

Community Offer

and Intermediate Care
Support Service



Building a
Stronger Sandwell



Community Offer Plus

Your Partner in
Community-Based
Support

Contact us:

 0121 612 2934

 bcicb.communityoffer@nhs.net

Supporting Recovery and Crisis Support Services:
Monday through to Sunday
9:00am to 20:00pm*

Living Well Services:
Monday through to Friday
9:00am to 18:00pm

*Last referral to be received at 6.30pm



About Our Service

Community Offer Plus provides essential support services throughout Sandwell, including Oldbury, Rowley Regis, Smethwick, Tipton, Wednesbury, and West Bromwich. Our primary aim is to ensure that patients remain safe and comfortable in their own homes.

We focus on assessing:

- The suitability of the home environment for individual patient needs
- Safe mobility within the home, including stair management
- The functionality of essential utilities such as heating, water, and electricity
- Access to food and other vital supplies

Our personalised support services are designed to empower patients to live independently and thrive within their communities. We collaborate closely with local healthcare professionals to ensure that patients receive the appropriate support at the right time, enhancing their overall well-being and quality of life.

Why Choose Our Service?

- Ⓢ Comprehensive Support: From prevention to crisis intervention
- Ⓢ Rapid Response: Same-day service for urgent needs
- Ⓢ Professional Team: Skilled and experienced staff
- Ⓢ Person-Centered: Tailored support plans for each individual
- Ⓢ Community Focus: Strong links with local services and groups
- Ⓢ Integrated Support: Close collaboration with health and social care partners

Response Times

- Ⓢ Admission Avoidance: Same day response (if received before 6:30 PM)
- Ⓢ Hospital Discharge Support: Within 24-48 hours
- Ⓢ Non-urgent Referrals: Initial contact within 2 working days
- Ⓢ Support Commencement: Within 5 working days for non-urgent cases

Our Core Services include:

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Living Well Support

- ⊗ Active case finding
 - ⊗ We aim to build sustainable, volunteer-led community solutions that are person-centered, enabling local individuals not only to 'survive' but also to 'thrive' within their communities.
 - ⊗ We provide volunteers to assist clients with essential tasks they may be unable to perform themselves, fostering friendships and encouraging participation in social activities.
 - ⊗ Our initiatives focus on preventing and delaying ill health by enhancing personal resilience.
 - ⊗ We support young people transitioning from children's to adult services, offering guidance and resources to help them build essential life skills.
 - ⊗ Our mission is to help individuals remain healthy, happy, and well-integrated within their communities.
 - ⊗ Empowering Community Engagement
 - ⊗ Our goal is to strengthen individuals' ability to actively participate in their communities.
 - ⊗ We identify the support requirements necessary to address health, social, and wellbeing needs.
 - ⊗ We aim to enhance residents' capacity to engage in the planning of their support and, where possible, to practise self-care in managing their own health and social conditions.
 - ⊗ By establishing personalised goals and support plans, we seek to reduce reliance on statutory services (such as GPs, acute hospital services, ambulance services, and social care). This approach helps to delay the escalation of social needs, prevent unnecessary hospital admissions, and reduce the likelihood of permanent moves into residential or nursing care.
 - ⊗ We collaborate to develop long-term plans that leverage wider local support opportunities, thereby enhancing service flow and capacity.
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Financial Crisis Support

- ⑥ The service will assess the financial needs of clients in crisis and, where appropriate, signpost them to relevant support options, such as the council's Local Welfare Provision and food vouchers ([Local Welfare Provision]).
- ⑥ We will liaise with other organisations to assist those in crisis with their financial needs through partnerships that provide access to funds for essentials, such as school uniforms, furniture, or essential travel.
- ⑥ Our team will create action plans to support individuals in crisis, focusing on budget planning and other support options to help prevent future financial difficulties. This includes assistance with benefit claims and accessing programmes aimed at improving long-term financial stability.
- ⑥ The provider will ensure that all staff possess up-to-date knowledge of current support provisions available within Sandwell and neighbouring areas.

Emotional Support

- ⑥ Active listening
- ⑥ Empathy
- ⑥ Signposting to specialist organisations or GPs

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Supporting Recovery

- ⑥ Pre-discharge home preparation and checks
- ⑥ Day of discharge support
- ⑥ Home safety assessments
- ⑥ Transport support for appointments
- ⑥ Prescription collection assistance
- ⑥ Shopping support
- ⑥ Integration with rehabilitation services

Admission Avoidance/Crisis Support

Rapid one-hour intervention supporting health and social care professionals to prevent hospital admission for patients and carers.

Key features:

- Short-term intensive support
- Practical assistance to prevent hospital admission
- Carer support and education
- Emergency planning and intervention

Direct Referrals

Accepted From:

- ⑥ Acute Hospital Wards
- ⑥ Adult Social Care Teams
- ⑥ Integrated Discharge Hub
- ⑥ Care Navigation Centre
- ⑥ Virtual Ward Teams
- ⑥ Sandwell Enquiry
- ⑥ Healthy Sandwell Hub
- ⑥ Community Healthcare Professionals
- ⑥ GPs and Practice Staff
- ⑥ Social Prescribers

Who Can Access Our Services?

Our services are available to:

- ⑥ Adults aged 18+ living in
- ⑥ Sandwell
- ⑥ People registered with a Sandwell GP
- ⑥ Carers supporting Sandwell residents (including those living outside the borough)

Inappropriate referrals will be returned to the referring body within 1 hour to ensure no delay for the individual requiring support

Service Exclusions

To ensure we provide the most appropriate support, we have some specific service boundaries:

- Individuals under 18 (with exceptions for those transitioning to adult services at 17)
- Cases with complex behavioral risks
- Hands-on personal care
- Respite care
- Sitting services
- Cooking and cleaning duties (though we can signpost)
- Situations with unsuitable or unsafe living environments
- Heavy manual handling
- Handling bank cards or withdrawing cash without the service user present
- Evidence of pest infestations.

Our Collaborative Model

We operate through a **Provider Collaborative Model** that ensures **comprehensive coverage across all six towns in Sandwell**. This innovative approach brings together:

Local Delivery Partners

Our network of community organisations provides:

- ⑥ Culturally-specific support
- ⑥ Local knowledge and expertise
- ⑥ Established community connections
- ⑥ Specialised services for different populations
- ⑥ Deep understanding of neighborhood needs

Lead Provider Role

- ⑥ Single point of access for all referrals
- ⑥ Coordination of service delivery
- ⑥ Quality assurance and monitoring
- ⑥ Performance management
- ⑥ Partnership development

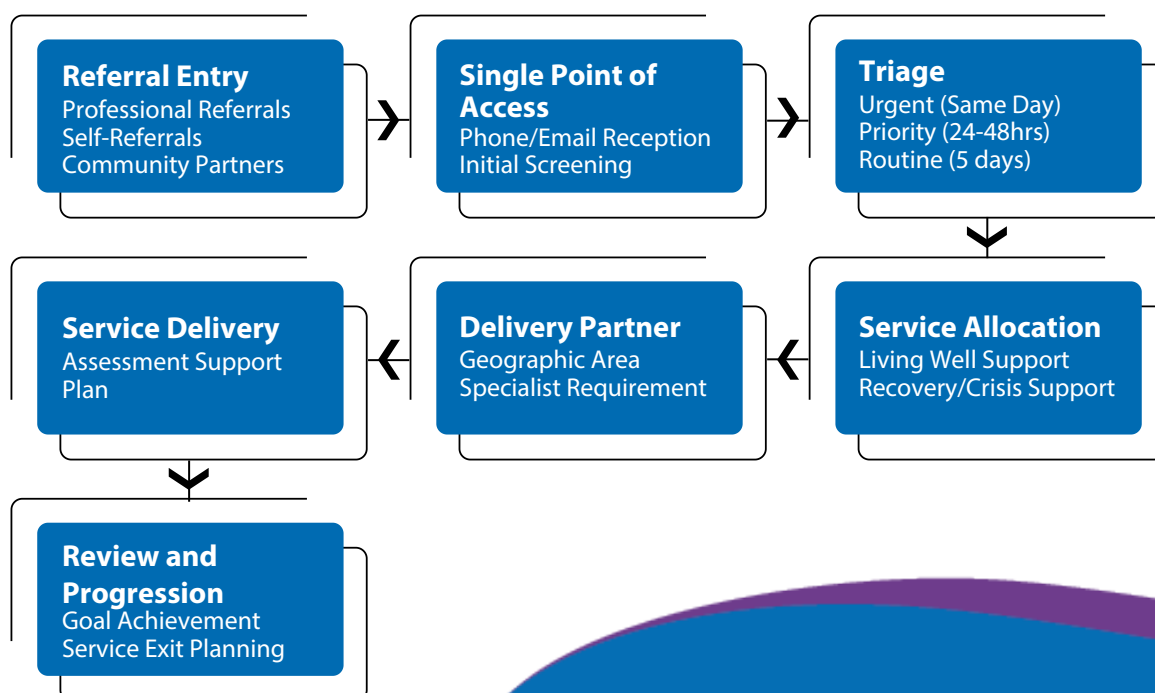
Strategic Partners

We work closely with:

- ⑥ NHS Black Country Integrated Care Board
- ⑥ Sandwell Metropolitan Borough Council
- ⑥ Primary Care Networks
- ⑥ Acute Hospital Trusts
- ⑥ Community Health Services
- ⑥ Mental Health Services
- ⑥ Local Voluntary Sector Organisations

Benefits of Our Collaborative Approach

- ⑥ Seamless service delivery across Sandwell
- ⑥ Consistent quality standards
- ⑥ Shared learning and best practices
- ⑥ Efficient resource utilisation
- ⑥ Improved access to specialized support
- ⑥ Strong community engagement



The Community Offer Plus service is delivered across Sandwell in partnership with NHS services and community providers including:



For 150 years, the British Red Cross has turned kindness into action, supporting millions through crisis both in the UK and worldwide.

Contact Number: 0344 871 11 11



Since 1997, Agewell have helped older people live independently and age well through their quality support services. Their skilled, DBS-checked team delivers proven programs that improve physical and mental wellbeing, while also providing vital support to family carers through regular groups and forums.

Email: info@agewelluk.org.uk
Contact Number: 0121 796 9333



West Bromwich African Caribbean Resource Centre enriches our community through culturally responsive services that transform lives. They deliver comprehensive support across vital areas including healthcare, education, wellbeing, and employment, creating lasting opportunities for our diverse community members while honouring their cultural heritage.

Email: webenquiries@wbacrc.org.uk
Contact Number: 0121 525 9177



St Albans is a charity, providing a wide range of services to their local community. They pride themselves on the warm, welcoming environment, with caring staff, who understand the needs of those who use the services available.

Contact number: 0121 558 0018
Email: info@stalbans-cc.co.uk



Murray Hall Community Trust has grown from its modest beginnings in Sandwell in 1994 to become a cornerstone of support across the Black Country. Working closely with our community, we deliver innovative services spanning all life stages - from early years to end of life care - helping children, families, and adults when they need us most.

Email: bcicb.communityoffer@nhs.net
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Find Out More



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