



Need some advice? Your wellness matters

Enjoy friendly hot meal and Make social to people w

01872 266383
gateway@ageukcornwall.org.uk

Your new helpline for support and advice. Open 8am - 5pm 7 days a week, 365 days a year

Supporting people to Step into Wellness



Home from hospital?

Find fun local activities, get help with transport to the supermarket or assistance with your shopping

Community Gateway

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Cornwall's Community Gateway

VCSE network for support and advice

Who is it for?

All adults

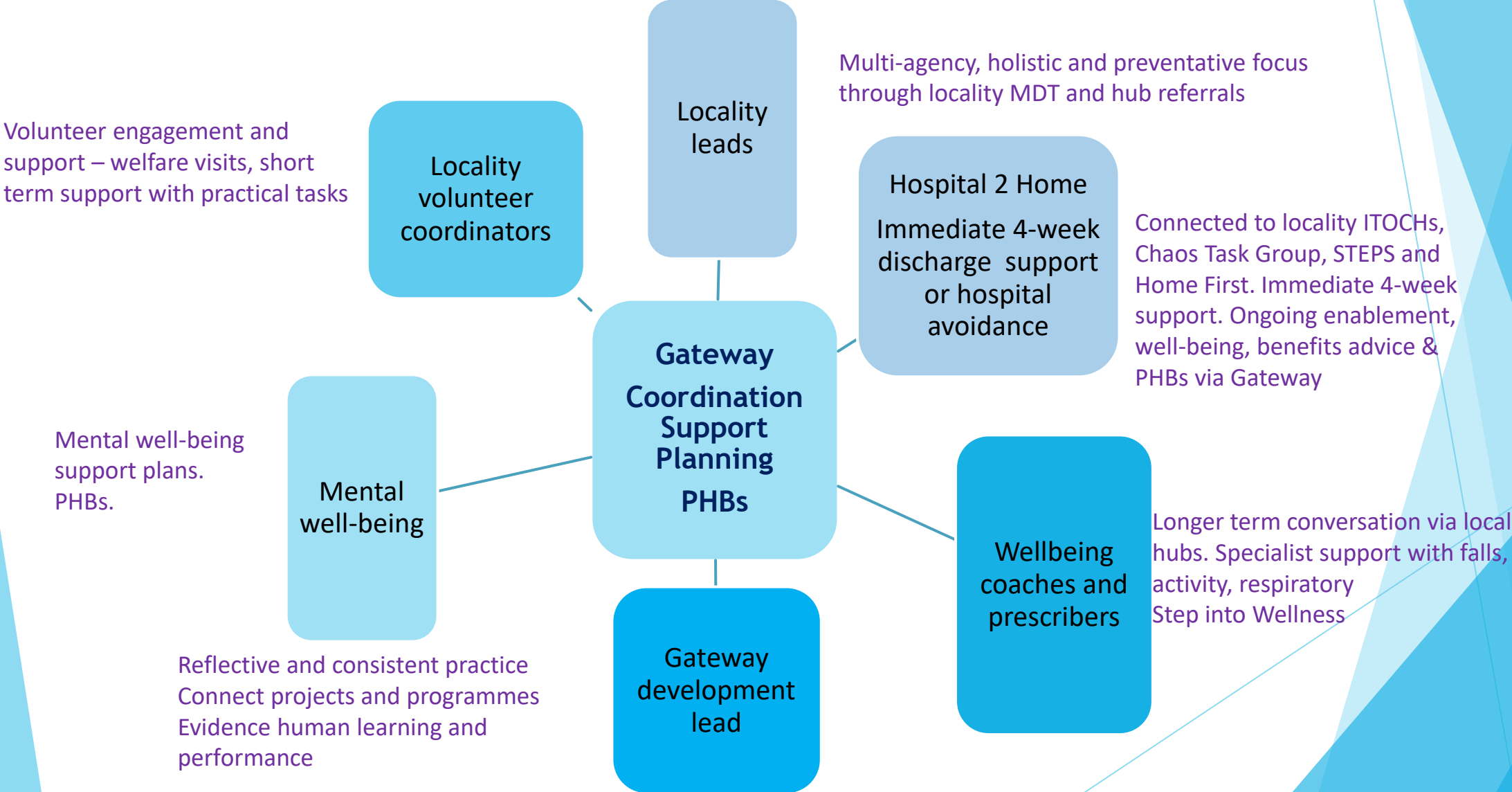
All conditions

Hub and spoke –
locality shaped

Focus on people,
their assets and
their conversations

Not an urgent
service but a
holistic one

This is Gateway - a collaboration of people and place



Hub and locality

Gateway

Coordinating referrals, requests and calls. 1st Conversation support planning.

Liaising, reviewing across systems, partners and communities.

Proactive case finding for unmet need.

Feedback, well-being measures and case studies.

Navigating across community hubs.

ITOCH/MDTs

Identifying local people at risk of vulnerability.

Connecting support around - advocating where needed.

Push/pull discharges - knowing the story of the person.

Acting as “bridge”, across local and shared community; liaising with Gateway for specialist/bespoke support.

Community Hubs

Delivering activities, connection and engagement.

Identifying gaps, working with wider teams to identify new support activities.

Providing stories, evidence, performance and activity.

Forming part of a sustainable community response.

Hospital to Home and Winter Plans

H2H

Hub and Community Hospital facing; 20 discharge/prevention packages pw.

Delivered through localities with Volunteer Cornwall; co-located in hubs working with statutory rehab/enablement.

Funded via ICB. Referrals via ITOCH's, Gateway, Strata; verbal and digital

Partners

Humans: RCHT facing; 60 discharges pw. Referrals via ITOCH and Strata

Chaos: Dom ED focus. Care/CQC partner; focus on mental health, respite.

Steps/Home First: statutory agencies. Focus on discharge and reablement.

Moving into Unmet Needs

400 people waiting for social care assessment; focus on 1st conversation.

PHB call off for any support package; funding follows person

Testing model of first point of contact and social value

Solution, asset and person focused

Guided conversation

- What is the ideal outcome for the individual?
- Who else is involved?
- Can we add value – what would help today?

Agree our involvement and timeline

- Listen for anything new
- Anticipation, mutuality, circle of support; shared outcomes
- Review

Who is best placed to support?

- Is Gateway the right place?
- Make the connection and create the link
- Share what we know – advocate where required
- Review

Challenges

Demand, complexity and fragmentation

2022 averaging 2,500 contacts; October 2023 5,000 plus

Balancing Prevention with Urgent
System Need

Managing expectations

Possible themes for discussion

Reporting and influence
Evidence and impact – what do you collect and how?

Sustainability
Funding – scope and length of contracts

Partnerships
Alliance contracts; what's the role of your VSF?