with information, advice and support, either at the BUDS Centre, in their own homes, or over the phone.

Tel: 0121 565 3721 Website: www.buds.co.uk/carer-support-service



Forward Carers

Online information and advice, carers ID and discount cards, online peer support to develop carer friendly communities.

Email: info@forwardcarers.co.uk Website: <https://forwardcarers.org.uk/about-caring>

Organisations Carers can be referred to



Sandwell Asian Family Support Service

Parents and carers groups are regularly held in the SAFS centre, and offer information and advice, peer support and wellbeing activities.

Tel: 0121 558 2198 Email: info@safscare.org Website: <https://www.safscare.org/services/parents-and-carers-services>



Murray Hall Community Trust

Information, advice and peer support for carers of people with dementia, cancer, or who have had stroke and other conditions, food pantry, community groups, Community Offer community navigators in Rowley and Tipton

Tel: 01902 826 513 Email: info@murrayhall.co.uk Website: <https://www.murrayhall.co.uk/sandwell-support-group>



Sandwell African Caribbean Mental Health Foundation

Peer and one to one support to carers to maintain their wellbeing whilst caring for a relative, partner or friend who is from an African Caribbean background who is recovering from ill mental health.

Email: info@sacmhf.co.uk Website: <https://www.sacmhf.co.uk/services/carers-support/>

Organisations Carers can be referred to



St Albans Community Association

Low level support and signposting service that is free to access and referrals are open to everybody aged 18 years and over and includes people with disabilities and long-term conditions, mental health, learning disability and dementia, and their carers.

Tel: 0121 558 0018 Website: <https://stalbans-cc.co.uk/>



Headway The Brain Injury Association

Providing information and support to Brain Injury and Stroke survivors and their families/carers in the community.

Tel: 01384 869 961 Website: <https://www.headwayblackcountry.co.uk/>



Cranstoun

Addiction support, Housing advice & support, Counselling and listening for adults who use alcohol and/or drugs and their carers.

Tel: 0121 553 1333 Email: sandwellreferrals@cranstoun.org.uk Website: <https://cranstoun.org/>

Organisations Carers can be referred to



Bangladeshi Women's Association

Information, advice and guidance, benefit entitlement calculations, benefit claims, budgeting advise, energy saving, employment.

Tel: 0121 520 0234 Website: <http://www.bwa-org.co.uk/>

Cape Community Centre Sandwell

Cape Community Centre

Day care and Lunch services. Tuesdays and Thursdays 11am to 3pm, Tuesdays is Crafts and Bingo, Thursday is Exercise alongside Drumming 'beat it', memory singing and a chiropodist service as well as Health & safety awareness sessions. Daily charge if Sandwell resident and utilise the transport service.

Tel : 0121 558 7548 / 07957 370808

Halesowen Asian Elders

Halesowen Asian Elders

Day care and carer support for older Asian people, including multi-faith functions, gentle exercise and activities to bring the community together

Tel: 0121 559 0137

Organisations Carers can be referred to



Ideal for All

Community Offer low level practical support and access to personalised information, advice and guidance to anyone aged 18+, including carers to support wellbeing. Gardening schemes. Direct payment support.

Tel 0121 726 3983 Website : <https://www.idealforall.co.uk/>



Sandwell Stroke Association

Information, practical advice and emotional support following a stroke, for stroke survivor, carers.

Tel: 0121 588 7462 Email : sandwell.servicesadmin@stroke.org.uk



Autism West Midlands

Support Groups for parents and carers of children with Autism, Workshops, advice Sessions, 1:1 Outreach Support, Family Sessions

Tel: Donna: 07881 109525 or Sue: 07808 730519 Website: <https://autismwestmidlands.org.uk/>



People Resources – Contacts for further help

Disability Services - LD & Autism Navigators:

- Support staff to find opportunities with a person in their local community tailored to interests
- Responsible for maintaining a resource directory that holds information of community opportunities
- Lead on the week 4 / 9 / 12 reviews with allocated social worker
- Refer to universal services such as travel training, specialist employment team, and liaise with professionals, they network with local community groups and build links





People Resources – Contacts for further help

Disability Services - LD & Autism Navigators:

- Sharon Blissett Sharon_blissett@sandwell.gov.uk
- Danielle Highfield Danielle_highfield@sandwell.gov.uk
- Courteney Steen courteney_steen@sandwell.gov.uk

Please feel free to contact any navigator. They will discuss the pathway with you, if there is a specific request for information regarding community opportunities the navigators will be able to assist you.





People Resources – Social Prescribers:

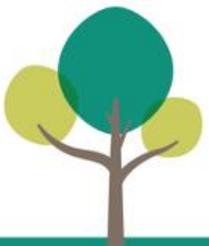
Social Prescribers work with peoples interests and aspirations. They can:

- Introduce you to a local coffee morning, lunch club or day care
- Need help getting there? We can help with this too
- How about a new hobby? Or taking up an old one again
- We can refer you to telephone befriending services.

Healthy Sandwell provides a social prescribing services across the board but more focussed on health and wellness interventions.

They can be accessed either online www.healthysandwell.co.uk or on telephone: 0800 011 4656.

Healthy Sandwell provides services to Primary Care Networks, voluntary sector organisations and to other social prescribers in the Borough. They also encourage and accept self referrals directly from residents or their GP.





People Resources – Town Teams

There are a people located in each of the Town's who you can contact for information or advice on services within a town:

Town	Public Health Development Officers	Email	Phone Number
Smethwick	Nasmin Hussain	Nasmin_Hussain@sandwell.gov.uk	07768 215 630
West Bromwich	Erinn Beech	Erinn_Beech@sandwell.gov.uk	07825968580
Wednesbury	Mandy Williams	Mandy_Williams@sandwell.gov.uk	07768 213211
Oldbury	Raman Susch	Raman2_Susch@sandwell.gov.uk	07787 287694
Rowley Regis	Matt Hill	Matthew_Hill@sandwell.gov.uk	07790 945111
Tipton	Irandeep Mann	Irandeep_Mann@sandwell.gov.uk	07442 811455





People Resources - Neighbourhoods



Christine Davis | Tenant Engagement Officer | christine1_davis@sandwell.gov.uk | 07341 097805

