

# Client Support Pathway



How can we help?.....

## Screening Tool

- Loneliness & Isolation
- Mental Health & wellbeing
- Safeguarding
- Accessibility

## Support

- \* Social Inclusion
- \* Helping Hand
- \* Health & Wellbeing Activities
- \* Digital buddies
- \* Veteran support
- \* Information and Advice (Warm Homes & Home Energy, Benefit Checks)
- \* Wellbeing Support
- \* Volunteering and Engagement Groups

## Signposting

- \* Health and Social Care
- \* Carers Centres
- \* Disability Support
- \* Community services
- \* CAB
- \* Housing



How else can we support you?

- \* Continuous contact, follow-up calls and wellbeing visits with all client.
- Conduct consultations, inform local and national work, share our learning with partners.
- Work with partners to broaden our support

What else do we do?



## Developing Services: (2021-2024)

- Loss & Bereavement Support
- eHealth innovations
- Digital Inclusion
- Helping Hand

## Additional Services

- Local and National Campaigns
- National resources & Funding
- Digital Maturity National programme
- Social Prescribing & Frailty National Programme

## Wellbeing Model

### Heads of Services:

- Operations and Delivery
- Quality and Development

### ADVICE UNIT

- Tiered support based on need: may include basic signposting and self care, low level support and assisted advocacy, complex case work
- Benefits advice & Assistance with form filling (e.g. attendance allowance)
- Provision of Information

### SUPPORT UNIT

- Social Inclusion
- Helping Hand
- Loss and Bereavement
- Health & Wellbeing Activities
- Wellbeing Support
- Veteran Support

### ENGAGEMENT UNIT

- Digital Buddies
- Consultations and Engagement groups
- Volunteering
- Campaigns
- Service User Involvement
- Shared Learning with partners
- Collaborative working