

Community Offer

and Intermediate Care  
Support Service



Building a  
Stronger Sandwell

# Community Offer Plus

Supporting You to Live Well in Sandwell



Contact us:

☎ 0121 612 2934

✉ [bcicb.communityoffer@nhs.net](mailto:bcicb.communityoffer@nhs.net)

In partnership with



Sandwell  
Metropolitan Borough Council

## Welcome to the Sandwell Community Offer Plus.

Community Offer Plus is here to help you live independently and confidently in your community. Our friendly team provides support across Sandwell's six towns - Oldbury, Rowley Regis, Smethwick, Tipton, Wednesbury and West Bromwich.

### We offer three main types of services:

#### 1 Living Well Support is here to help you:

- ⑥ Connect with support when you need it - we'll actively reach out to make sure you know what help is available to you.
- ⑥ Get involved in your local community through our volunteer programmes. We don't just want you to get by - we want to help you thrive and live life to the fullest.
- ⑥ Manage everyday tasks that you might find challenging. We can help with practical support and companionship, making it easier for you to take part in social activities and build friendships.
- ⑥ Stay well and build confidence in managing your health and wellbeing.
- ⑥ Navigate the transition from children's to adult services if you're a young person. We'll help you develop important life skills and connect you with the right support.
- ⑥ Live a happy and healthy life in your community, in a way that works for you.
- ⑥ Play an active role in your neighbourhood and feel more connected to those around you.
- ⑥ Get support that's tailored to your health, social and wellbeing needs - we'll work with you to understand what matters most to you.
- ⑥ We'll help you understand your options and make decisions that are right for you.
- ⑥ Support your independence by creating a personal support plan that works for you.
- ⑥ Create a long-term plan with you, that makes the most of local support services and opportunities, ensuring you have sustainable support that grows with you.





## When you're facing money worries, we can help you:

- ③ Get immediate support during a financial crisis - we'll help you access food vouchers, emergency grants, and other local welfare support from Sandwell Council and Citizens Advice
- ③ Find practical solutions for essential needs - whether it's help with school uniforms, furniture, or travel costs, we'll connect you with organisations that can help
- ③ Plan for a more stable future with support to:
  - Manage your budget
  - Make sure you're getting all the benefits you're entitled to
  - Access programmes that can improve your long-term financial situation

## We're also here to support your emotional wellbeing:

- ③ We'll listen without judgement
- ③ Provide a caring and understanding space to talk
- ③ Connect you with specialist support services or your GP if you need them



**Our team knows about all the local support available in Sandwell and nearby areas, so we can help you find the right help quickly.**

## 2

### Recovery Support

**If you're coming home from hospital and need extra help to recover:**

- ⊗ Support with essential daily tasks while you recover
- ⊗ Help with shopping and household needs
- ⊗ Support to rebuild your confidence and independence
- ⊗ Create a personal plan with you
- ⊗ Help to manage your budget and financial wellbeing
- ⊗ Support to connect with your community and reduce isolation
- ⊗ Join social activities and meet new people
- ⊗ Access to wellbeing services and activities
- ⊗ Help to maintain your independence at home
- ⊗ Friendly visits to prevent loneliness

## 3

### Crisis Prevention and Support

**When you need urgent help to prevent a crisis:**

- ⊗ Quick response support to help you stay at home safely
- ⊗ Practical help in urgent situations
- ⊗ Working with emergency and healthcare services to support you
- ⊗ Help to prevent hospital admission where possible

### 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



## Who Can Use Our Service?

**You can use our service if you:**

- ⦿ Are 18 or over
- ⦿ Live in Sandwell or are registered with a Sandwell GP
- ⦿ Need support to live independently
- ⦿ Are returning home from hospital
- ⦿ Are at risk of going into hospital
- ⦿ Are caring for someone who needs support



## How to Access Our Service

**You can be referred to us by:**

- ⦿ Your GP or healthcare professional
- ⦿ Hospital staff
- ⦿ Social workers
- ⦿ Other support services
- ⦿ Or you can contact us directly

## Our Promise to You

**We will:**

- ⦿ Respond quickly when you need us
- ⦿ Treat you with respect and dignity
- ⦿ Listen to your needs and preferences
- ⦿ Work with you to achieve your goals
- ⦿ Keep you informed
- ⦿ Protect your privacy and confidentiality
- ⦿ Provide support in a way that suits you



## Important Information

### Your Privacy

We take your privacy seriously and handle all information confidentially. We only share information with your consent or when required by law.

### Making a Complaint or Giving Feedback

We want to provide the best possible service. If you have any concerns or suggestions, please let us know. Your feedback helps us improve.

### Working with Other Services

- ⌚ NHS services
- ⌚ Social care teams
- ⌚ Community groups
- ⌚ Voluntary organisations
- Local support services

### Cost

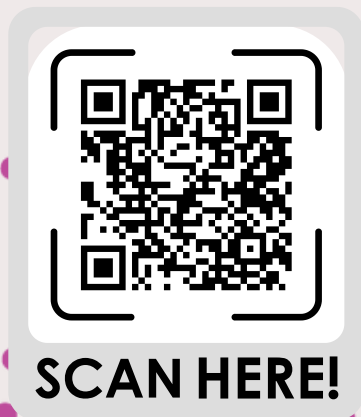
This service is free to eligible users.

## Contact us:

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## Find Out More



# 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](mailto: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](mailto: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@stalbens-cc.co.uk](mailto:info@stalbens-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.

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## Our 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

## Find Out More



SCAN HERE!

