



Online Conversations with the Third Sector: Health and Social Care

Niomi Nichol, Health and Social Care Engagement Manager with Third Sector Dumfries and Galloway, began the session by welcoming everyone to our sixth Online Conversation.

Following welcome and introductions, Abbie Doherty and Sandra Shepherd, of Royal Voluntary Service in Forth Valley, gave their presentation on the Forth Valley Home from Hospital Partnership, which was well received and encouraged healthy conversation and questions from attendees.

Next was John Dougan, of Relationships Scotland Dumfries and Galloway, and Clark Adams, Carer Facilitator at NHS Dumfries and Galloway. John and Clark spoke about Carer identification within the third sector and how third sector organisations can get involved as a coproduced model of support is established.

As Relationships Scotland Dumfries and Galloway is a partner organisation of the Dumfries and Galloway Royal Infirmary Carers Hub, John and Clark gave information on the hub and their plans to take the Carers Hub on tour across the region and into community hospitals.

After questions from attendees, Niomi gave a presentation on Third Sector Dumfries and Galloway's new service – Hospital to Home Wraparound Service.

Niomi's presentation included an adaptation of 'Jimmy's Journey', a lifecycle developed to demonstrate the potential impact of a third sector-first approach and highlighting the breadth of services in our region that have an impact on community health and wellbeing. Niomi provided information on the new service including the aims and objectives, why it is needed, and how third sector organisations can get involved.

Kate Gibbons, Public Health Improvement Lead, NHS Dumfries and Galloway then gave an overview of the developing Home Teams. Kate talked about the development of Home Teams and where they are at, the referral processes and how they can work in partnership with the third sector.

Michelle Beecroft, Home Teams manager, said: "There are a number of disciplines that have come together to form a Home Team – community nursing, physiotherapy / occupational therapy, Public Health Improvement / business support / reablement [formally STARS] and patient flow. Social Work are transitioning into Home Teams in May following their operational restructure and it is hoped that Social Work colleagues will further enrich and support the delivery of community support within Home Teams.

"This is a marathon not a sprint with a lot of work required to get Home Teams where they need to be - of course this will develop as we progress".



Hospital to Home Wraparound Service

The term “wraparound” refers to the fact that services are intended to wrap around an individual in a way that supports them in all aspects of their life.

The Hospital to Home Wraparound Service was developed in response to the emerging pressures on NHS Dumfries and Galloway and the invite from Dumfries and Galloway Health and Social Care Partnership to Third Sector Dumfries and Galloway to support with delayed discharges and the levels of unmet need being faced across the region.

Based at Dumfries and Galloway Royal Infirmary, the service will focus in the first instance on supporting individuals, ward staff, multidisciplinary teams, friends, family and Carers to minimise stress and anxiety during a hospital stay and then to coordinate third sector organisations to



support a timely and safe discharge from hospital. The H2H Coordinator will engage with patients during their hospital stay and with the clinical support team, to understand the patient’s needs and what they may need to support them home from hospital and to remain well at home to reduce the risk of readmission.

Once an understanding of the individuals holistic needs has been established, the Coordinator will then work with third sector organisations to develop ‘wraparound’ support for the individual.

Emerging Themes

- Desire for expanding the capacity of the third sector.
- Surprise at the number and variety of third sector services in Dumfries and Galloway, as identified through Jimmy’s Journey.
- Participants showed a real interest in the Hospital to Home Wraparound service and how they can tie in with this.
- There is a strong desire for partnership working both within the third sector and between third sector and statutory partners.
- The importance of recognising and supporting carers, including unpaid Carers who also work in the third sector.

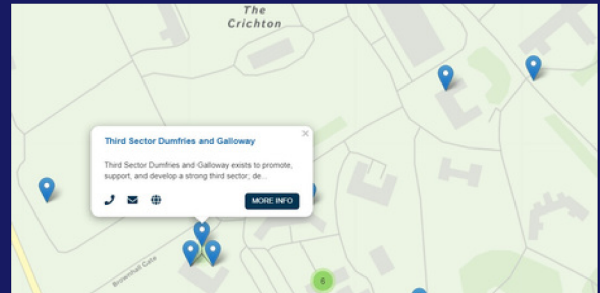


THIRD SECTOR
Dumfries and Galloway

Takeaway Fact Sheet

Useful Information

DGLocator



Download the free DGLocator app for Apple at <https://apple.co/3BbTNs8> and Android at <https://bit.ly/dglocatorandroid>
Website: <https://dglocator.org.uk/> or access using the QR codes.



ANDROID



APPLE

Relationships Scotland:
www.rsdg.org.uk

NHS Carers:
nhsdg.co.uk/carers/

Royal Voluntary Service:
www.royalvoluntaryservice.org.uk/our-services/support-in-hospitals/

Home Teams:
www.nhsinform.scot/scotlands-service-directory/health-and-wellbeing-services/12979%20dng1116

Feedback on session

"An enlightening insight into the positive impact the third sector can have in supporting people in their communities."

"Thank you for the opportunity to attend the session. It was really informative and helpful."

Contact



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9am - 5pm Monday-Friday



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Third Sector, Dumfries and Galloway is the operating name of Dumfries and Galloway Third Sector Interface, a Scottish Charitable Incorporated Organisation SC043832.