

COMMUNITY HEALTH AND WELLBEING

SEPT 2024 - MARCH 2025

LOCAL SUPPORT FOR LASTING WELLBEING



3504

Contacts

1876

Face to Face
Visits

6062

Pre-engagement
contact

538

Households

590

+

Individuals being
worked with

GENERAL UPDATE

Another busy period for the CHWW programme! We now have teams working hard in St Austell, Newquay, Falmouth, Redruth, Pool, Camborne, Bodmin and Liskeard. In March 2025 we shall be expending the Newquay Team and Penzance and Newlyn, plus three new partner organisations joining the CHWW "family".

The teams have continued to embed themselves into their local communities attending and hosting many events to include drop-in sessions, craft sessions, information and advice sessions and community fun days.

The first ever CHWW Conference was held at Imperial College, London in the Autumn of 2024, and several CHWWs and colleagues were able to attend.

The CHWWs receive regular training and input as required for their role during the monthly Community of Practice for each area. Below you can see our Central team receiving training from Smile Dental on support and advice they can pass on to residents.

Recognition

We were lucky enough to be shortlisted for a number of awards including HSJ, Coastline Housing, the South West Personalised Care Awards Health Equity category, attended the awards ceremony in London and Somerset. EuroPrev Conference in Zagreb on 4 March 2025 - the Cornwall CHWW programme has been included in a presentation on the model and its impact.



GENERAL UPDATE

WINNERS!

On Thursday 27 March 2025 we were invited to attend the South West Integrated Personalised Care Awards 2024 in Somerset where we (Cornwall and IOS Community Health and Wellbeing Worker Programme, Cornwall and IOS ICB, Volunteer Cornwall and Meaningful Measures) had been shortlisted (and won) the **Health Equity Award**

This has been a great achievement for the teams across Cornwall to recognise the hard work and dedication put in by all.



CENTRAL UPDATE

We have welcomed two new members to the team in Falmouth, three in St Austell and one in Truro. The teams are concentrating on integrating into their communities and getting to know their residents.

Following the agreement of an expansion, Newquay have recruited seven new team members, who are all very excited and enthusiastic having started their induction on 10th March 2025. Unfortunately one of our partners in Newquay decided to step away from the programme meaning that all of our CHWWs are employed by and based within Newquay Orchard.

Lots has been happening in the Communities with engagement, the teams have set up drop-in sessions at various locations, a mens brunch has been organised, following a successful women's cinema visit. This has now become a regular group and by using the enablement fund the CHWWs are supporting more residents to join, "Craftanoon" sessions have been very popular, a local bookclub and much more.

The St Austell team have been in the surgeries completing health screening training. The new members of the team are now out and about and meeting the residents.



Falmouth 2 CHWWs
(currently on induction)
St Austell 6 CHWWs
Newquay 8 CHWWs
(currently on induction)
Truro 2 CHWWs

1386

Pre-engagement
contact (inc. door
knocks)

239

Households

271

Individuals
being worked
with

WEST UPDATE

Our teams in Camborne, Redruth and Pool have now been in place for a year and what a productive year they have had!

There has been a huge amount of pre-engagement activity within our communities, including attending pre-arranged events, arranging our own events and door knocking in our micro areas and collaborative working with Healthy Cornwall and coastline Housing.

Our teams have been listening to their residents and trying to meet their needs where possible, They have set up a mens breakfast club which is growing each week. Wellbeing days have taken place at various locations, drop-in sessions at Treloweth, Tinytots for parents and children, and drop -in sessions at the Jobcentre and the Elms, weekly sessions with Icaremove on falls prevention, launched a ladies tea and cake session to support loneliness and isolation and much much more...



We are excited to have expanded into Penzance and Newlyn and welcome The Centre Newlyn, Trelya and Growing Links to the CHWW Service partnership! We have recruited eight new CHWWs who are all looking forward to starting their induction and getting out to meet their communities and residents.

NORTH AND EAST UPDATE

LOCAL SUPPORT FOR LASTING WELLBEING

We now have teams in Bodmin and Liskeard and a new North and East Co-ordinator!

One of our CHWWs has become a digital champion, this is helping us to empower residents to independently complete important tasks like completing Klinik forms, applying for benefits and creating social media accounts to stay connected with their family.

The teams have been busy building relationships within the communities and have braved the weather with outdoor pop-up sessions to meet and support residents., as well as door knocking and leaflet drops regarding the service.



We are talking to and listening to our communities and in response we have set up Cuppa Care groups, pop-ups on estates to reach those unable to come to us, cookery

sessions, “Elf and Wellbeing” Parcel support at Christmas to help distribute food parcels.

Recently we partnered with the local library/community bus and agencies. We met with some residents on one of the local estates to introduce them to the Community Health and Wellbeing Service.



938

67

83

Bodmin 7 CHWWs
Liskeard 3 CHWWs

Pre-engagement
contacts (inc. door
knocks)

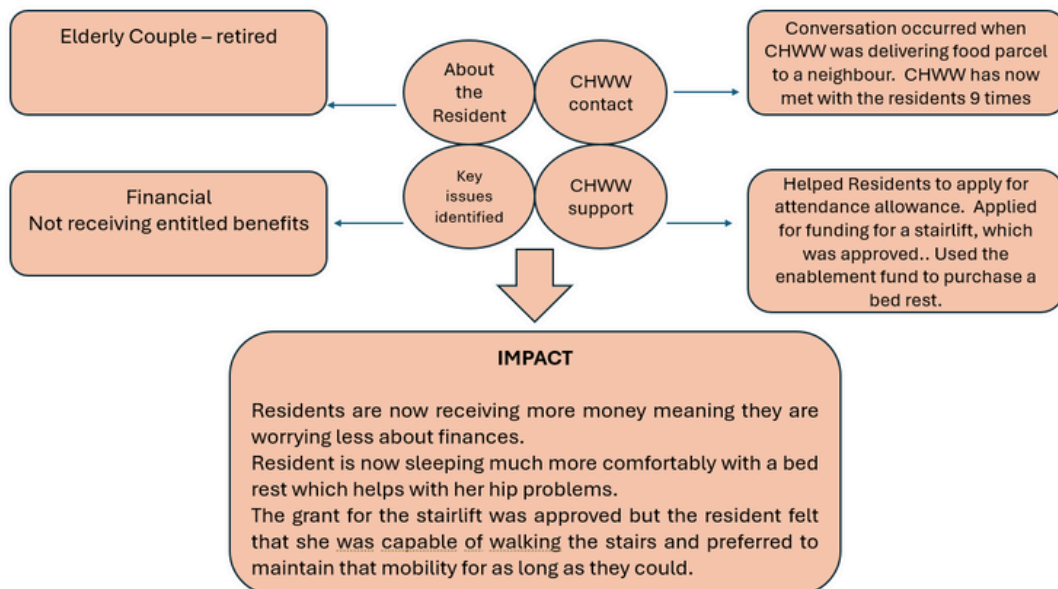
Households

Individuals
being worked
with

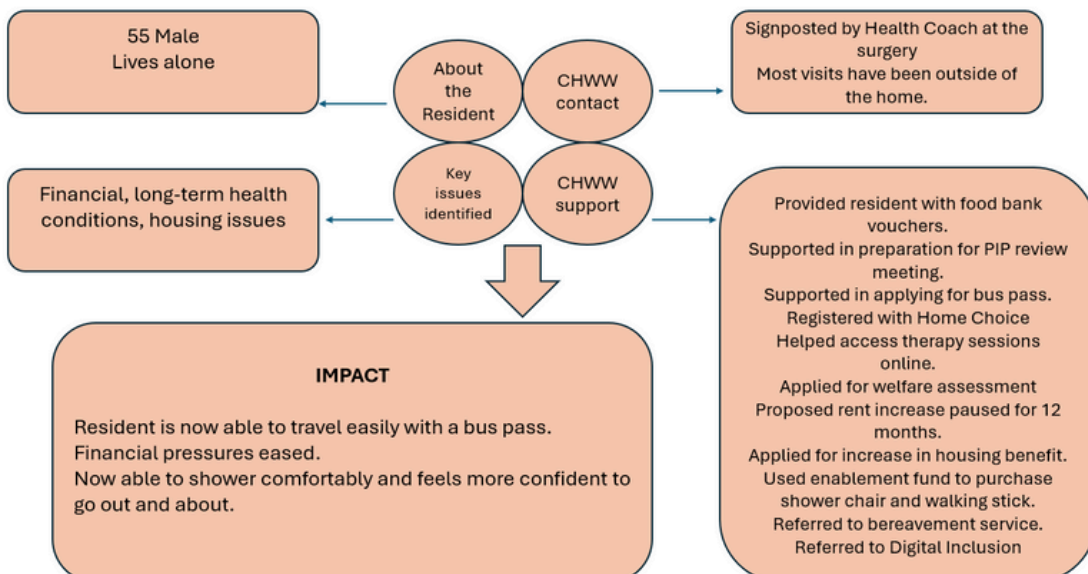
IMPACT

Here are examples from North & East, Central and West demonstrating the CHWWs outcomes and the impact on local communities and residents.

IMPACT SUMMARY – CASE STUDY B001



IMPACT SUMMARY – CASE STUDY N003



FEEDBACK

LOCAL SUPPORT FOR LASTING WELLBEING

absolutely amazing, she has gone above and beyond for us. We would not have been able to get through such a difficult period of time in our life without her. She has been coming to us every Friday to sit and listen to any troubles we have had and practical stuff that we haven't been able to do like picking up medications, form fillings, phone calls etc. She is a true asset, and we will miss her very much, we just wish we could take her with us!!

I'm a new woman

Just Thank You

"Thank you so much for the acupuncture, its the first time I have been able to go to sleep in ages"

"mummy if we get new floors does that mean my feet won't be cold in the morning anymore?"

CORE PRINCIPLES

Comprehensive & Inter-generational

Comprehensiveness/intergenerational with a life-course approach, not delimited by age, clinical need or risk profile, with a focus on prevention and health promotion

Hyper local - place based

Place based in micro area that is hyper local.

Proportionate **U**niversality

Proportional universality where input is offered to all households in the geographical area including everyone within a household, irrespective of need...

Integrated

Integrated with local health, care and community-based teams and services for a joined-up model



POEM FROM A RESIDENT

Caring by nature, a big heart that's always full of love
always has a big smile, kind eyes.
gives a big hug always at the right time
there's always time for a chat to each and all
treats everyone as equals.

When you need a chat in private
helps by listening to your problem
puts you at ease, helps by pointing
in the right direction, people we need to talk to
so that we can get the help needed.

Very hard worker who lives her job
reassuring and honest
always with notice that she is always available
don't be afraid to do so.

When it noticed someone been missing out
she ring or text make sure all is well
coping while your not well, she always offer
her help.

How can we express our gratitude
there are so many ways to show you.
for helping us by letting our voices heard
setting us all up with a brighter future.
Taking one step at a time.
With you right beside us make sure we don't fall
this all happened because of you.

Thank you.

IN PARTNERSHIP

LOCAL SUPPORT FOR LASTING WELLBEING



NHS Cornwall and Isles of Scilly Integrated Care Board

Call us on 01726 627 800
Email us at ciosicb.contactus@nhs.net
Visit our website: cios.icb.nhs.uk



Part 25, Chy Trevail,
Beacon Technology Park,
Dunmere Road,
Bodmin, PL31 2FR
Chair: John Govett
Chief executive officer: Kate Shields