

Access Wellbeing

Transforming Dorset Community Mental Health Services

May 2025



Supporting your mental health

What is Access Wellbeing?

- The new approach to community mental health and wellbeing support in Dorset
- Partnership between NHS and VCS, working with organisations across the community
- Includes easy access to early help, aims to provide:



The right support – person-centred mental health and wellbeing support that can be accessed by anyone



At the right time – access to advice and help when it is most needed, recognising what matters most to an individual at any point in time



In the right way – a choice of different way ways to get help and support, including face to face and online, and a 'no wrong door' approach.

How did we develop the new model of care?

- National drive to improve access to mental health and wellbeing support
- Worked together with people who use our services to understand local need

Phase 1: Developed our values, philosophy and the overarching model, including a level of service that is accessible to everyone

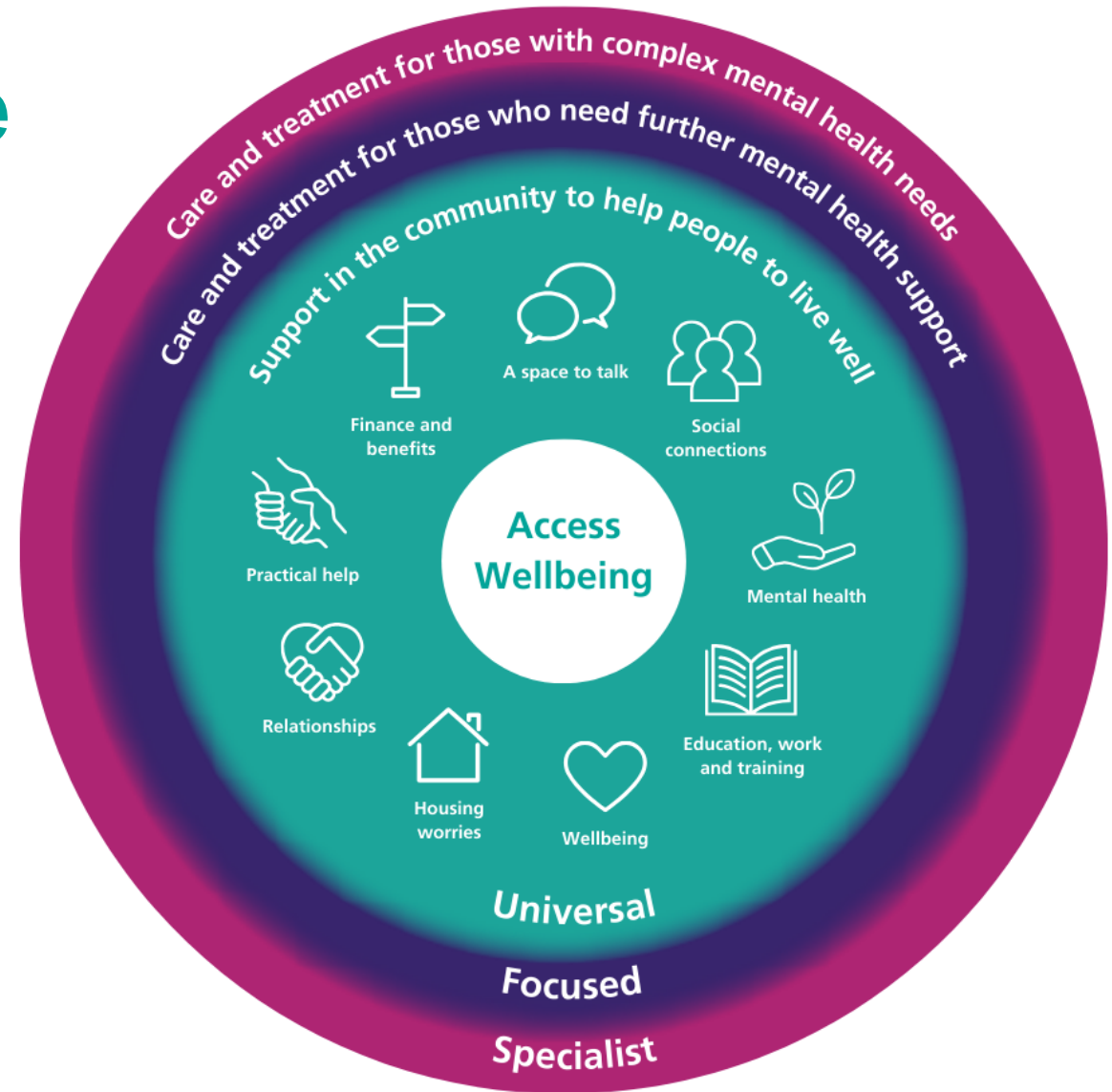
Phase 2: Worked with mixed groups to consider different needs and explore how teams can work together and connect services, to best meet those needs

Phase 3: Launched pilot hubs in Poole and Weymouth to allow us to understand more about the needs of the community

- Now one year since first hub launch – new spaces opening in the community and work taking place to transform the wider system

The new model of care

- A connected system – NHS, VCS and others work together to provide support at different times
- Three layers of support, working in tandem to provide integrated care
- New open access support through Universal



Our new hubs and drop-in spaces

- A **warm, welcoming space** to find support on the issues that matter to each individual
- Poole hub opened January 2024;
Weymouth & Portland February 2024;
Boscombe September 2024
- Additional drop-ins opening in existing community venues across Dorset



September
2024



February
2024



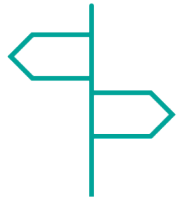
January
2024

Support in hubs and drop-ins

- Trained wellbeing coordinators – can take the **time to listen**
- **Person-centred support** on the issues that matter to each individual including:



Mental health
and emotional
wellbeing



Housing,
benefits and
finance



Social
connections
and activities



Support for
carers



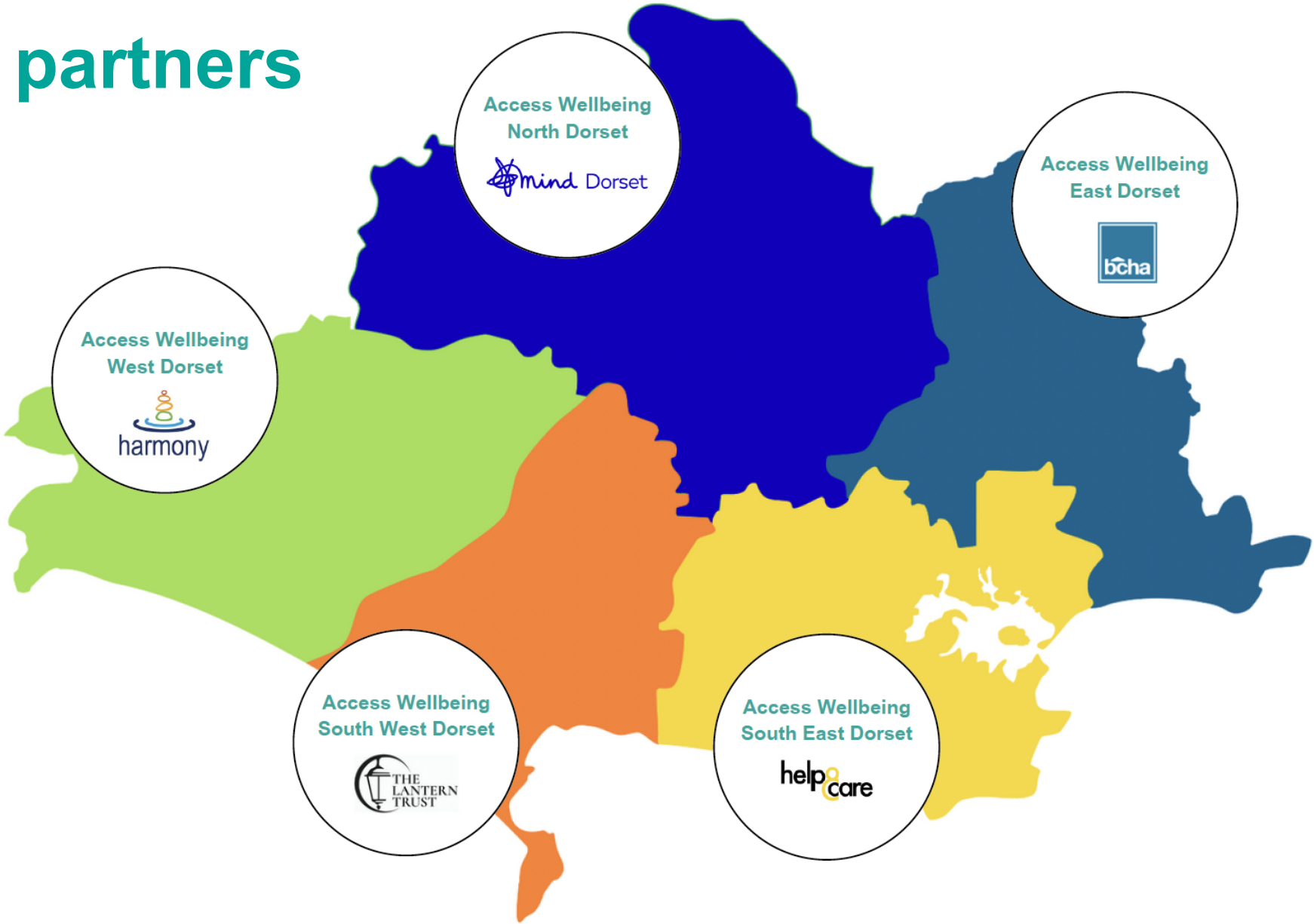
Education,
training and
work



Giving back to
the community

- Link into other services as needed to help people find the right support and practical help
- **Not a crisis service**

Charity partners



What our clients say

You have helped me in such a small amount of time. It's a relief that someone can help me get my life back on track.

They make me feel that I've been heard and just that little thing means the world

Supportive and friendly – they gave me the time to talk

I feel like I can breathe again

They gave me assistance and practical advice in manageable chunks to help me work towards my goals

It took a lot of courage on my part to come here. I'm so glad that I did.

Hubs and Drop in Spaces - Open

Bournemouth and East Dorset

- Boscombe Hub (Monday to Friday)
- Bournemouth CityGate (Thursdays 2-4pm)
- Ferndown, The Centre (Mondays 9am-1pm)
- Wimborne Community Centre (10am–4pm Fridays)
- Somerford Arc (10am–3pm Thursdays)
- Kinson Community Centre (10am–2pm Tuesdays)

North Dorset

- Sturminster Newton, family hub (9am-5pm Tuesday and Wednesdays)

Poole and Purbeck

- Bourne Estate (10am–3pm Wellbeing Breakfast)
- Turlin Moor (1pm–5pm Wellbeing Breakfast and drop in last week of month)
- Swanage, The Focus Centre (10am-4pm Mondays)
- Wareham, Family Hub (10am-4pm Tuesdays)

- Lytchett Matravers, Youth Hall (11am-2.30pm bi-weekly Wednesdays)
- Jimmy's Foodbank (9am-1pm Thursdays)

West Dorset

- Bridport, The Harmony Centre (10.30-4.30pm Wednesdays)

Weymouth, Portland and Mid Dorset

- Weymouth, Littlemoor Top Club (10am-1pm Fridays)
- Portland Family hub (10am-2pm Wednesday and Thursday)
- Dorchester Atrium Surgery (10am-2pm Monday and Friday)
- Weymouth Community Front Room (10am-2pm Monday to Wednesday)
- Weymouth Dry Dock (10am-2pm Fridays)

Hubs and Drop in Spaces - Pending

Bournemouth and East Dorset

- Winton Life Centre (Fridays)
- Verwood

North Dorset

- Gillingham - Citizens Advice Offices & The Leisure Centre
- Shaftesbury (TBC)
- Blandford - Leisure Centre (TBC)
- Sherborne (TBC)
- Gillingham - Citizens Advice Offices & The Leisure Centre (TBC)

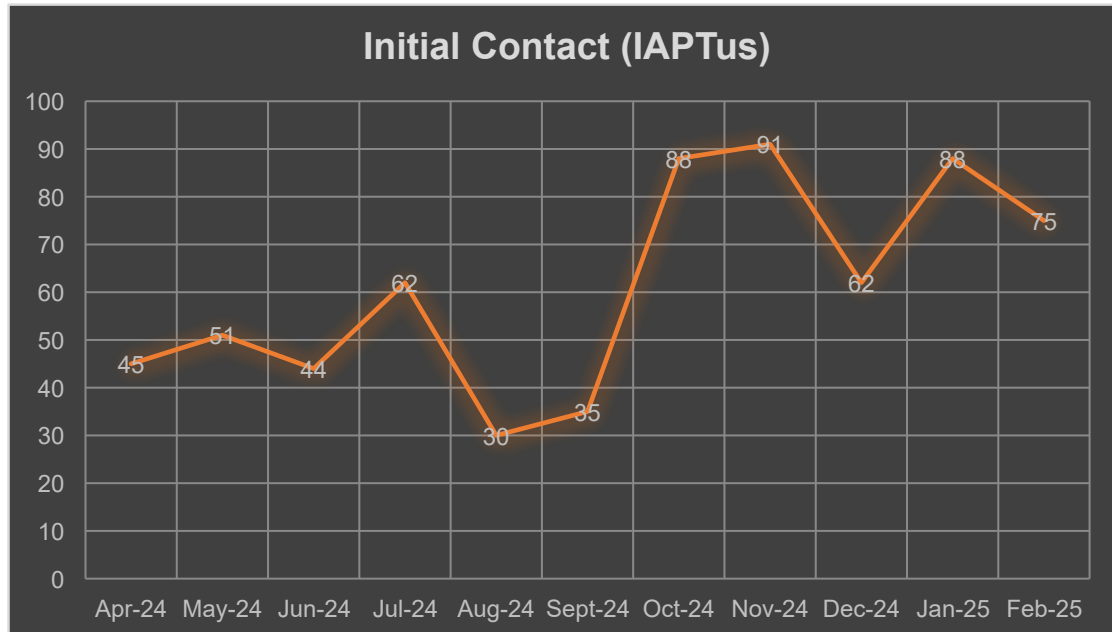
West Dorset

- Lyme Regis, the Waffle House (10am-4pm Tuesdays)
- Maiden Newton, Webbers Piece Community Room (10.30-4pm TBC)
- Beaminster - Prout Bridge Youth & Community Centre (9.30am-1pm Tuesdays)
- Floating - Farm area Outreach Bus (TBC)

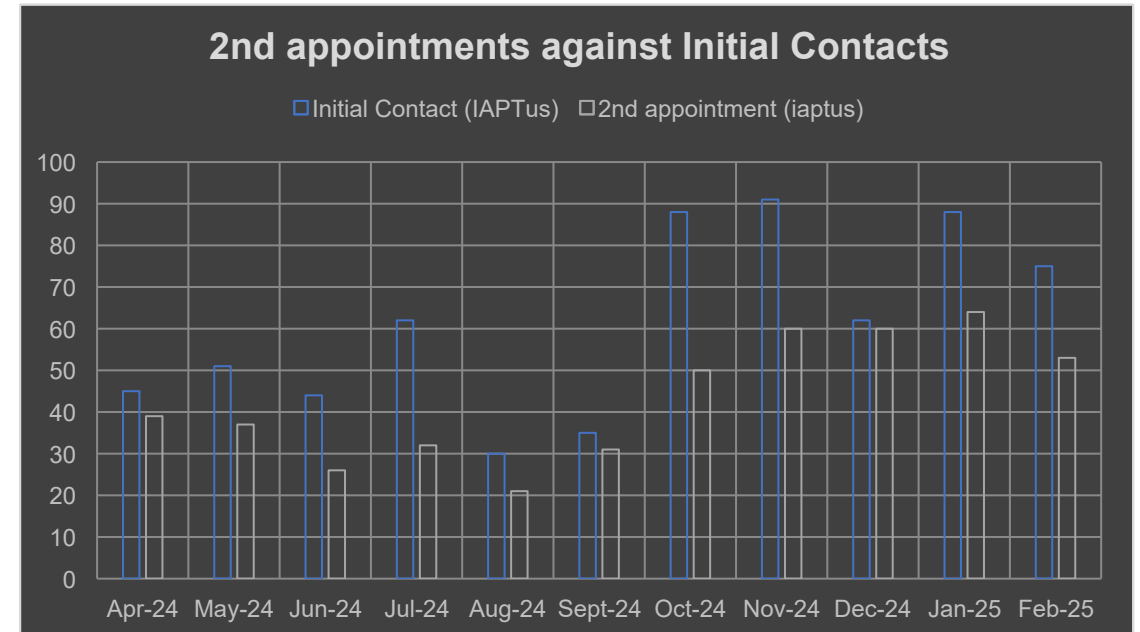
Weymouth, Portland and Mid Dorset

- Dorchester, The Den (11am-3pm Thursdays)

The initial contact line graph shows the number of people each month, who came into the Hubs and were put on IAPTus, indicating that they were actively engaging in Access Wellbeing and seeking help from the Hub.



This bar chart shows Initial Contacts side by side with data for second appointments. This gives us the measure of repeat engagement and we see from this that more than half of people visiting Access Wellbeing, return for a secondary appointment. It also shows increasing activity.



Dorset Community Mental Health Offer



How to stay up-to-date



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