RIVIAM
digital care

Wellbeing Hub continues to offer support to everyone in Bath and North East Somerset throughout Covid-19 and beyond.

CALL: 0300 247 0050

- Feeling isolated, lonely or anxious
- Keeping active & healthy
- Accessing food, transport or medication
- Stopping smoking
- Money advice & benefits support
- Achieving a healthy weight
- Employment issues & advice

BaNES Community Wellbeing Hub uses RIVIAM to enable health and social care partners to co-ordinate care

INTRODUCTION

Set up in April 2020 to respond to the COVID-19 crisis, the Community Wellbeing Hub (CWH) in Bath and North East Somerset (BaNES) uses RIVIAM's Referral Management and Triage service to co-ordinate health, social care and third sector services for adults and their families.

The hub is a 'one stop shop' for people to request support for food, medicine, mental health or welfare and receive a co-ordinated response from HCRG Care Group, BaNES Council and many third sector services such as Developing Health and Independence, Citizens Advice BaNES and Bath MIND.

Underpinning the hub's operation, RIVIAM provides a shared referral management system so authorised users from the different organisations can collaborate. Everyone can see a single view of a person's care and organisational boundaries are removed.

SNAPSHOT

OPPORTUNITY

Uniting the community health provider with the local council and a group of third sector providers so they can work together digitally required a referral management system capable of supporting multi-agency working.

SOLUTION

RIVIAM'S Referral Management and Triage service.

BENEFITS

- Multi-agency working and improved care co-ordination.
- Ability to manage demand.
- Health and social care partners can see a single view of a case and track activities.
- Organisations are able to mobilise quickly to respond to ever changing service pressures.
- Delivering personalised care for individuals.

THE CHALLENGE

With integrated care systems now a reality, there is a renewed ambition to improve care through more joined up multi-disciplinary local teams.

Communication across different health, social care and third sector organisations is vital but organisations using different IT systems find it difficult to share information and work together.

Also, third sector organisations do not always have the digital capabilities to communicate efficiently with their health and social care partners; they are reliant on phone, email and spreadsheets to share information.

This lack of ability for partners to easily and securely co-ordinate care and subsequent actions can lead to slow decisions, wasted resources and an increased risk of delayed care.

To respond to the COVID-19 crisis in March 2020, the CWH needed a way for local teams from different organisations in BaNES to work together, share resources and co-ordinate care.

Even now, with the long-term impact of COVID-19 and the cost of living crisis, this challenge for the hub remains.

RIVIAM'S SOLUTION

Since March 2020 to date, teams from 14 different organisations have used RIVIAM to work together and share information providing support for local people.

The hub continues to respond to pressure on the health and care system, from COVID-19 to supporting hospital discharge and currently Ukrainian refugees arriving in the area under the government Homes for Ukraine Scheme.

People requesting help can call the hub where a short online referral form is completed in RIVIAM. Each agency is set up with a pathway to receive referrals and it's simple to see demand and manage the progress of requests across different services.

"The establishment of the CWH in response to the pandemic has been an amazing achievement. Ensuring a collaborative, multi-agency approach to community service provision has been vital to meeting the needs of the BaNES community and RIVIAM has been instrumental in this. It has allowed all organisations to work in a more efficient and co-ordinated way and so provide a flexible, timely response to our communities."

Kate Morton
CEO, Bath Mind

Red, Amber and Green statuses are set for each pathway to highlight the length of time a case has been in the system.

Security measures mean only users authorised to access certain pathways can do so, meaning data is managed securely and responsibly whilst enabling multi-agency working.

Authorised users can see the full history and a single view of all activities about a person and their care with a full audit of who has done what and when.

New outcome tracking will enable outcomes to be tracked and reported. People needing help will soon be able to submit their requests via an online portal.

"Providing a system whereby partners can share information securely and work more collaboratively has been and will continue to be crucial to the success of the community wellbeing hub. This has transformed how we have worked in partnership."

Claire Thorogood
Head of Contracting & Performance,
BaNES Council
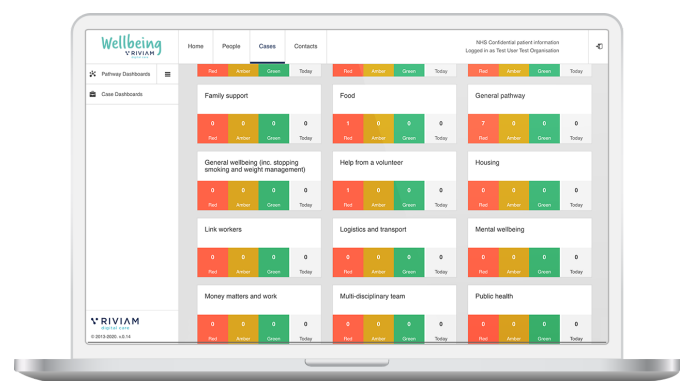
Since March 2020, 18,000 calls have been received by the hub. 16,424 referrals were received in 2020/2021.

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BENEFITS

Benefits for organisations

- Multi-agency working - team members from BaNES Council, HCRG Care Group and third sector services such as Age UK BaNES, Bath Mind and Curo can work together across the same patient record, where they have the access rights to do so. Organisational boundaries are removed.
- Managing demand - removes the need to track cases in spreadsheets and on whiteboards.
- A different culture - working together on RIVIAM supports a different culture with shared responsibilities, resources and working practices.
- Single view - team members can see the latest position for the person and look up information when they are on the go in the community.
- Responsive and reactive - organisations can mobilise quickly to respond to ever changing services pressures and demands.

Outcomes for people in BaNES

- There is no 'wrong door' to access services.
- Services are 'wrapped around' individuals. No person is ever left without support or an agreed plan of step down support.
- Gaps in care can be identified more easily and support put in place.
- People receiving support don't have to waste time repeating conversations as services have access to the person's record, if they have the rights to do so.
- Using RIVIAM, council officers and healthcare professionals can create new referrals for Ukrainian refugees and their sponsors within minutes. Teams can record actions on RIVIAM as they carry out post-arrival health and wellbeing checks and they can easily raise referrals for other third sector support services.

Please get in touch to let us know how we can support your organisation via hello@riviam.com or 01225 945020
Visit www.riviam.com