

## Bradford on Avon Health and Wellbeing Group meeting 2<sup>nd</sup> February 2021

### In attendance:

Cllr Johnny Kidney (Chairman), Cllr Sarah Gibson (Area Board), Ros Griffiths (Community Engagement Manager) Penny Welch (BoA Dementia Action Alliance), Dave Payne (Health Improvement Coach), Laura Clark (BoA Swimming Pool), Frank Smith (BoA LINK), Louise Clapton (Dorothy House), Dr Jonathan Osborn (PCN), Amanda Stuart (Community Connector), Ginnie Heads (Living Well), Jaspreet Kaur (Wiltshire Heights), John Adler (LiFERAFT) Jemma Pearson (Carer Support Wiltshire)

Apologies – Jenni Parker (BoA Town Council), Wendy O Grady (Seniors Forum), Jo Harris (BoA Library), Pippa Webster (Age UK).

### Welcome and Introductions

- Cllr Kidney invited groups and organisations to provide feedback on recent activity and to flag up issues or support needed to help with the local Covid -19 response.
- Wiltshire Council's Wellbeing Hub remains in place for those who may need additional support 0300 003 4576 [wellbeinghub@wiltshire.gov.uk](mailto:wellbeinghub@wiltshire.gov.uk)
- [Children's mental health week](#) is taking place 1-7 Feb
- [On Your Mind](#) - provides useful resources, advice and support for emotional wellbeing.

### Ginnie Heads - Living Well Project

- Ginnie continues to provide support to elderly clients via telephone, other members of the team are carrying out home visits if needed.
- A high number of new referrals are being received.
- Most people are set up for practical things (shopping, prescriptions) but are struggling with loneliness, isolation, anxiety and depression – many are fed up with the lockdown situation.

### Age UK Wiltshire

- Telephone befriending service is growing from strength to strength, currently a waiting list but new volunteers have been recruited with more being processed.
- Age UK Information and Advice service remains open via telephone and email, including help to apply for benefits if over state pension age.
- Lottery funding has been awarded which will help to expand the Meal+ service into other areas (currently available to BoA Town, Holt and Staverton). The service provides a 2 course hot meal (£6.50) delivered 7 days a week – contact [communitymeals@ageukwiltshire.org.uk](mailto:communitymeals@ageukwiltshire.org.uk) or ring 01793 279606
- Surviving Winter Grant is available for people struggling with or anxious about paying fuel bills, details on AUKW website.
- Click & Connect service – technology help for older residents is available. [clickandconnect@ageukwiltshire.org.uk](mailto:clickandconnect@ageukwiltshire.org.uk) or ring 01380 710296

### Penny Welch – Dementia Action Alliance

- Alzheimer's Society is providing home visits and support.
- Penny has taken over as Chairman of the DAA and is available to help with befriending volunteering.
- BoA DAA is currently focusing on engaging with local businesses, encouraging them to use the current downtime to become dementia aware and host DF sessions as they gear up to re-open.
- Any group or business interested in hosting a Dementia Friends session can contact Penny.
- Dorothy House has recently organised a virtual Dementia awareness session which will be offered externally.

### Laura Clark - BOA Swimming pool.

- Building and safety checks are being carried out.
- Lines of communication are open with all staff who are furloughed, the team is looking forward to opening as soon as they are able.

### Jemma Pearson - Carers Support Wiltshire

- Carers cafes are running virtually with some success. Carers have lost community-based support networks as a result of lockdown, however community connectors are reaching out to isolated carers through befriending opportunities, such as talk and support calls which have been very successful.

#### Amanda Stuart – Community Connector

- Amanda's social prescribing role focuses on the 18-75 age range. Referrals are received from BoA Health Centre. Information on local services and activities is shared via email or video call.
- Plans are developing for a nature therapy group, to be launched in the Spring.

#### Dave Payne – Health Improvement Coach

- Dave is currently redeployed to support the Wellbeing Hub
- Training has been provided on emotional wellbeing support, to assist clients who access the service. <https://www.wiltshire.gov.uk/public-health-improvement-coaches>
- A suggestion was made for a community event in the summer to promote local groups/support services.

#### Frank Smith – BoA Link

- Countywide recruitment campaign underway (posters to be shared).
- BoA LINK is coping with the current demand with fewer drivers, most requests are for transport to RUH, trips to the foodbank and to pick up prescriptions.
- Befriending scheme started but demand tailed off.

#### Dr Jonathan Osborn – BoA - Melksham PCN

- Residents should be encouraged to attend appointments.
- Local vaccination programme is working efficiently.
- Teams are trying hard to manage the normal general practice business as usual, on top of the vaccination roll out - staff are under a huge amount of pressure but managing well.
- Staff and CEVs have been incredible supporting the operation.
- HWB group members highlighted positive feedback received from residents across the community area.

#### John Adler – LiFERAFT

- LiFERAFT is a local community initiative in Fehsford and Limpley Stoke coordinated by FLiSCA and two parish councils, to support local residents through the Covid-19 crisis.
- Operation is working well, demand is low at present.
- Some local residents access food support from Banes wellbeing hub.

#### Jaspreet Kaur – Wiltshire Heights

- All residents and staff have received a first dose of the vaccine, residents are therefore feeling less anxious.
- Vigorous safety processes and regular testing is in place.

#### Louise Clapton – Dorothy House

- Nurses have continued to visit patients at home with appropriate protection.
- Visits to inpatient unit are restricted, this is very emotional and difficult for staff and patients.
- Bereavement services have been offered by telephone, this has created some dependency as clients are receiving one to one support and it can be difficult moving to a virtual / group setting.
- The coffee connection is a virtual get together three times a week on zoom.
- At the end of 2020 the hospice embarked on an in-depth review of services focusing on making care more embedded within local communities, closer to home and more accessible to all those in need, more details for partners and stakeholders to follow.

#### Wendy O Grady – Seniors Forum

- BoA u3a (400 members) receive a mailchimp newsletter every week – two zoom meetings with a speaker every month and several of the groups meet virtually once a week.
- Arts Together (70 members in six local groups) are sent a weekly letter with ideas for art topics – for some topics members are sent art materials.
- Seniors Forum (80 members) send out letters with a quiz, by post or email.

#### Jo Harris - BoA Library

- Currently open for Order and Collect and bookable computers. The Order and Collect service has proved to be very popular with BoA residents, particularly older people and parents of younger children.
- The Home Library Service is still operating with some adjustments (it is now a non-contact service), as well as delivery of books, users also receive a regular phone call which they all appreciate

- Rhyme Time on the BoA Library Facebook page takes place every Wednesday morning. Tea and Chat is available on some library Facebook pages, this is aimed at adults and features one of the librarians reading poems and prose, which has been enjoyed by many people, especially those living alone.
- Jo is in the process of setting up a 'Shared Reading Group' for BoA library (on Zoom initially) with a volunteer – these groups are aimed at improving people's wellbeing and particularly encourage carers and those suffering from anxiety and loneliness to take part.

Ros Griffiths  
Community Engagement Manager  
[Ros.Griffiths@wiltshire.gov.uk](mailto:Ros.Griffiths@wiltshire.gov.uk)