

## **B&NES HELP Packs (Hospital Essential Leavers Packs) Referral process**

### **About**

- Funding has been awarded to the Community Wellbeing Hub (CWH) for pilot scheme to provide **400 HELP** packs during January to March 2022.
- Provides patients access to 3 days of nutritious meals post hospital discharge or to avoid hospital admission.
- Aim to help individuals with their recovery, reduce readmission, prevent avoidable costs.

### **HELP packs include**

- Three meals (breakfast, lunch and evening meal), for three days, snacks, drinks and essential toiletries packed in a branded Community Wellbeing Hub bag. All food is long life, cupboard stored. No perishable items. Vegetarian options available.
- Within 24hr recipients receive a welfare telephone call, again at day 7, and a further call at 28 days (Mon to Fri, 9-5) from the CWH Triage team.
- CWH team can make referrals to other services and support as required following welfare calls. In certain circumstances welfare visits will be made if required.
- Practical information for other support services provided within the packs.

### **Referral Criteria - Must be resident of Bath and North East Somerset **AND**;**

- Have recently been discharged from hospital on Pathway 0 or 1 **OR**;
- At risk of hospital admission.

### **Who can refer?**

- RUH Hospital Discharge Hub, Nurses and Community Hospitals for patients discharged on pathway 0 and 1.
- A referral to the Community Wellbeing Hub can be made by GPs, nurses or any professional health worker eg. GP practices, reablement service, community nurses, health worker, support worker.

### **How to refer?**

- To make a referral please contact the Community Wellbeing Hub, Mon-Fri 9am- 5pm. Please provide the name, address, telephone number and date of birth of the patient when calling. **Tel: 0300 247 0050**

## Help Packs (Hospital Essential Leavers Packs) referral process chart

Available for patients pathway 0 or 1 and hospital avoidance

