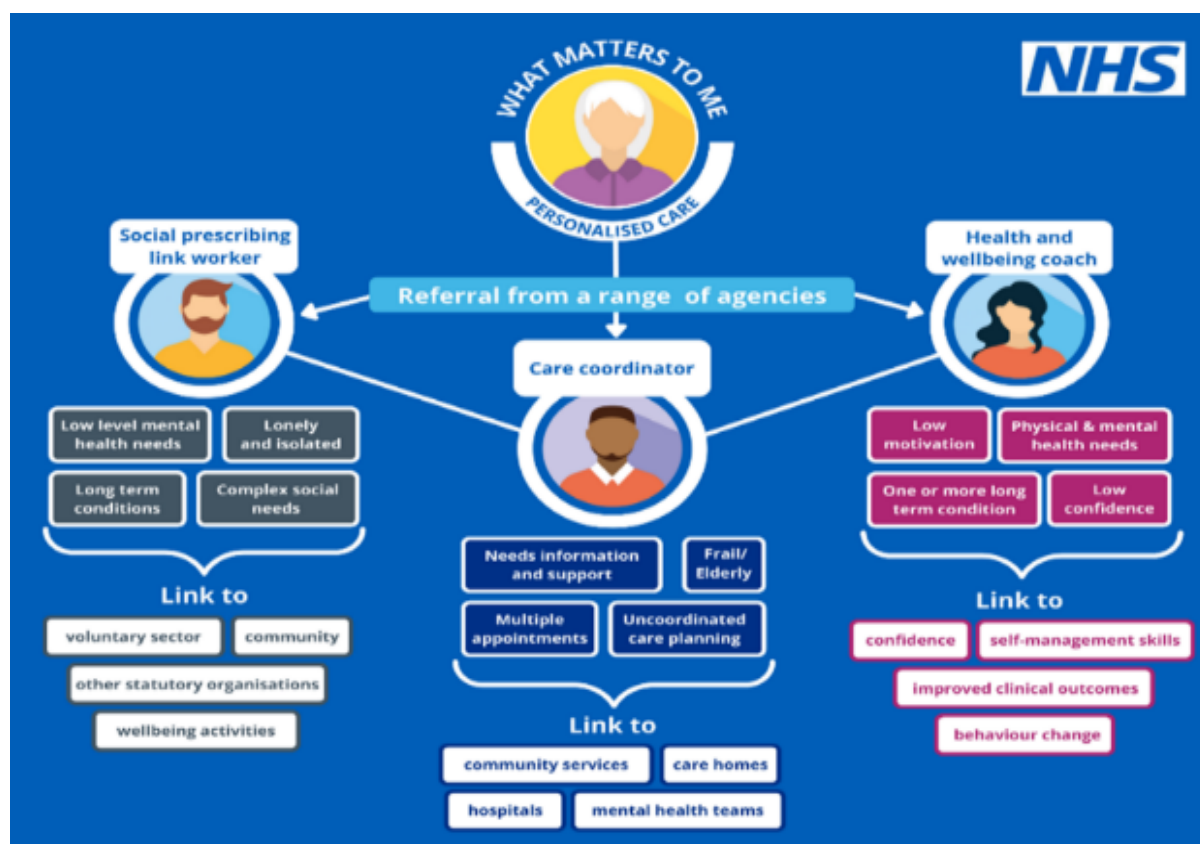


Personalised Care Team – Yvonne Herbert (Social Prescribing Link Worker), Petra Fone (Social Prescribing Link Worker), Lauren Wilding (Care Coordinator) and Desiree Rega (Health and Wellbeing Coach).

The personalised care team support the following GP surgeries: Eaton Socon Health Centre, Cedar House Surgery, St Neots Health Centre and Great Staughton Surgery. The team work across the surgeries.



Individuals may require input from any or all the services within the personalised care team. We work together to offer a person-centred and holistic approach which focuses on what matters to the individual.

### **Role of the Care Coordinator:**

A care coordinator work with people, including the frail/elderly and those with long-term conditions, to provide coordination and navigation of care and support across health, social care and the third sector. The care coordinator can refer onto Occupational Therapists and Physiotherapists, and Technology Enables Care, for an assessment of equipment and mobility aids which supports a person's independence, safety and wellbeing.

They work closely with the individual, families and professionals, to ensure appropriate support is made available to them and their carers; assisting them to understand and manage their condition and ensuring their changing needs are addressed. This is achieved by bringing together all the information about a person's identified care and support needs and exploring options to meet these within a single personalised care and support plan, based on what matters to the person.

### **Role of the Social Prescribing Link Worker:**

Social Prescribing Link Workers give people time and focus on what matters to them, using personalised care and support planning and health coaching approaches to help them gain more control over their lives and improving health and wellbeing. They connect people to local

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community groups and agencies for practical and emotional support, and to activities that promote health and wellbeing (such as the arts, sports or natural environment). Link workers collaborate with local partners to enable community groups to be accessible and sustainable and help people to start new groups and activities, working closely with local volunteers to extend their offer.

Social prescribing helps to reduce health inequalities (in relation to timely access and outcomes), wellbeing inequalities and pressure on clinicians by addressing the wider determinants of health, such as debt, poor housing and physical inactivity, by increasing people's active involvement with their local diverse communities.

### **Role of the Health and Wellbeing Coach:**

Health and wellbeing coaches work with people usually over a number of sessions to support them to develop their knowledge, skills and confidence to become active participants in looking after their own health. They guide and support people to reflect on and change their health related behaviours to help them reach their self-identified health and wellbeing goals. Health and wellbeing coaches tend to work with people with one or more long term conditions such as type 2 diabetes or COPD, or with risk factors for developing a long-term condition, providing support for issues such as weight management, managing chronic pain, living with depression, and anxiety.

### **Information and advice**

#### **Care and support and informal carers:**

If you are an informal carer offering informal support to a spouse, family member or friend, you can contact Caring Together, which is a local charity commissioned by the council to support the wellbeing of informal carers. They offer a range of services, for example, a What If Plan, short term free support for the informal carer and cared for person, in case of an emergency. They also deliver a Carers Prescription, a free service of time limited support provided to the cared for, to enable the informal carer to have some time to themselves, to focus on what matters to them.

The personalised care team can refer you onto Caring Together for a Carers Prescription.

Caring Together also offer a number of additional services, such as: carers groups/hubs, and access to a specialist worker, who can offer bespoke information and advice.

Caring Together: 0345 241 0954 - [hello@caringtogether.org](mailto:hello@caringtogether.org)

Website: [Caring Together | Carers Support | Homecare | Cambs, P'boro and Norfolk](#)

If you are caring for someone who is aged under 65 and who has a mental health condition, you can contact Making Space. Making Space is based in St Neots. They offer one to one support with a named support worker; allowing you to build up a relationship with them, without the need to keep repeating "your story".

Making Space: 01480 211006 - [Referrals@makingspace.co.uk](mailto:Referrals@makingspace.co.uk)

Website: [MS Cambs A5 4pp-pages.pdf \(d18wtygn69de7k.cloudfront.net\)](#)

If you would like some information on support and services for individuals living with Dementia or Alzheimer's, please contact Dementia Connect. Dementia Connect can provide individuals and loved ones with information and advice, accessing peer support groups and activities and

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groups in the community. They can also provide advice on supporting loved ones who may experience frustration, due to Dementia or Alzheimer's.

Dementia Connect: 0333 150 3456

Website: [Dementia Connect Cambridgeshire | Alzheimer's Society \(alzheimers.org.uk\)](#)

St Neots has an established group for those living with memory loss and their informal carers. They offer friendship and support, a coffee pot memory café, lunch get together and a carers and companions meet.

For dates and further information: 01480 395979/219925

Care Network deliver a Help at Home scheme. They provide free but time limited support for people returning from hospital and time limited support to maintain someone's independence in the home. They do not offer any form of personal care, however, their volunteers and staff members will be able to help with practical support, such as ensuring you have food at home, complete light housework or gardening requests, collect prescriptions and offer emotional support.

Care Network: 01954 211919

[admin@care-network.org.uk](mailto:admin@care-network.org.uk)

[Our Services \(care-network.org.uk\)](#)

Cambridgeshire County Council (CCC) have an excellent website which provides extensive information and advice on how to stay well and independent. This includes information on technology, equipment, accessing care and support and the rights of informal carers to have a carers conversation and or a carers assessment.

If you are an informal carer and you are struggling to continue supporting your loved one, you can contact CCC and ask for a carer's assessment.

If you are struggling to meet your daily living needs, for example, getting in and out of the bath, getting dressed and undressed, getting up and down the stairs, shopping, and cooking, or accessing services, please contact CCC and ask for advice.

If your health has deteriorated, due to a stay in hospital or a period of illness, and you need some support to regain your strength and independence, CCC can talk to you about Reablement. Reablement is free but it is not a long-term care package, but a care package which aims to deliver some time limited support, whilst assessing people for equipment and support which may enhance their independence and wellbeing.

Reablement will also assess whether you require some ongoing care and support, they will complete an assessment and discuss the options with you.

To discuss any of the above, please call CCC – Adult Social Care

CCC: Adult Social Care – 03450 455202 (Monday to Thursday: 9am to 5pm Friday: 9am to 4.30pm)

[Information for adults and older people - Cambridgeshire County Council](#)

[Staying independent - Cambridgeshire County Council](#)

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If you currently receive a care package which is arranged by CCC, Adult Social Care, and your needs have changed or increased, please contact the team who arranged the care, to discuss a review or a re-assessment of your needs. If you are unsure, please contact Adult Social Care: 03450 455202

If you need to contact Adult Social Care outside of these hours (including bank holidays) please contact the Emergency Duty Team on 01228 526690

### **Groups and activities:**

St Neots has a thriving and established community; however, it can be difficult to know what is on and where the groups and activities are based. St Neots also have a volunteer centre which matches individuals to volunteer opportunities. This can have a positive impact on someone's emotional and mental wellbeing, give them a sense of purpose and value and connect people to other people, and the community.

A barrier to connecting or re-connecting to the community may be due to a lack of confidence and low-self-esteem, low mood and depression, or possibly grief, due to a bereavement. You may struggle to access public transport. Perhaps you don't know how to use technology and therefore can't search for groups, activities and volunteer positions. You may want to learn new skills to develop your knowledge and independence.

### **Mental wellbeing:**

If you feel that your mental wellbeing is a barrier to engaging in groups and activities, or moving forward with your life, you can self-refer to the Psychological Wellbeing Service, if you are aged 17 and over and are experiencing common mental health problems such as depression and anxiety disorders, including social anxiety, post-traumatic stress disorder, health anxiety: and panic phobias.

Psychological Wellbeing Service: 0300 300 0055

[selfreferiapt@cpft.nhs.uk](mailto:selfreferiapt@cpft.nhs.uk)

[Psychological Wellbeing Service \(IAPT\) | CPFT NHS Trust](#)

MIND delivers a range of mental wellbeing support, such as peer support groups, counselling and therapy, access to calm spaces, online and in community spaces, wellbeing resources and strategies, anger management workshops and good mood cafes.

MIND deliver a good mood café at the Art and Soul Café in St Neots on a Tuesday, 2-3.30pm. Register your interest with MIND.

MIND: 0300 303 4363 - [enquiries@cpslmind.org.uk](mailto:enquiries@cpslmind.org.uk)

[CPSL Mind](#)

If you are worried about your mental health, you can also contact the surgery.

### **Groups and activities:**

If you know what groups or activities you are interested in attending but you find it difficult to get there, you may be able to book the Community Car Scheme in St Neots. They do prioritise

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health appointments. You need to book this service in advance, and it is dependent on the availability of volunteer drivers.

To find out more, please call them on the following numbers and leave a message: 01480 476047/07869 714680

email: [stneots@huntsvc.org.uk](mailto:stneots@huntsvc.org.uk)

If you are interested in becoming a volunteer, you can contact the St Neots Volunteer Centre and also access a database of opportunities at [www.do-it.org](http://www.do-it.org). To talk to someone please call 01480 476047 to make an appointment.

***St Neots need volunteer drivers to maintain the community car scheme service.***

St Neots library is an excellent resource, particularly if you are searching for local groups and activities. They are based at Priory Lane, St Neots PE19 2BH · 0345 045 5225

Age UK offer a number of services for older people, such as

- Welfare Benefit Entitlements
- Personal Health & Disability, Housing, including residential care
- Transport/Blue Badges
- Community wardens
- Employment Leisure activities (including lunch clubs)
- Befrienders

Age UK: 0300 666 9860

[Welcome to Age UK Cambridgeshire and Peterborough](#)

Care Network services are free and have been developed to empower people with the care and support they need to live independent lives in their own homes and make the most of interactions with their local communities. They deliver a community navigator service which provides information and advice, as well as signposting to local services and activities. They can also help you connect with your community and to access other opportunities and support.

Care Network offer a wellbeing service. A check and chat service, with a friendly volunteer phoning you for a regular catch up over a few weeks. They also have a team of Trusted Friend volunteers who can offer some short-term support to help you get back out and about confidently in your community. The volunteer can accompany you for a walk in the park or perhaps come with you the first time you access a local group or activity.

Care Network: 01954 211919

[admin@care-network.org.uk](mailto:admin@care-network.org.uk)

[Our Services \(care-network.org.uk\)](http://care-network.org.uk)

St Neots has a directory of groups, activities and support which brings together information for all people of all ages.

[St Neots Directory • Find groups, activities and support](#)

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### **Health and Wellbeing:**

St Neots and the surrounding area have some beautiful walks which people can enjoy. There are organised walks, and even some men and women specific walk and talk groups, which have inspired friendships and benefited people's mental wellbeing.

The men's walk and talk group meets at Little Paxton, St. Neots. For dates and times please click on the link to the Facebook page:

[Walk & Talk 4 Men St. Neots | St Neots | Facebook](#)

Or telephone: 07774 732827 [walkandtalk4menstneots@gmail.com](mailto:walkandtalk4menstneots@gmail.com)

The Striders are a friendly group of men and women who walk every two weeks on a Friday. They meet at 8.45am at the Co-op in Eaton Socon and share cars to start the walk. They walk approximately 6-7 miles.

If you are interested, please contact  
Christine Hagger on 01480 477978  
[christine@hagger.org](mailto:christine@hagger.org).

Huntingdon District Council organise a Wellbeing Walks programme that consists of friendly group walks that can help you become and stay active around Huntingdonshire. You can enjoy the walk at your own pace, but with the added benefit of being in the company of other walkers and trained walk leaders.

The Wellbeing Walks are led by volunteer walk leaders who are also first aid trained. Most walks cover 3-4 miles and last approximately 1 hour. Walks are free to join, and everybody is welcome. There are also walks for to meet people's different abilities.

tel:01480 388469

[activelifestyles@huntingdonshire.gov.uk](mailto:activelifestyles@huntingdonshire.gov.uk)

[Wellbeing Walks - Huntingdonshire.gov.uk](#)

Age and disability is not a barrier for engaging in physical activity. There are a number of opportunities through Active Lifestyles Exercise Classes – RightStart. RightStart exercise classes are for older people and those requiring additional support to exercise. The classes are friendly and a great way to meet other people with similar health and fitness concerns.

All classes are designed and taught by specially qualified instructors who will make sure that each activity is safe and meets your physical and medical needs. If you are looking for a way to be more active and feel healthier but aren't sure where to start, give one of the RightStart classes a go!

One Leisure deliver a number of interesting activities and groups, for people of all ages, some free and some subsidised. For example, the following free activities and groups – swim for free, beginners indoor cycling and beginners Pilates.

One Leisure Active Lifestyles:

[01480388111](tel:01480388111)

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[activelifestyles@huntingdonshire.gov.uk](mailto:activelifestyles@huntingdonshire.gov.uk)

[Active Lifestyles Exercise Classes - Huntingdonshire.gov.uk](http://ActiveLifestylesExerciseClasses-Huntingdonshire.gov.uk)

Healthy You is a free service for Cambridgeshire and Peterborough residents who are looking to make changes to their lifestyle. So, whether you want help to stop smoking, lead a more active lifestyle, lose some weight, consider a nutritious and balanced food plan, make changes to your alcohol consumption, or simply take advantage of the NHS Health Checks they offer, Healthy You – funded by Cambridgeshire County Council and Peterborough City Council – can help you.

They have a number of services, such as mental health trainers, carers trainers and mental health trainers. To find out what services are available in your area, please contact Healthy You.

You can self-refer to healthy You, however, if you feel you need support from a Health and Wellbeing Coach to talk through the options and to talk through your goals, contact your GP surgery and ask for the Health and Wellbeing Coach to call you.

Healthy You:

tel:0333 005 0093

[eh.healthyyou@nhs.net](mailto:eh.healthyyou@nhs.net)

[Healthy You - improving health across Cambridgeshire and Peterborough](http://HealthyYou-improvinghealthacrossCambridgeshireandPeterborough)

This information sheet is not an exhaustive list of information, advice and support, however, it does offer people support to guide them towards appropriate advice. .

The personalised care team will contact you to discuss whether you require any further support.

***Personalised Care Team***

***Duty Worker***