One Gloucestershire
Transforming Care, Transforming Communities

Working as One
Prevention | Support | Redesign

One Gloucestershire
Winter Pledge

One Gloucestershire
Integrated Care System (ICS)

Winter Plan

2024/25

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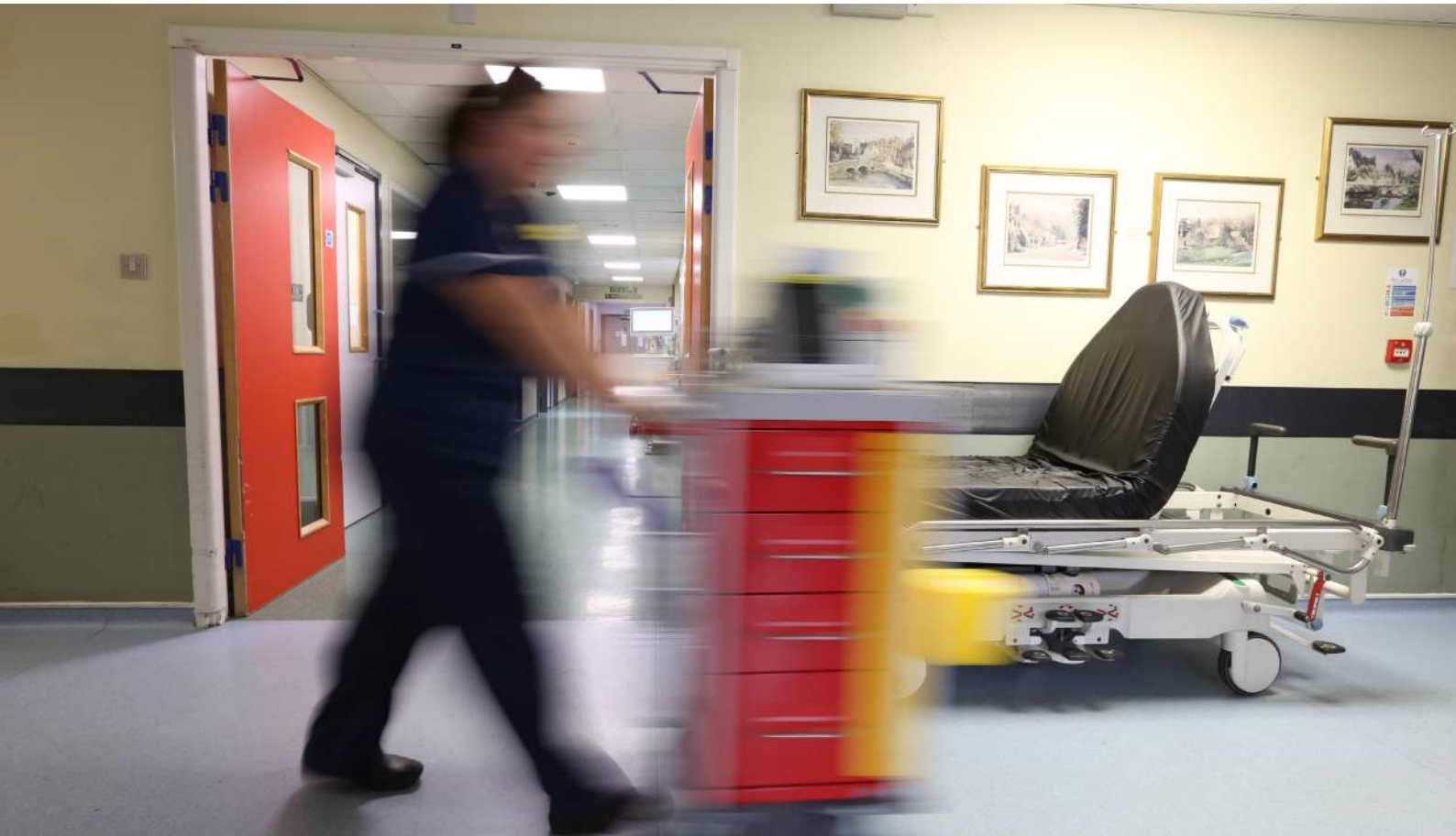

Forewords

Albert Weager
Chair of the Urgent and Emergency Care People and Communities Reference Group

As chair of the UEC People and Communities Group it is my great pleasure to share the Winter Plan for 2024-25.

Continuing good health and wellbeing is most welcome for us all as our healthcare providers face challenging times in their quest to offer us all safe, high quality, care, as needs arise this coming winter.

What can we all do for ourselves and with others to sustain or acquire good health and wellbeing, to prevent or reduce healthcare needs happening? It's very much about us, our lifestyle choices and opportunities and making the ones which will be best for ourselves and our loved ones. Loneliness is as bad for our health as smoking up to 15 cigarettes a day*. Why not have a cup of tea with your neighbour or see what's on in your local community. In our communities there are isolated, lonely people, for whom social interactions are very important for their health and wellbeing.

The focus of the plan is on prevention and staying well, the plan offers up-to-date information on how to keep healthy and well this winter and offers "top tips". The intent is to provide the right care, at the right time, in the right place as close to home as possible.

I am reminded of a quote by Helen Keller a US author and human rights activist who said, "Alone we can do so little; together we can do so much." I'd like to challenge you to think about what you can do to support your family, friends, and neighbours to stay healthy and well this winter.

*https://www.who.int/groups/commission-on-social-connection

Dr Ananthakrishnan Raghuram
Chief Medical Officer

Dr Helen Mansfield
Urgent and Emergency Care Clinical Lead

We are delighted to share Gloucestershire's Winter Plan for 2024-25 and are proud of the collaborative work between people, places and wider integrated health and care system in Gloucestershire.

This plan gives you a fantastic overview of local services to support you during the winter months and will provide guidance on how to access the right services in the right place.

We know from our work both in the hospital and in the community that many services are over stretched, but by following our 'Winter Top Tips' you can access support, where possible, closer to home.

Try to encourage your friends and family to stay up to date with seasonal vaccinations, look out for the new Pharmacy First service which is an innovative healthcare service designed to provide immediate access to essential clinical treatments without the need for a GP appointment.

Did you know?

By focusing on education and exercise, people with respiratory illnesses can often feel much better. Find local activities in your local area here: **www.nhsglos.nhs.uk/your-health-services/healthy-communities/live-well**

Top tips for this winter

Unless it's an emergency we recommend that you access the Gloucestershire ASAP website (www.asapglos.nhs.uk). ASAP can help you to search by both adult and child conditions, or by service.
We want you to get the right support in the right time at the right place.

1. **Stay Well This Winter** - Whether it's advice and support to boost your immunity, keep warm, prioritise your mental health, eat well, stay active or look out for vulnerable family, friends and neighbours, Stay Well This Winter provides a link to top tips and a wealth of information and resources www.onegloucestershire.net/campaigns/winter/

2. **Carers Support** - If you help to look after a family member or friend you are a carer and can access support call 0300 111 9000 Monday, Wednesday and Friday 9.00am – 5.00pm, Tuesday and Thursday 8.00am – 8.00pm or visit www.gloucestershirecarershub.co.uk

3. **Mental Health Support** - If you or someone you know needs help in a mental health crisis, call NHS 111. If you have a hearing impairment, please text 07775 510 693 (7.00am to 9.30pm) or 07768776863 (9.30pm to 7.00am).

4. **Find Local support - Pharmacy First** - Did you know that you can ask your local pharmacy for help? They offer confidential consultations for many common illnesses and can provide information about the medicines. Your local pharmacy will also be able to give you specialist advice and help to signpost you to the right services.
www.nhs.uk/service-search/pharmacy/find-a-pharmacy

5. **GP Surgeries** can support with a whole range of physical and mental health needs, as well as social prescribing, personalised care, medicines management etc. We recognise that GP services are stretched so, where possible, try to use other services first.

6. **NHS 111** - Use 111 by telephone or online when you need medical help quickly but it's not a life-threatening emergency they will refer or book you into the most appropriate services.

7. **999** - Only dial 999 if you really need to. There are lots of alternatives to a 999 call for situations that, while urgent and important, can be helped quickly by one of our other services. Please see Section 3 of the plan for when to use 999.

8. **Emergency Departments (A&E)** - These are for patients with serious injuries and illnesses. Using other services before considering visiting one of the emergency departments helps us to prioritise the most unwell patients. Patients with less serious needs can be supported well by the services above.

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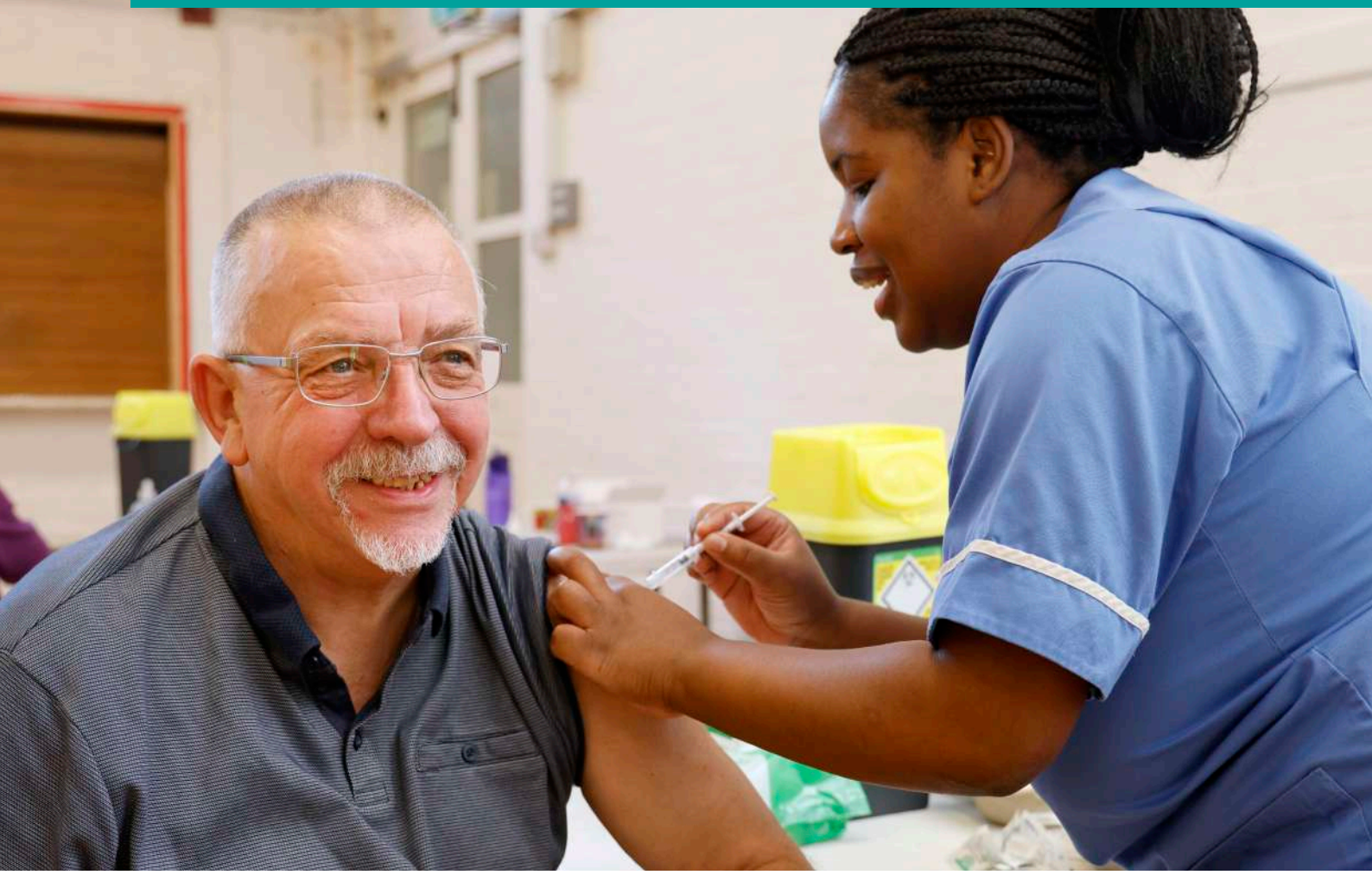
One Gloucestershire Winter Pledge



Prevention - Keeping you healthy and well

Staying healthy and well

Store some home remedies in your medicine cabinet e.g., paracetamol, stomach treatments, throat lozenges, etc. Keep warm and hydrated and try to avoid travelling in bad weather. Please see government advice advice: www.gov.uk/government/publications/keep-warm-keep-well-leaflet-gives-advice-on-staying-healthy-in-cold-weather/top-tips-for-keeping-warm-and-well-this-winter

Vaccinations

It is really important to stay up to date with your vaccinations this winter. The flu viruses can change from one winter to the next. If you want the latest information on vaccinations please visit: https://www.nhsglos.nhs.uk/your-health-services/community-and-hospital-care/vaccination/

Did you know?

To protect yourself from respiratory viruses (coughs, colds and flu): -

- Get vaccinated.
- Let in fresh air if you are meeting people indoors.
- Wash your hands.
- Cover your coughs and sneezes.
- Clean your surroundings.

Colds, coughs and ear infections in children

Please see this helpful advice about how to treat colds, coughs and ear infections in children: https://www.nhs.uk/conditions/baby/health/colds-coughs-and-ear-infections-in-children/

Community blood pressure and health checks

The Check Your Blood Pressure campaign urges everyone, particularly those aged 40 and over, to get a blood pressure (BP) check to find out their numbers and start making healthy lifestyle changes or taking medicines if needed to help bring their blood pressure down.

There are several ways for people to access a blood pressure check, including at a local pharmacy, at a community drop-in event, or at their GP surgery. Some people may also wish to check their BP at home with a home blood pressure monitor. To find out more information please see: https://www.nhsglos.nhs.uk/your-health-services/community-and-hospital-care/cardiovascular/blood-pressure-know-your-numbers/

Keep your care plans up to date

If you have a long-term condition or a disability, it's important to keep your care plans up to date. For example, hospital passports are an easy read communication tool which can help healthcare professionals to understand people with disabilities needs. www.nhsglos.nhs.uk/your-health-services/community-and-hospital-care/learning-disability/annual-health-checks

Annual health checks

If you are over 75, have specific long-term conditions (https://www.nhs.uk/conditions/nhs-health-check) or are registered as having a Learning Disability (https://www.nhsglos.nhs.uk/your-health-services/community-and-hospital-care/learning-disability/annual-health-checks), Autism or a Serious Mental Illness, you are entitled to have a physical health check at your GP Practice every year.

Having an annual physical health check means that there is a better chance of a spotting physical health problems early, when they are simpler and easier to treat.

Advanced care planning

Advance Care Planning is an umbrella term covering personal, legal, clinical, and financial planning. It enables a person to think about what matters to them and plan for their future. www.nhsglos.nhs.uk/your-health-services/community-and-hospital-care/palliative-and-end-of-life-care/planning-ahead

COMMUNITY PHARMACY GLOUCESTERSHIRE

Primary Care

The Primary Care teams work closely with every other part of the health and social care system and have the most detailed up to date information about your health and care.

Community Pharmacies

Community pharmacies can provide services to support and treat minor illnesses, including both ongoing and emergency hormonal contraception, advice on medicines, and blood pressure checks.

Pharmacy First

Pharmacy First is a service that enables community pharmacists to supply prescription-only medicines, including antibiotics and antivirals where clinically appropriate, to treat seven common health conditions without the need to visit a GP. The seven conditions are:

- Sinusitis (adults and children aged 12 and over)
- Sore throat (adults and children aged over 5 years)
- Earache (anyone aged between 1 – 17 years)
- Infected insect bite (anyone aged 1 year and over)
- Impetigo - a bacterial skin infection (anyone aged 1 to 17 years)
- Shingles (adults aged 18 and over)
- Uncomplicated urinary tract infections in women (females aged 16 – 64 years)

You can get treatment for these conditions by walking into a pharmacy, via a formal electronic referral from your GP surgery team or via NHS111.

Many pharmacies have extended hours, and no appointment is needed. They can also advise if another local NHS service is needed.

Click nhs.uk or the ASAP Glos NHS website or app for locations and opening hours.

Did you know?

We have 105 pharmacies in Gloucestershire, and all of them have a consultation room for you to have a 1:1 private conversation with a member of our pharmacy team. To find your nearest pharmacy please see https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy

GP Surgeries

GP Surgeries, with community pharmacies, are the foundation of local healthcare services in Gloucestershire. In recent years we have seen more and more surgeries move into new premises, improving access and the experience of patients whilst keeping them at the heart of our communities.

NHS Dentistry

It's important to look after your teeth and the people you care for. To find out how to register with a NHS dentist, you can visit www.nhs.uk

There are now urgent care appointments available each week at clinics across the county, including weeknight and weekend clinics. Patients can access these appointments by contacting NHS 111.

Last year, we invited dental practices to provide additional appointments for patients not registered with a dental practice to help them avoid the need for frequent urgent support. Over 200 additional appointments, which may include follow-up appointments, are now provided each week.

Urgent Eye Appointments

Did you know that you can get access the Urgent Eye Care Service if you have one of the following symptoms:

- Red or painful eye or eyelids
- Recently occurring flashes or floaters
- Recent and sudden loss of vision
- Foreign body in the eye.

For a full list of optical practices please visit: www.primaryeyecare.co.uk/find-a-practice

Did you know?

A 2023/24 report showed that only 29.5% of adults and 50.7% of children in Gloucestershire had been seen by an NHS dentist in the last 1-2 years.

Primary Care Pledges

One Gloucestershire Winter Pledge

Pharmacies:

- We will continue to work with our community pharmacies to provide as mu pharmacy-based care as possible appropriate to people's needs, including usi g the Pharmacy First for many common conditions.
- We will provide services to support and treat minor illnesses, including ongoing and emergency hormonal contraception, advice on medicines, and blood pressure checks.

GP Practices:

- We will continue to work with our general practices to provide free vaccinations at the heart of our local communities to those who are eligible, such as people with 'at risk' clinical conditions, and people in areas of known health inequalities.
- We will further support people where possible with their medicines.
- GP surgeries will work together to offer additional appointments on weekday evenings and Saturdays.

Dental:

- We will continue to increase the number of urgent appointments and follow up courses of treatment available each week in locations across the county.
- We will continue to work with existing dental practices to improve access to NHS dentistry making sure more appointments are available starting in areas of known health inequality.

First Response Services

Integrated Urgent Care Service - NHS 111

From November, a new enhanced 111 service will bring together NHS 111 with a new Clinical Assessment Service (CAS) and GP out-of-hours services in Gloucestershire. This service will play a key role in providing urgent care advice and support across the county and can be accessed 24/7 by calling 111, contacting NHS 111 online – www.111.nhs.uk or using the NHS App. The Clinical Assessment Service (CAS) will provide clinical telephone and video consultations for patients and support to healthcare professionals in the community

The service provides advice, signposting and booking into the most appropriate service if required. This may include:

- Pharmacy
- GP surgery
- Community Minor Injury and Illness Units
- Other services such as urgent dental services, mental health practitioners and community nursing
- Emergency Department (but please continue to dial 999 in an emergency)
- Home visits (where clinically appropriate)
- Voluntary sector organisations.

Did you know?

What is an emergency?

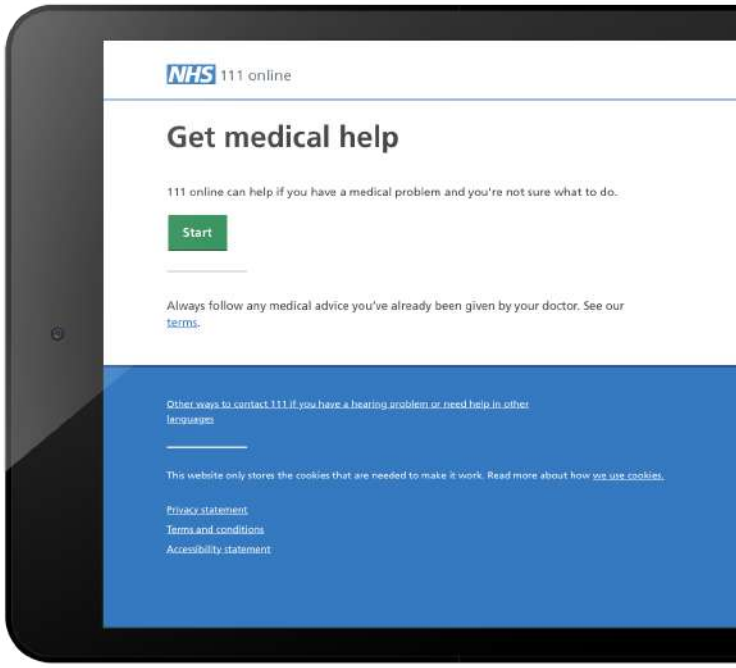
Phone 999 when you have:

- Loss of consciousness
- Fits that are not stopping
- Severe chest pain or signs of stroke
- Breathing difficulties
- Severe bleeding that cannot be stopped
- Severe allergic reactions
- Severe burns or scalds
- Major trauma such as a road traffic accident.

Emergency Prescriptions

Did you know if you have run out of prescribed medicine and need some urgently, you can call NHS 111 or use NHS111 online (www.111.nhs.uk). If you get your medicine with a repeat prescription, you can use the 111 online emergency prescription service.

They will ask some questions, including where you are and when you are due to take your medicine so they can suggest the best way to get it. They may refer you to a pharmacy to get your medicine.



South West Ambulance Service NHS Foundation Trust (SWASFT)

The ambulance service provides paramedics and vehicles to accidents and emergencies, and much more besides.

As well as taking people to emergency departments if needed, the ambulance service carries out 'hear and treat' responses over the phone and provide 'see and treat' paramedic services in people's homes, avoiding taking people to hospital when it's not needed.

Paramedics are also able support patients, where appropriate directly to specialty assessment services including Same Day Emergency Care, Frailty Assessment Unit, Surgical Assessment Unit and Stroke services.

Only call 999 if you have an emergency or life-threatening situation and use the ASAP app or website (www.asapglos.nhs.uk) or call your GP Surgery, NHS 111 or visit one of our Minor Injury and Illness Units.

Community and mental health services

Gloucestershire Health and Care NHS Foundation Trust (GHC) provides mental health, physical health, and learning disability services to people of all ages. We do this in community hospitals and other buildings and, primarily, in people's own homes.

Minor Injury and Illness Units (MIIUS)

To support people's physical health, we have seven Minor Injuries and Illness Units (MIIUs), based in our community hospitals, open to walk-in patients or appointments can be booked through the NHS 111 service.

Minor Injury and Illness Units are open every day 8.00am to 8.00pm

(final appointment and walk-in at 7.30pm at the Community Hospitals)

- Cirencester Hospital
- Forest of Dean Hospital (Cinderford)
- North Cotswolds Hospital (Moreton in Marsh)
- Stroud General Hospital
- Tewkesbury Community Hospital
- Vale Community Hospital (Dursley)
- Tetbury Hospital
  (8am to 6pm – Monday to Friday)*
- Winchcombe Medical Centre
  (8am to 6.30pm, Monday to Friday)*

**Please note different opening times. Both services ask any patients to attend no later than 30 minutes before they are due to close.*

What our MIIUs can treat:	What our community hospitals cannot treat:
Sprains	Head injuries with loss of consciousness
Simple fractures needing x-rays and plasters	Persistent, severe chest pains
Simple wounds that may need suturing (stitches)	Pain that is not relieved by simple pain killers
Minor burns	Sudden confused state of mind
Minor head injuries with no loss of consciousness	Breathing difficulties
Minor illness, earache, sore throat, etc	Stroke or suspected stroke
Skin problems such as rashes, bites, stings and infections	Overdoses
Eye conditions	Complicated or serious injuries
	Major illnesses

We do other important work to support people to remain independent at home, including:

- Providing a 'falls response' service across the county to people falling in their own homes, including care homes, reducing ambulance calls and hospital attendances.
- Identifying 999 calls that can be dealt with by our community Rapid Response Team, instead of an ambulance.
- Providing assessment and treatment beds at community hospitals that GPs can refer patients to rather than sending them to Cheltenham General or Gloucestershire Royal Hospitals; similarly, we provide a range of services that prevent people deteriorating and help them to recover and become able to care for themselves.
- 'Home First' service that can get people out of hospital and back into their own home with appropriate care as soon as possible.

Mental Health Support

It is estimated that one in four adults and one in 10 children experience mental illness at any one time and many more of us know and care for people who do.

Mental health problems are common, and they affect thousands of people in the UK as well as friends, family, and work colleagues. Don't let perceptions of the social stigma attached to mental ill health stop you from coming forward and getting the help you need.

There are many ways the NHS, and the voluntary sector, work together to care for people with mental health concerns and crises:

Where to go for help for adults:

- Be Well Gloucestershire is a local campaign supported by the Gloucestershire system aimed at promoting health and wellbeing support. www.bewellglos.org.uk
- Mental Health Crisis team – call NHS 111 or use NHS111 online (www.111.nhs.uk) available 24 hours a day, 7 days a week. If you are hearing impaired, please TEXT: **07775 510 693** 7am – 9.30pm or **07768 776 863** 9.30pm – 7am
- Samaritans, if someone is experiencing feelings of distress or despair call **116 123**.
- The Stay Alive App (www.stayalive.app), packed full of useful information and tools to help you stay safe in crisis.
- Gloucestershire Connect and Offload Helpline (www.gloucestershirecando.org) - supports adults living in Gloucestershire who are experiencing mild to moderate wellbeing difficulties, such as anxiety, low mood or depression, including support for self-harm. They also provide support and information to friends, family, carers and professionals. Telephone: **0808 801 0606** Text: **07537 410 022**
- Shout – 24/7 text service for anyone in crisis – text **85258** (free on all major mobile networks)
- The Silver Line (supporting older people – **0800 470 8990** (free)
- Some GP surgeries work with dedicated primary care Mental Health workers.
- The Cavern (Gloucester) - mental health drop in (18+) and is open 6pm-10pm 365 days a year.

For children and young people:

- On Your Mind Glos - www.onyourmindglos.nhs.uk
- Childline – **0800 11 11** (free)
- Tic+ is a Gloucestershire-based charity which provides confidential counselling, support and care for young people and their families. For more information visit: www.ticplus.org.uk or call: **01594 372777**
- Tic+chat is an anonymous, safe, confidential 1-2-1 live message chat support service for young people aged 9-21 living in the county open Sunday – Thursday 5pm – 9pm at standard network local rate accessed via www.ticplus.org.uk or by calling: 0300 303 8080.
- Tic+ Parent and Carer Support including support groups, family counselling information and online chat service is available www.ticplus.org.uk or by calling: **0800 625675**
- The Cavern (Gloucester) – mental health drop in (under 18s) open 5pm-9pm, 365 days a year.

Mental Health services winter pledges

- We will provide or support mental health care in as many points of contact with the NHS as possible, including through GP surgeries, in hospitals, and through our own wide range of services.
- We will provide a mental health crisis line 24/7 so that there is always someone to reach out to; support is available through NHS 111.
- We will work with charities and other local organisations to support care for peoples' mental health in their own communities.

Cheltenham and Gloucester Emergency Departments (A&E)

We will do everything possible to keep the length of time people spend waiting in the Emergency Department (A&E) as short as possible and will also reduce the chance that someone will be admitted for an overnight stay when they don't need to.

We want as many people as possible to be treated and sent home safely on the same day. Where people do need to stay one or more nights, we do all we can to ensure safe and timely decisions about what each patient needs, and where, to keep our Emergency Departments (A&E) running smoothly for the next person.

We will work hard to prevent the spread of infections and only restrict visits to wards where it is unavoidable, if there are risks of infection, notably from flu, norovirus (vomiting bug) or other seasonal illnesses including COVID-19. These illnesses can make patients more ill and impact the health and availability of our staff.

Care in our hospitals

- People will have their conditions and care reviewed by the most appropriate experts, including doctors, nurses and therapists, every day of the week. We will ensure as much diagnostic testing is requested earlier in the day, to make timely decisions about the best place for people's ongoing care or whether they are ready to go home.
- We will work hand-in-hand with our colleagues in the community and social care to ensure people can go home or to a more appropriate place to finish their recovery.

Virtual Wards

For some people, being supported in a virtual ward at home is a better option than going into hospital. A virtual ward allows you to get the care you need at home, safely in familiar surroundings, whilst still receiving the support that you need to help you recover from an illness.

Being on a virtual ward means that you will have a care plan that will be designed specifically for you. You will receive a home monitoring kit and depending on your care plan, you may also receive regular phone calls, be visited in your home, or asked to visit a health care setting.

We now have virtual wards for:

- Respiratory
- Frailty
- Heart Failure
- Acute General Medical
- Oncology
- Surgery
- Rapid Response Shared Care.

Supporting Young People

Gloucestershire Royal Hospital now hosts youth workers from Young Gloucestershire on the children's ward.

These specialised professionals are equipped to offer essential support and guidance to young people aged 11-16 years who are admitted for their safety due to mental health concerns.

Hospital winter pledges

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- We will use our range of Same Day Emergency Care (SDEC) services as much as possible every day of the week to reduce pressure on our Emergency Departments (A&E). This will also help how quickly we transfer people from ambulances into hospital to ensure they get the most appropriate care as soon as possible, and to help ambulances get to the next person that needs them.
- We will ensure people with specific conditions are cared for by the right people as quickly as possible. For example, by guiding people to facilities such as:
  - Anyone attending A&E with mental health concerns (regardless of physical health issues) will be able to access a specialist assessment within 45 minutes on average. This service, one of only three of its kind in England, is available 07.00 – 19.00 every day; during the winter we have an ambition to increase this towards a full 24/7 service.
  - 'Virtual Wards' (increased from 50 spaces last year to 223 by December), notably for people affected by frailty and respiratory conditions, and people who have had a stroke.
  - We will ensure children and pregnant people are directed to the most appropriate area if not the Emergency Department.
- We will focus on increasing our discharges across all seven days of the week and will prepare information and medication for you to go home, as early as possible in the day.

Adult Social Care

The Hospital Discharge and Assessment Team (HDAT) work in various locations in the county, notably in our hospitals, Charlton Lane Mental Health Hospital, and assessment bed units across the county. Our innovative 'Care Navigators' provide support and information when people are admitted to hospitals and work alongside the Complex Care at Home teams, Frailty Services, and Community Hospitals across Gloucestershire.

From late November, HDAT will operate an Admission Avoidance advice telephone line seven days a week, offering support to the Accident and Emergency departments by advising health colleagues about appropriate alternatives to hospital admissions.

To find out more about adult social care in Gloucestershire visit www.gloucestershire.gov.uk/health-and-social-care/adults-and-older-people/finding-the-right-information-and-support/information-advice-and-services-to-manage-your-care-and-stay-independent/adult-social-care-helpdesk

Our key priorities this winter are:

- To provide informed, quality advice and guidance to prevent avoidable stays in hospital and to support timely discharges every day.
- To support and advise decision-making in the hospitals and sharing our Social Care knowledge around complex situations.
- To support the needs of those entering short-term assessment beds to aid safe and timely discharges.
- To support health partners in our 'Home First' principles and reduce how much bed-based care people need after leaving hospital.
- To champion prevention of ill-health and connect people with services in their communities.

Support, information, and care for unpaid carers. Full information about social care services and support can be found at www.gloucestershire.gov.uk/health-and-social-care/adults-and-older-people/finding-the-right-information-and-support

Did you know?

You can hand back unwanted equipment to the Gloucestershire Equipment Loans Service (GELS) who will clean and fully refurbished the equipment ready to loan it out to someone else. To find out more visit www.gloucestershire.gov.uk/gloucestershire-equipment-loan-service.

Social Care winter pledges

One Gloucestershire Winter Pledge

- We will support the flow of people through all of Gloucestershire's health and care services and ensuring speedy access to the most appropriate next stage of care, by prioritising assessments and ensuring home and bed-based care is provided based on people's needs. We support and assess people in up to 200 beds at any one time on leaving hospital, and assess peoples' needs (where required) within their own home.
- We will work closely with broad range of private, independent, and voluntary sector providers from around the county and beyond to support our overall response to the challenges of winter.
- Social Workers will be working in the two large hospitals to help avoid unnecessary hospital stays and to support planning for post-hospital care. This is provided through our Social Care Hub Monday to Friday 9.00 to 17.00, in Emergency Departments and on hospital wards. We also support at the weekends via telephone referral.

You can get independent advice about paying for care via the Care Advice Line for Gloucestershire by visiting www.thecareadviceline.org or calling 01452 222200

Support for Unpaid Carers

"An unpaid carer provides support or looks after a family member, partner or friend who needs help because of frailty, physical or mental illness, addiction, or disability." Unpaid carers are an essential part of our health and care system, they contribute an annual £162bn to the economy across England and Wales (Petrillo and Bennett, 2023).

In Gloucestershire, we have approximately 52,000 carers with 7,000 young carers.

The Gloucestershire Carers Hub offer support to unpaid carers, and you can request support at any time. Once you have registered you can have as little or as much contact you need. The Hub provides the following support:

- Information, Advice and Guidance
- Wellbeing support
- Signposting to other services
- Contingency Planning Support
- Benefits and financial advice
- Full Carers assessments, support planning and reviews Gloucestershire Carers Hub have the delegated responsibilities to do Care Act assessments on the behalf of Gloucestershire County Council
- Access to groups
- Training, social gatherings and activities
- Access to the Carer Aware Discount Scheme
- Professional counselling service
- Buddy Up
- Employment support.

Gloucestershire Carers Hub offer a safe space to talk about you and your caring role, we will work with you to identify how we can support you. We are here for you when you need us and can act as a listening ear when you need one. To find out more, call 0300 111 9000 Monday, Wednesday, and Friday 9.00am – 5.00pm, Tuesday & Thursday 8.00am – 8.00pm or visit www.gloucestershirecarershub.co.uk

"I am feeling more in control in a sense that I know who I can go to for help and support, and that is down to the Carer's Hub. I now know that I am entitled to support as a carer and that makes a big difference, knowing that I am allowed to ask for help and that it's OK to ask".
(Quote from an unpaid carer)

Young Carers

If you are a child or young person who helps to look after someone, Gloucestershire Young Carers can provide information and support. Please contact **01452 733060** or go to www.glosyoungcarers.org.uk/contact-us

Unpaid Carer winter pledges

Carers Partnership Board have developed 6 key priorities for us to help support carers in Gloucestershire, we want to ensure that unpaid carers can be:

- **Heard** – to identify, support and act on feedback.
- **Recognised** – to be carer aware.
- **Informed** – to have relevant information and advice.
- **Prepared** - to have plans in place for the unexpected.
- **Connected** - to help reduce loneliness and improve wellbeing.
- **Reached** – to provide the right methods of communication and help to access online support.

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Support in your community

Social Prescribing

Support for non-medical needs that impact our health and wellbeing is sometimes referred to as Social Prescribing. In Gloucestershire, the health and care sector work closely with the voluntary sector to ensure we understand what is important to an individual and then make necessary connections so that the person can access the support they require.

We also know that engaging in meaningful activity in our community can support people in making connections and keeping well when they have health conditions. In Gloucestershire we have a range of creative health interventions that support people with a range of medical needs to build their self-management skills and develop a network of peer support in their community. You can find out details of how to self-refer through www.gloscreativehealth.org

Voluntary Community and Social Enterprise (VCSE)

Our shared focus this winter is to work alongside communities to reduce peoples' need for health and social services. Our VCSE partners are the real front line in supporting carers, people's other needs beyond healthcare, as well as the response to the cost-of-living crisis as they were during the COVID-19 pandemic. We will continue to work with them this winter to identify and handle risks to safe and secure communities that help keep people well, and at home where it is possible to do so.

Online Directory of Services

You can access lots of information about these services and support at www.yourcircle.org.uk, an online directory provided by Gloucestershire County Council. This website can help you find your way around care and support and connect with people, places, and activities in Gloucestershire.

Examples of just some of the services the VCSE provide include: -

- **Warm Spaces** - The Warm Welcome Campaign helps to connect people to welcoming community spaces. A Warm Welcome Space is a great place to share a cuppa, connect with others, and make new friends. https://www.warmwelcome.uk
- **The Cavern** - As an independent coffee shop, they provide great drinks, fresh food, and a lively environment. The Cavern is a space that facilitates mental health support in the evenings and provides valuable training to volunteers throughout the day. 56 Westgate Street, Gloucester, GL1 2NF (round the corner from the cathedral). Opening Hours: Monday to Saturday: 10am – 10pm. Sunday: 12 (midday) – 10pm (see Mental Health section for details on drop ins).
- **Age Concern** - Age UK Gloucestershire offers advice and support for older people, their families and carers please visit: www.ageuk.org.uk/gloucestershire

Community Support Winter Pledges

- Voluntary and community sector partners to provide some follow-up services to ensure people are supported to remain at home after leaving hospital.
- We will offer our Warmth on Prescription service, helping those in need with long-term cardiovascular and respiratory conditions to pay their energy bills and stay healthier; we will also promote how to Stay Well This Winter at all times, supporting people to eat well, stay active, access vaccinations and care for their mental health www.onegloucestershire.net/campaigns/winter
- We will ensure our Click or Call First and ASAP services are kept up to date with the latest information people need to care for themselves and access the right services when they need them. Community support winter pledges.

Glossary of Services

Organisation	What they provide	Where they provide it
GP surgeries	Broad diagnosis, treatment, and care of non-emergency illness. Support and decisions to refer patients to specialist services in other organisations. Long-term care and supporting self-care.	Through GP surgery premises across the county, and their branch sites. Via the Out of Hours service. More help available at: www.asapglos.nhs.uk
Gloucestershire Health and Care NHS Foundation Trust (GHC) www.ghc.nhs.uk	District nursing. Health services, clinics and therapies. Inpatient care, rehabilitation, Minor Injury and Illness Units. Mental Health assessment, treatment and care services.	In people's homes. At NHS clinic sites around the county. At community hospitals. At mental health specialist centres and hospitals.
Gloucestershire Hospitals NHS Foundation Trust (GHT) www.gloshospitals.nhs.uk	Specialist medical treatment and care, and diagnostics. Emergency departments for the most urgent and serious injury and illness.	At Cheltenham General Hospital and Gloucestershire Royal Hospital.
Gloucestershire County Council (GCC) www.gloucestershire.gov.uk/health-and-social-care/	Social care services. Domiciliary care visits. Carer assessments.	In people's homes. In the community. In care homes.
Community Pharmacies www.nhs.uk/service-search/pharmacy/find-a-pharmacy	Services to support and treat minor illnesses, including emergency and ongoing hormonal contraception, advice on medicines, and blood pressure checks.	In the community.
South West Ambulance NHS Foundation Trust (SWAST) www.swast.nhs.uk	999 call handling. Ambulance and paramedic prioritisation and despatch. Transfer of patient care appropriate for other services.	Ambulance main hub, local ambulance stations, a range of ambulance vehicles and in people's homes.
Voluntary, Community and Social Enterprise (VCSE) organisations www.glosvcsalliance.org.uk/	Ranges from small community-based groups/schemes through to larger registered Charities that operate locally, regionally & nationally.	Within communities and peoples' homes and health and social care facilities.
E-zec e-zec.co.uk/our-services/	Non-emergency patient transport services.	Non-emergency ambulance vehicles.
Gloucestershire Integrated Care Board (ICB) www.glosnhs.nhs.uk	Oversight and commissioning (purchasing) of all health and care services for Gloucestershire. Gloucestershire Integrated Brokerage.	

Terms and acronyms

These are some of terms you may hear if you use our Urgent and Emergency Care services this winter:

A&E	Accident & Emergency, operated from our acute hospital Emergency Department
ARRS	Additional Roles Reimbursement Scheme, expanding types of roles in primary care
ASC	Adult Social Care, a function of Gloucestershire County Council
CAS	Clinical Assessment Service
CATU	Community Assessment & Treatment Unit (Older Person)
CGH	Cheltenham General Hospital, one of our two acute hospitals
CPG	Clinical Programme Group
CYP	Children & Young People
D2A	Discharge to Assess
DTA	Decision To Admit (to hospital)
DoS	Directory of Services
EAC-I	Enabling Active Communities and Individuals – promoting healthy lifestyles
ED	Emergency Department, dealing with the most serious injuries and illness
EPR	Electronic Patient Record
FAU	Frailty Assessment Unit – a dedicated unit to assess underlying frailty
G-care	Online point of clinical reference for Gloucestershire clinicians
GP	General Practitioner
GRH	Gloucestershire Royal Hospital, one of our two acute hospitals
GELS	Gloucestershire Equipment Loan Service
HALO	Hospital Ambulance Liaison Officer – a dedicated function to enable flow
HAT	Homeward Assessment Team
HIU	High Intensity User – patients who have complex and frequent health issues
HOSC	Health Overview & Scrutiny Committee (GCC) holding organisations to account
IAPT	Adult Improving Access to Psychological Therapies, a key mental health service
ICS	Integrated Care System
IPC	Infection Prevention and Control
LA	Local Authority (Gloucestershire County Council)
LoS	Length of Stay, a key measure in hospital-based care
MDT	Multi-Disciplinary Team, an approach to care that looks after all a patient's needs
MH	Mental Health
MiDOS	My Directory of Service; electronic signposting to the most appropriate care
MIIU	Minor Injury & Illness Unit, based on community hospitals
NEPTS	NHS funded Non-Emergency Patient Transport Service
NHS 111	Free telephone and online service for patients to access urgent health care advice
NHSE	National Health Service England, the national body that oversees delivery of services
OOH	Out Of Hours (usually in reference to primary care services at night and weekends)
OPEL	Operational Pressures Escalation Levels (1, 2, 3, 4)
POC	Package of Care
ReSPECT	Recommended Summary Plan for Emergency Care and Treatment
SDEC	Same Day Emergency Care
SHREWD	Single Health Resilience Early Warning Database
ToCB	Transfer of Care Bureau
UEC	Urgent & Emergency Care
VCSE	Voluntary, Community and Social Enterprise

One Gloucestershire
Transforming Care, Transforming Communities

To discuss receiving this information in large print or Braille please ring: **0800 0151 548**

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