

Introduction



A guide to the Wellbeing Partnerships

Government and Third Sector partners working together to deliver the right care, in the right place at the right time.

www.gov.im/about-the-government/statutory-boards/manx-care/integrated-care/wellbeing-partnerships/



This document can be provided in large print on request.

This booklet is a guide for people who want to access the Wellbeing Partnerships, it is designed to let you know what support is on offer. There are three Wellbeing Partnerships:

- **Western Wellbeing Partnership** – offering support to people who are registered with Peel Medical Centre.
- **Northern Wellbeing Partnership** - offering support to people who are registered with Ramsey Group Practice.
- **Southern Wellbeing Partnership** - offering support to people who are registered with Southern Group Practice, Castletown Medical Centre and Ballasalla Medical Centre.

The Wellbeing Partnerships work closely with the Isle of Man Government and third and independent sector partners to deliver the right care, in the right place at the right time.

We offer:

- Co-ordinated support for people who need health and/or social care input.
- A single point of contact with a simple referral and assessment process.
- Assessments to determine physical or mental health, social and wellbeing needs so that you can be supported in your local community.
- Advice, education, support and prompt assessments for adults who may be at risk of admission, or prolonged stay, in a hospital or care home setting.
- Community support services delivered in your local community.
- Support tailored to your individual needs.

Where to find us

Western Wellbeing Partnership

Western Wellbeing Centre
Derby Road
Peel
IM5 1HP
Telephone: +44 1624 685846

Northern Wellbeing Partnership

Dalmeny House
Cumberland Road
Ramsey
IM8 3RH
Telephone: +44 1624 686432

Southern Wellbeing Partnership

Southern Wellbeing Centre
The Rosien
Station Road
Port Erin
IM9 6BP
Telephone: +44 1624 686109

Opening hours: Monday – Friday from 09:00 until 17:00, Monday to Friday (excluding public holidays).

What can you expect when you contact the centre?

When you make contact with the centre we will ask you some questions to find out what support best fits your needs. This means we will need to gather as much information as possible and record this on a referral form. This will include some basic personal information, as well as in depth discussions around your social circumstances, medical history, existing support networks, and any concerns you may have.

The referral is then reviewed by the Wellbeing Partnership Team, who will determine the appropriate level of support for you.

The Wellbeing Partnership Team will advise you of the support available.

It might be that you would benefit from a specific service, in which case the Team will share the relevant information with the service or practitioner. You will then be contacted directly by the service or the practitioner.

If the Team feel you would benefit from a number of different services or practitioners, this will need to be discussed at a Wellbeing Partnership meeting. The meeting will be attended by a range of practitioners including representatives from:

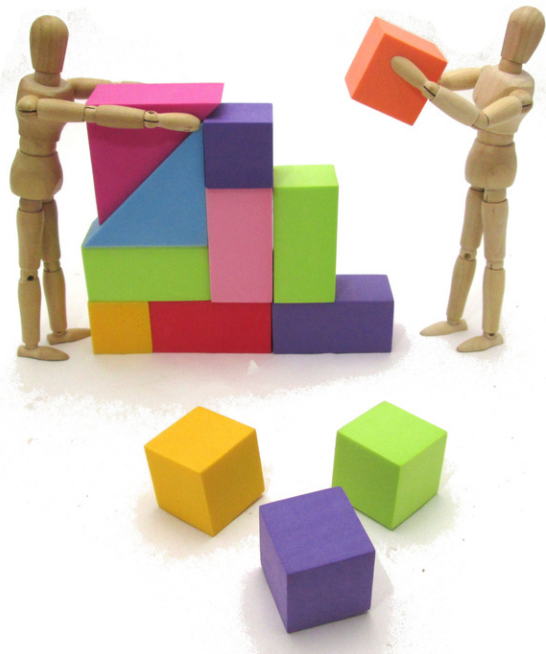
- Social care
- Mental health
- District nursing
- Long term conditions co-ordinator
- Community support services and reablement
- Representatives from Third sector partners e.g. Hospice, Crossroads

The purpose of the meeting is for all relevant parties to come together to share information and experiences, make collective decisions, agree on actions and allocate the necessary resources to achieve the best outcome for you. These meetings are designed so that you only have to tell your story once and to reduce 'red tape'.

After the meeting you will be allocated a 'Support Lead' who will arrange to meet you. Your family can be present at this meeting if you wish.

Your Support Lead will work with you to complete a detailed assessment to pinpoint additional support you might need. This will identify what is working well for you, your strengths and what you would like to achieve.

At the end of the assessment, if appropriate, your Support Lead will work alongside you to build a care plan around your needs.



Confidentiality & Consent

General Data Protection Regulation (GDPR) sets out the law regarding personal information kept by organisations.

Although some paper records will be held, most of your information will be held digitally. All Wellbeing Practitioners have a duty to keep your information confidential; we have a duty to implement safeguards to ensure that only authorised people have access to your paper and digital records.

All Wellbeing Practitioners will fully adhere to GDPR requirements, making sure we keep only relevant information and that it remains confidential.

Who will see my information?

Only the Wellbeing Partnership Team and the practitioners supporting you will be able to access your records. If your needs are complex and you require support from a variety of services, your needs will be discussed with core practitioners from the partnership who meet regularly.

In most circumstances your consent is required before information is shared. If you have information you wish to be withheld, or people from whom you wish to withhold information, tell your Support Lead. They will act upon your wishes.

When you consent to sharing your information, this could include your medical record. How would you feel if this was shared with the Team? It's important you consider how much information you are happy to share and with whom. It is also important to consider what this information could be used for both now and in the future.

Can the Wellbeing Partnership disclose information about me without my consent?

In certain circumstances we can pass information on without your consent. For example, we could share information:

- to protect you or another person in an emergency
- to protect the safety of another person
- if ordered by a Court of Law to do so.

How can I see my information?

If you wish to see what information is held about you, you can send a Subject Access request (SAR) through the Information Governance Team. Please contact the Data Protection Officer (DPO) with details of your request.

Address: Information Governance Team, Manx Care, Crookall House, Demense Road, Douglas IM1 3QA

Tel: (01624) 642621

Email: DPO-ManxCare@gov.im

If you are concerned about how the Wellbeing Partnership is managing your data, please contact either the Data Protection Officer or the Isle of Man Information Commissioner.

Address: Isle of Man Information Commissioner, PO Box 69, Douglas IM99 1EQ

Tel: (01624) 693260

Any requested information will be shared with you within a calendar month. This timescale can be extended if the request is complex. The Information Governance Team will always let you know if an extension is needed and why it is needed.

What if I think the information is wrong?

If you think any of the information about you, or your family is not correct, you should tell your Support Lead so we can amend the information. If you do not agree with something written about you, your own views can be added.

Please be assured that all of the Practitioners will respect your confidentiality and you can withdraw your consent at any time.

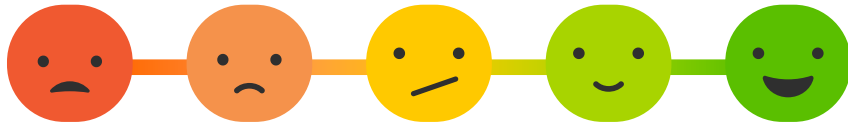
How to contact us

Please contact us by emailing us, calling us on the phone or dropping in to see us – you don't need to make an appointment.

Please be aware that in the event of an emergency or crisis, you should call for the help that is most appropriate to your need, for example, the Emergency Services (999) or the Mental Health Crisis Team (01624 642860).

You can also reach the Samaritans on 0330 094 5717 (local call charges apply) or on 116 123 (free from any phone).

Compliments & Complaints



What if I'm not happy?

Your feedback is important to enable us continually improve the services we provide. If for any reason you are not satisfied with the support you have received, we hope that you will raise it with the practitioner supporting you. This will empower them to improve the situation immediately. We aim to deal with complaints in a sensitive, confidential and timely manner.

All complaints should be directed to your local Wellbeing Partnership Team in the first instance. Complaints are acknowledged within three working days of receipt and, as far as possible, will include details of what actions have been, or will be taken. We aim to have the majority of complaints resolved at this stage.

If you are not satisfied with the outcome of your complaint, you can ask for it to be investigated further by contacting MCALS (Manx Care Advice and Liaison Service), who are able to signpost possible sources of support depending on the nature of your complaint. MCALS can be contacted here:

MCALS

Tel: 01624 642642

Email: MCALS@gov.im

MCALS visit the Wellbeing Centres regularly if you would prefer to speak to them in person.

What if I'm not happy?

Complaints can also be sent directly to:
Care Quality and Safety

Address: First Floor, Reayrt Noa, Noble's Hospital, Strang, IM4 4RJ

Tel: 01624 650500

Email: manxcarecomplaints@gov.im

You should receive an acknowledgement within five working days, and an update or final response within twenty working days.

Compliments

Please write to your local Wellbeing Partnership if you would like to share a compliment with the team. Compliments help us to continually improve the services we offer.

Service Improvements

You can help us shape and improve our services by informing us of any suggestions you may have. You can do this anonymously if you wish; please write to your local Wellbeing Partnership.

Where can I get further help?

In the first instance, it's a good idea to speak to your Support Lead or another practitioner from the Wellbeing team. We will do our best to answer any questions or concerns you may have. You can also speak to MCALS (contact details on previous page). MCALS regularly hold drop-in sessions at the Wellbeing Partnerships so you can arrange to see them face-to-face if you prefer.

Feedback

You can provide your feedback anonymously by completing the Friends & Family test. This will help shape and improve the services we offer. Simply scan this QR code.



Partnership Team Members

- Adult Community Nursing*
- Alzheimer's Society
- Community Adult Therapy Service (CATS)
- Community Mental Health Service for Adults (CMHSA)
- Community Support Services*
- Community Frailty/Consultant Gerontologist
- Crossroads Care
- Day Centre representative
- Domiciliary Care providers
- GPs
- Hospice/Palliative Care CNS
- Hospital Services including Therapists
- Housing Matters
- Long Term Conditions Coordinator*
- MacMillan Coordinator
- Memory Clinic
- Older Persons Mental Health Services (OPMHS)
- Pharmacy Technicians
- Podiatry Team
- Reablement Team
- Representative from appropriate medical practice
- Safeguarding Team Members
- Salvation Army
- Sight Matters
- Social Work Teams*
- Specialist Nurses
- Third and Independent Sector (various representatives)
- Wellbeing Partnership Team (consists of Group Manager, Partnership Lead, Referral Coordinators and Administrative Officer)*

* Represented at all Partnership meetings.



Throughout the development of the booklet, we have recognised the need to eliminate unlawful discrimination, harassment and victimisation for people aged 18 years and over who access Health and Social Care services.

Issued by Manx Care and the Wellbeing Partnerships