

HEALTH AND WELLBEING WARMINSTER FORUM
Notes of Meeting – Wednesday 23 September 2026 Noon
The St Boniface Hall, Warminster School

Present: Speakers have a * against their name.

Deborah Gogarty (DG) – Chair	David Reeves (DR) – Secretary and HWB Trustee *
Marion Barton (MB) –Open Door and HWB Trustee	Lisa Cook (LC) – Warminster School
Kate Brooks (KB) – Age UK Wiltshire	Chris Bott (CB) - Independent Living Centre *
Caroline Pugh (CP) - Friends of Warminster Hospital	Julia Haes (JH) – Friends of Warminster Hospital
Martin Randall (MR) – Independent	Lindsey Death (LD) - Wessex Rivers Trust
Sarah Burgess (SaB) – Avenue Surgery Social Prescriber	Melanie Grace (MG) – Scottish and Southern Electricity Network
Steve Kervell (SK) – Warminster and Westbury Visually Impaired Club	Jenny Crossley (JC) – National Energy Action and HWB Trustee
Tanya Ratcliffe (TR) – Prevention and Wellbeing Team Officer	Sallie Boyd (SIB) – Adult Community Team West – Wiltshire Council
Julia Upton (JU) – Warminster Library	Sara Peters (SP) – Living Well Team – Avenue Surgery
Caroline LeQuesne (CLeQ) – Wiltshire Council	Fiona Bloom (FB) – HCRG Living Well Team
Lucy Steel (LS) – Community Catalysts	Kirsty Self (KS) – Care Coordinator Living Well Team
Tina Biggs (TB) – HCRG Care Group	Monique Gerrard (MG) – Acorn Community Bank
Richard May (RM) - Independent Living Centre *	
Apologies from: Laura Gowers (LG) – Wessex Water; Katrina Watson (KW) – Dorothy House; Aimee Jones (AJ) – BSW Wellbeing Service Manager; Jade Walker (JW) – Acorn Community Bank; Liz Lee (LL) – Warminster Town Council; Alan Goldsworthy (AG) – Independent member; Ann Merrills (AM) –Independent Member and Trustee; Jonathan Aldridge-Mansfield (JoM) – Beyond Dementia; Sheelagh Wurr (SW) - Warminster Churches Together and Salisbury Shakers; Zanne St John Marchmont (ZM) – We Are Men; Fran Pearson (FP) – The Fudge Trust	

1	<u>Welcome and Introduction – Deborah Gogarty (DG)</u>	<u>Action</u>
	DG welcomed members to a busy meeting on the theme of “Staying Independent”. She explained that this was part of a strategy to focus on specific themes at alternate meetings, albeit the June Forum had to be cancelled due to the unseasonally hot weather. She reiterated our main aims of encouraging collaboration between groups and service providers; enabling those needing help and support to know about those organisations available to meet that need; and to act on specific issues on behalf of the Warminster community. After brief introductions, DG encouraged attendees to take the opportunity to network with those present to make connections and to share information. DG advised that no comments/objections had been submitted on proposed changes to the Constitution, many of which were technical. Since no other comment was received, DR deemed the changes agreed and thanked members. DG steered members towards to recently launched Volunteering Survey on our website designed to identify why people volunteer and the barriers to doing so.	

	https://healthwellbeingwarminster.org.uk/help-shape-the-future-of-volunteering-in-warminster/ Finally, DG advised HWB members of the sad news of the death of Janet Marshall from Warminster and Westbury Visually impaired Club, adding that her presence and input will be much missed. DG introduced the first speakers on the theme of “Staying Independent”	
2.	<u>Independent Living Centre (ILC) – Chris Bott (CB) and Richard May (RM)</u> CB began by telling attendees that the ILC is a small team of six that punches above its weight. Their motto is “Empowering, Enhancing and Enabling your Every Day” and, based at Semington, they cover Wiltshire and BANES areas. ILC offers occupational therapy (OT) assessments (self-referral for all ages) and 1:1 bespoke time though pre-booked appointment only. Funding is through various sources with equipment on loan from local retailers or reps. OT assessments cover a whole range of equipment and enabling tools and everything is tried, hands on. CB presented a series of slides in the presentation (attached) covering technology-enabled care; mobility aids; power chairs, wheelchairs and scooters; stairlifts; kitchen equipment; bathroom aids, level access and wet room; toilet equipment, continence care; profiling beds; riser recliner chairs – domestic and specialist; dressing aids and personal care; and manual handling – joint assessment with community or Adult Social Care OT. RM asserted that clients often felt they knew what they wanted only to find it unsuitable once they tried it, thus saving a lot of potential time and expense. ILC also offers a wheelchair hire service (£20 deposit and no fee – small donation). It also provides information on accessible holidays; equipment enquiries – from health professionals and public; a second-hand equipment list; Days Out information; information guides on equipment written by in-house OTs; and room hire – training rooms and hired out to other organisations. CB concluded by explaining the OT assessment process and what happens after that (on the presentation slides) and asked members to remind their clients that all visits to the centre must be pre-booked as they are a small team. https://www.ilc.org.uk/ DG thanked CB and RM for their interesting and informative presentation.	
3.	<u>Comfort Break</u> Attendees took advantage of the opportunity to network over tea/coffee and biscuits. Thanks to LC and to Warminster School for their continuing hospitality.	
4.	<u>Enabling Financial Resilience</u> Explaining that Fran Pearson of the Fudge Trust was unable to present as hoped, David Reeves (DR) drew on his Citizens Advice Somerset experience (in an unofficial capacity) to explore options to maintain financial independence by maximizing income, optimizing current assets, reducing core expenses, and looking at other sources of help. He stressed that small multiple savings could make a big difference to one’s quality of life and wellbeing.	

Examples of maximising income might include not just finding better paid employment but could also be checking that you are being paid the right wages, have correct deductions including tax and claiming for special equipment or clothing. Little known allowances like the marriage allowance (which saves £252 a year) are also worth looking at. Lot of benefits are means tested but some are not and this area is complex so DR recommended using a benefits calculator like Policy In Practice or Turn2Us to check eligibility. Redundancy payments and tax refunds can also ease the sudden loss of work income. Claiming child maintenance from the absent parent is obvious but those on a low income may also be able to claim benefits like free school meals; free transport to school; or a grant to help to buy school uniforms. https://www.citizensadvice.org.uk/debt-and-money/help-with-debt/dealing-with-your-debts/check-if-you-can-increase-your-income/ On optimizing assets DR recommended compiling a budget to assess where you currently spend your money. Where possible, decide how and what to put aside as a reserve fund. Think about interest rates but also risk and accessibility. He cited the Government Rent a Room scheme (where up to £7, 500 a year of such income will not be taxed) or even renting out your driveway – but always check insurance issues. Property options include downsizing while there are a lot of options to release capital, but always seek independent financial advice. It seems harsh but checking unused subscriptions and/or automatic charity donations is wise if money is tight. The car that sits on the drive 95% of the time costs money even without moving. Finally, could you “declutter and liquidate” – a good tip is to consider you are going to move house and decide what you would really want to keep and could you sell or donate. DR turned to reducing core expenses starting with Council Tax (CT). The single person discount of 25% is generally known but other categories and, in particular, means-tested Council Tax Reduction, particularly as previous housing benefit is now embedded in Universal Credit payments for working-age people. Use a benefits calculator to assess eligibility. You can also ask that your CT payments be spread across 12 months and not the default 10 to smooth the outlay profile and reduce in-month costs. https://www.citizensadvice.org.uk/benefits/benefits-introduction/what-benefits-can-i-get/ Comparison websites for gas and electricity make it easier to switch but watch for exit fees) while there are means-tested energy grants and warm home discount. Remember too the help for those using extra energy due to some health conditions plus the non-financial advantages of being on a Priority Services Register. DR asserted that we are fortunate to have Wessex/Bristol Water as our water supplier as they have schemes to help those struggling with bills even if they are not receiving benefits, as well as those in water debt and those with temporary cash flow issues. Help with prescriptions varies from free for certain groups regardless of income/savings and those on some benefits (but beware Universal Credit where income is taken into account). The NHS Annual Prepayment Certificate covers just short of 12 prescriptions so may save money even for those not otherwise eligible. Social tariffs for phone and broadband are not well publicised but may work for those with limited income. The library is a great source of help with access to internet, free Sim cards in limited circumstances and printer access. If you don't watch live TV and	<u>All members</u>
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	don't use the BBC iPlayer you might not have to pay for a licence. Even if you do have to pay, you can pay monthly or quarterly at an extra charge – slightly more expensive but it does spread payments. Finally, on travel, shop around for cheaper car insurance; buying a season ticket for the train or bus if you travel regularly; or apply for apply for a railcard. Looking at other sources of help, DR stressed the need for other adults in the household to pay their way, especially if they are earning. Trades Unions and employment groups offer some grant help to those in need but don't forget Armed Forces charities and professional institutes. Turn2Us has a grants search and remember that we have a couple of local charities (the Rose Charity and the Fudge Trust) who can be approached. And. if you claim certain benefits, you might be able to get a budgeting loan. The Crisis and Resilience Fund (CRF) replaced the former Household Support Fund to provide short-term emergency help and long-term financial stability for low-income residents. CLeQ advised that, if you are supporting an individual or household that is experiencing, or at risk of experiencing, a financial shock, they may be eligible for assistance through a Crisis Payment from Wiltshire Council's Crisis and Resilience Fund. This funding may also be accessed to support households affected by rising heating oil costs, where eligibility criteria are met. Application details are here https://www.wiltshire.gov.uk/article/16687/Crisis-and-Resilience-Fund DR concluded by highlighting sources of help including Citizens Advice Wiltshire, Cornerstone, Warminster Action Group, Age UK Wiltshire and JC added National Energy Action. Subsequent brief discussion touched on the need to remember that independence applies to all ages and all conditions; the tension between an individual accepting or asking for help and how they feel about themselves and qualitative aspects of independence including friendships, interest and relationships. DG observed that maintaining independence is a huge topic and probably deserved more time at a future meeting.	
5.	<u>Any Other Business and Member Updates</u> <u>Alan Goldsworthy (AG) – Independent</u> AG advised of the publication of the Carers Together Wiltshire Annual Report for 2025/26. https://heyzine.com/flip-book/e8e73939a3.html This report celebrates the stories, experiences and achievements of unpaid Carers across Wiltshire. It also celebrates progress, acknowledges ongoing challenges, and demonstrates why continued collaboration is essential if we are to build a Wiltshire where every unpaid Carer is recognised, valued, supported and heard. These achievements have only been possible through the commitment and collaboration of staff, volunteers, Carers, partner organisations, Carer Champions, health colleagues, and commissioners. Members are encouraged to share it with colleagues, service users, unpaid Carers and others who may be interested in the work taking place across Wiltshire.	

	<u>Marion Barton (MG) – Open Door</u> MB asked anyone who is interested in learning British Sign Language to contact her as she is looking into the potential for a beginner’s course with Wiltshire and Dorset Deaf Association. <u>Sara Peters (SP) – Avenue Surgery Living Well Team</u> SP is devising a suite of Avenue Surgery patient-targeted session, the first one on Caring for Dementia on 27 October. Carers should contact Reception to register while organisations interested in supporting such an event should contact SP and the living Well Team. SP also shared a useful one-page summary of the Living Well Team which is attached to these notes. Drawing the September Forum to a close, DG thanked all for attending. Date of next meeting: Wednesday 16th December 2026 1200 hours at Warminster School – additional parking available at Minster Church overflow unless told otherwise	
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Dates of future meetings –				
<u>2026</u>	HWB Forum	Trustee Meetings	Area Board	Other
October				
November		Thu 19 th	Thu 19 th	
December	Wed 16 th			
<u>2027</u>				
January				
February		Thu 11 th		
March	Wed 31 st Inc. AGM		Thu 18 th	



Semington
Independent
Living Centre



Occupational Therapist

Chris Bott

I have worked at the ILC since 2017 and bring experience from a wide range ...

Read more



Occupational Therapist

Ruth Cooper

Bio coming soon...



Admin/Reception

Aimee Hussey

Bio coming soon...



Chief Executive

Chantelle Mead

I joined the Independent Living Centre in 2016, having spent the previous six...

Read more



Centre Assistant

Richard May

I have been married to my wife Susan for 34 years and we have two grown ...

Read more

Andy Giles
Volunteer
Wheelchair technician
for wheelchair hire



“Empowering, Enhancing and Enabling your Every day.”

Charity – based in Semington, Wiltshire
Serve Wiltshire and BANES

Occupational Therapy Assessments
Self-referral – all ages

Visits by appointment only – bespoke 1:1 time

Professional advice and signposting resources

How we are funded

- Wiltshire and BANES postcodes
 - Charitable Fundraising
 - Charitable Grants
 - Small grant funding from Wiltshire council to provide an OT service to Wiltshire residents
 - Grant funding from Quartet Foundation in Bath to provide an OT service to BANES residents
 - Own premises – hire out training rooms and office space
 - Large overall running costs, Victorian building – replacement boiler, electric re-wire and new lift
 - All equipment is on loan to us from local retailers or reps. We work closely with them to keep abreast of new developments.
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OT assessments offered in areas of

- Technology enabled care
- Mobility aids
- Power chairs, wheelchairs and scooters
- Stairlifts
- Kitchen equipment
- Bathroom aids, level access, wet room
- Toilet equipment, continence care
- Profiling beds
- Riser Recliner chairs – domestic and specialist
- Dressing aids and personal care
- Manual handling – joint assessment with community or ASC OT

Other services offered

- **Wheelchair Hire** - £20 deposit (no fee – small donation)
- Information on accessible holidays
- Equipment enquiries – from health professionals and public
- 2nd hand equipment list
- Days Out information
- Information guides on equipment written in-house by OT's
- Room hire – training rooms, other organisations



Technology Enabled Care

- Pendant alarms, Falls Sensor, GPS trackers
- Medication dispensers with timer and alarm, Pivotel
- Motion sensors, chair, bed, sensor pads
- Environmental sensors; carbon monoxide, smoke, doorbell
- Door opener, window opener, curtain puller
- RNIB microwave, Robot vacuum cleaner
- Day clocks, reminder aids
- Under bed lighting, motion sensor lighting
- Easy to use Phones

Kitchen



- Opening bottles, jars and packaging
- Kitchen layout – adjustable height worktop in situ
- Chopping and preparing food
- Making hot drinks safely
- Liquid Level Indicators, non-spill beakers
- Eating and drinking aids
- A range of cutlery, angled cutlery, adapted handles
- Specialist cups – limit the amount of fluid dispensed in one go.
- Cooking baskets – remove the need to move a boiling pan of hot water

OT assessment

Responsive service – Aim to get back in contact within 2 working days.

Telephone Triage – Within 1 week - Holistic assessment of the person and needs – take brief history of presenting needs and medical condition.

OT Assessment booked – Within 2-3 weeks from referral

Holistic Assessment – For example if experiencing falls, assess mobility, pendant alarm, safety around the home – are they connected with any other community services or groups?

Everything is tried, hands on – compare and contrast, gain advice

Kitchen Assessment – Bring items to chop and peel, practice with the equipment, or bring a yoghurt to practice with using a spoon.

Scooter assessment – Practice on scooter track, go out around Semington, use dropped curbs, cross the road safely.



Post assessment

- We advise people on where they can purchase the equipment, local retailer list, small shop on site – small items only.
- Onward referral if needs are identified e.g. to Adult Social Care
- Signposting to community groups or services that may be beneficial
- Summary of appointment and equipment information provided in-person, email or post
- Some people require a follow up appointment or call, this will be arranged accordingly.

Please remember....

Please remind your clients that all visits to the centre must be booked – we are a very small team and do not operate like a mobility show room 😊

St.George's Road Semington

01380 871007

ilcsemington@gmail.com

Any Questions?



The Living Well Team

SUPPORT • CONNECT • IMPROVE • TOGETHER

Working with you to live well, stay independent and be connected in your community



Prevention & Hospital Avoidance Planning

Post acute illness recovery & wellbeing review - patients aged 65+



Frailty assessments

Holistic frailty assessment for older adults aged 65+, who may be experiencing frailty/functional decline or increased health & social care needs



Dementia assessment and diagnosis

Support and ongoing review of behavioural and psychological symptoms



Safeguarding and wellbeing

Assessment and review for adults 65 years and over



End - of- life care planning

Help identify needs early and provide support before problems become more difficult. Co- ordinate care with GP, District nurses, Hospice and other services.



MDT

Lead and coordinate regular multidisciplinary team meetings for adults with complex needs or increased health and social requirements



Home visits

Support in your own home tailored to your individual needs



Community groups and activities

Help to access local groups and activities to reduce social isolation and stay connected



Health and wellbeing

Support to improve your physical and mental wellbeing



Benefits and financial advice

Information and support to help you access the benefits and financial support you may be entitled to



Housing support

Advice and assistance with housing options and related services



Veterans' services

Support for veterans and their families to access appropriate services



Signposting and referral support

Connect you with the right services and organisations in the community

*Personalised Support
for a Healthier, Happier You*



Contact the Living Well Team:

bswicb.avenue-livingwellteam@nhs.net

Task : The Living Well Team

THE AVENUE SURGERY

The Living Well Team

Personalised care • practical support • community connections

Who are The Living Well Team?

The Living Well Team promotes collaborative working to integrate both medical and non-clinical services in order to provide a holistic and patient-centred approach to care.

The team strives to empower patients to take control of their own health and wellbeing by providing easy access to community services and activities.

We address the complex social needs of each individual patient with the aim of improving the individual's quality of life, as well as preventing hospital admissions and releasing GP capacity.

Meet the Team

Vickey Radford	 Transforming Care Of Older Person Nurse & Living Well Team Manager	Manage and oversee complex health and social needs for patients.
Karen Carter	 Dementia Nurse	Diagnosis, annual reviews and implement intervention for patients with dementia.
Fiona Bloom	 Clinical Care Co-ordinator	Manage care co-ordination with clinical input for adult patients with high health and social care needs and high intensity users.
Toby Utteridge	 Emergency Care Practitioner (ECP)	Advanced health professional, who assesses, diagnoses, and treats patients with urgent or sudden medical needs.
Kirsty Self	 Care Co-ordinator	Support with care needs concerns, monitoring and evaluating care delivered.
Sara Peters	 Administration Support	Provides behind-the-scenes organisational, clerical and administrative support to The Living Well Team.
Sarah Burgess	 Social Prescriber	Support to access non-clinical services within your community.

Why might you be referred to The Living Well Team?

- If you need support and advice on how to live well in your own home.
- If you are feeling lonely and isolated.
- If you need Carers Support.
- If you need support with memory concerns and Dementia Care.
- If you need housing, financial, employment and educational advice.
- If you need advice and support on the available health and wellbeing services within the community.
- If you have mental health issues which could be addressed by social support.

The Avenue Surgery • 01985 224600 • www.theavenuesurgery.nhs.uk



How We Can Help

The Living Well Team is here to support you to live well, stay independent and get the right help, at the right time.



Frailty assessments

Supporting you to stay as healthy and independent as possible.



Dementia assessment and diagnosis

Early support, better planning, more choice.



Falls prevention

Reducing the risk of falls and keeping you safe.



Advance Care Planning

Helping you plan for the future, on your terms.



End-of-life care planning

Compassionate support for you and your loved ones.



Home visits (where appropriate)

Bringing care closer to home.



Community groups and activities

Meet people, get active, feel supported.



Health and wellbeing

Support for a healthier, happier you.



Benefits and financial advice

Help with your entitlements and money worries.



Housing support

Advice and assistance with housing needs.



Veterans' services

Specialist support for those who have served.



Signposting and referral support

Helping you find the right services, at the right time.

The Living Well Team

For more information or to access support from the Living Well Team, please get in touch:



01985 224600



The Avenue Surgery
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<https://theavenuesurgery.nhs.uk>



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Small steps can make a big difference

NHS