



# Making a 'stay connected' PHB referral



# Personal Health budgets in North East London

“A personal health budget is an amount of money to support a person’s health and wellbeing needs, which is planned and agreed between them and their local NHS team.”

- › In North East London, Personal Health Budgets for mental health recovery are offered to adults receiving support for a severe and enduring mental health condition from East London Foundation Trust.
- › However the **‘stay connected’ PHB offer for a smartphone and sim is available to all adults in City & Hackney, Newham and Tower Hamlets on the SMI register** to help with accessing support online. People can be referred by an ELFT clinician, Core Arts or GP practice staff.



# What is a 'stay connected' PHB?

- > Introduced in response to Covid 19.
- > The 'stay connected' PHB gets people quick access to a phone and/ or sim package through a Personal Health Budget.
- > It is a fast-track offer, some parts of the usual PHB process have been changed to get people 'connected' and accessing support quickly.
- > The phone is for the person to keep.
- > The sim package is set up for three months initially and can be extended for up to a year in total.
- > The 'stay connected' PHB offer will remain part of the PHB service to address digital exclusion.



## Who can be referred for a 'stay connected' PHB?

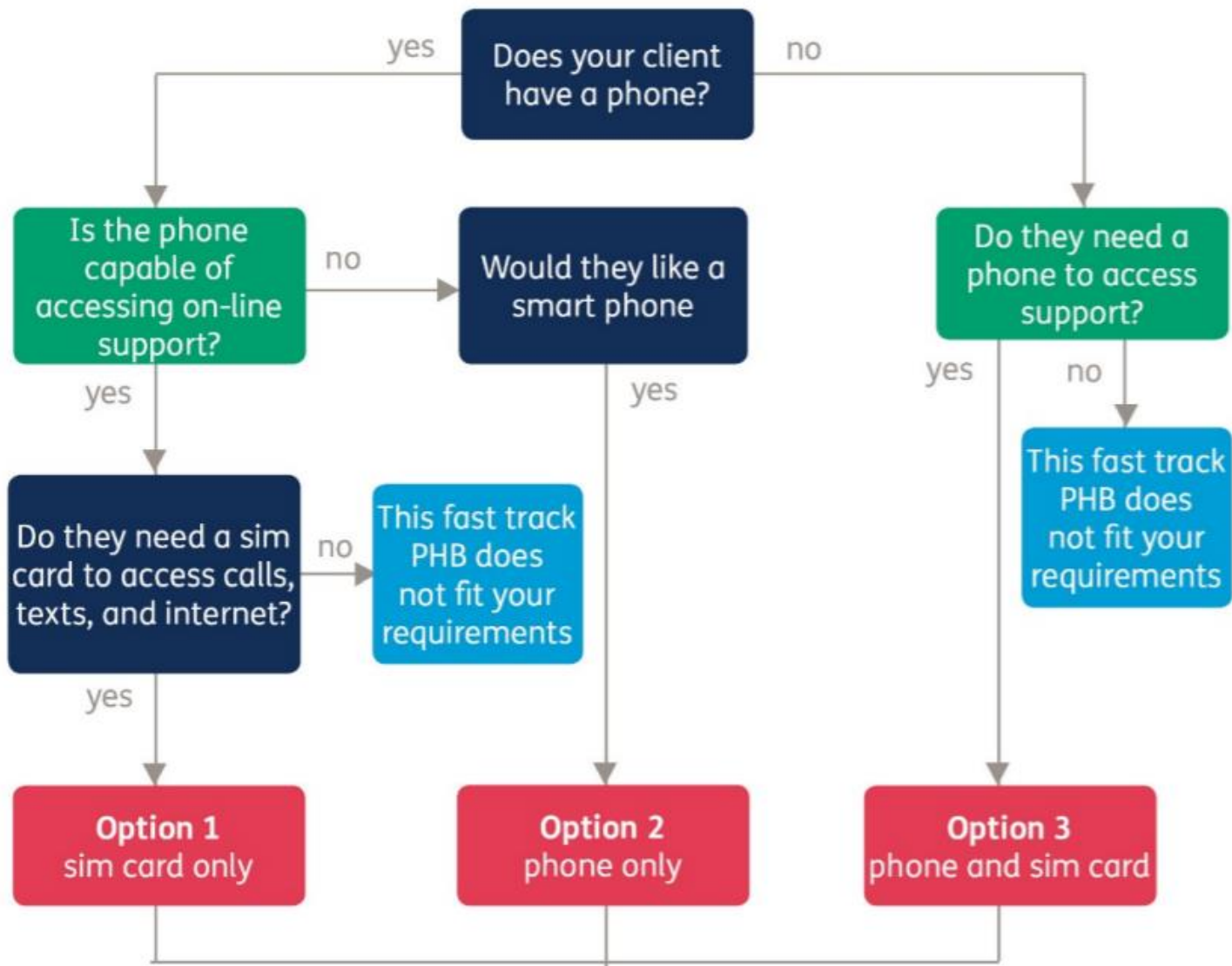
People who:

- › Have a diagnosis of a severe and enduring mental illness
- › Do not currently have access to a suitable smart-phone or data plan
- › Are residents of City & Hackney, Newham or Tower Hamlets
- › Are adults (18+)
- › Agree to the terms on the PHB support plan
- › Have recourse to public funds (unless on a s117, please discuss with PHB team before making a referral)



# Making a referral

- › Identify what phone package is needed (see flowchart next slide)
- › Identify recovery goal- how will the phone/ data support the person to be well and stay well?
- › Complete the PHB support plan with your client.
- › Submit an online referral and the PHB support plan <https://www.advocacyproject.org.uk/what-we-do/phb/phb-referrals/>
- › There are parts of the referral form you won't need to complete as the phone/ sim provider has already been decided e.g. budget, model, link.
- › Provide additional information if relevant (see next slide)



# Other things to consider

- › Would the person prefer a non-smartphone?
- › We will send the phone/ sim to the person unless told otherwise.
- › Can the person set up the phone independently?
- › Is it safe to send the phone to the person's address?
- › Will someone be around for the delivery?
- › Have you discussed safety?
- › Does the person need to make calls to support networks abroad?
- › Can the phone support wellbeing in other ways beyond connectivity?
- › Has the person got an email address? If no, please support them to set one up or signpost them to support.
- › We have already selected the phone model and sim provider.



## Next steps

Once the referral has been received and all information has been provided:

- › Finance set up a Prepaid Financial Services (PFS) bank account in the person's name.
- › Phone is purchased (Motorola) using PFS bank account.
- › GiffGaff account set up, £10 sim bundle loaded to account (unlimited calls, texts, 9GB data). The sim is not activated at this point.
- › Phone and blank sim sent to person (or other location). They will arrive separately.
- › Blank sim gets activated by person or referrer using GiffGaff account details.
- › Once the sim card is activated the sim bundle will be loaded automatically for three months.
- › 2 months review carried out with person. Would the person benefit from a sim package extension?
- › 2 months after review- case closure. The PHB is closed on our system but the sim package will continue for the time agreed.

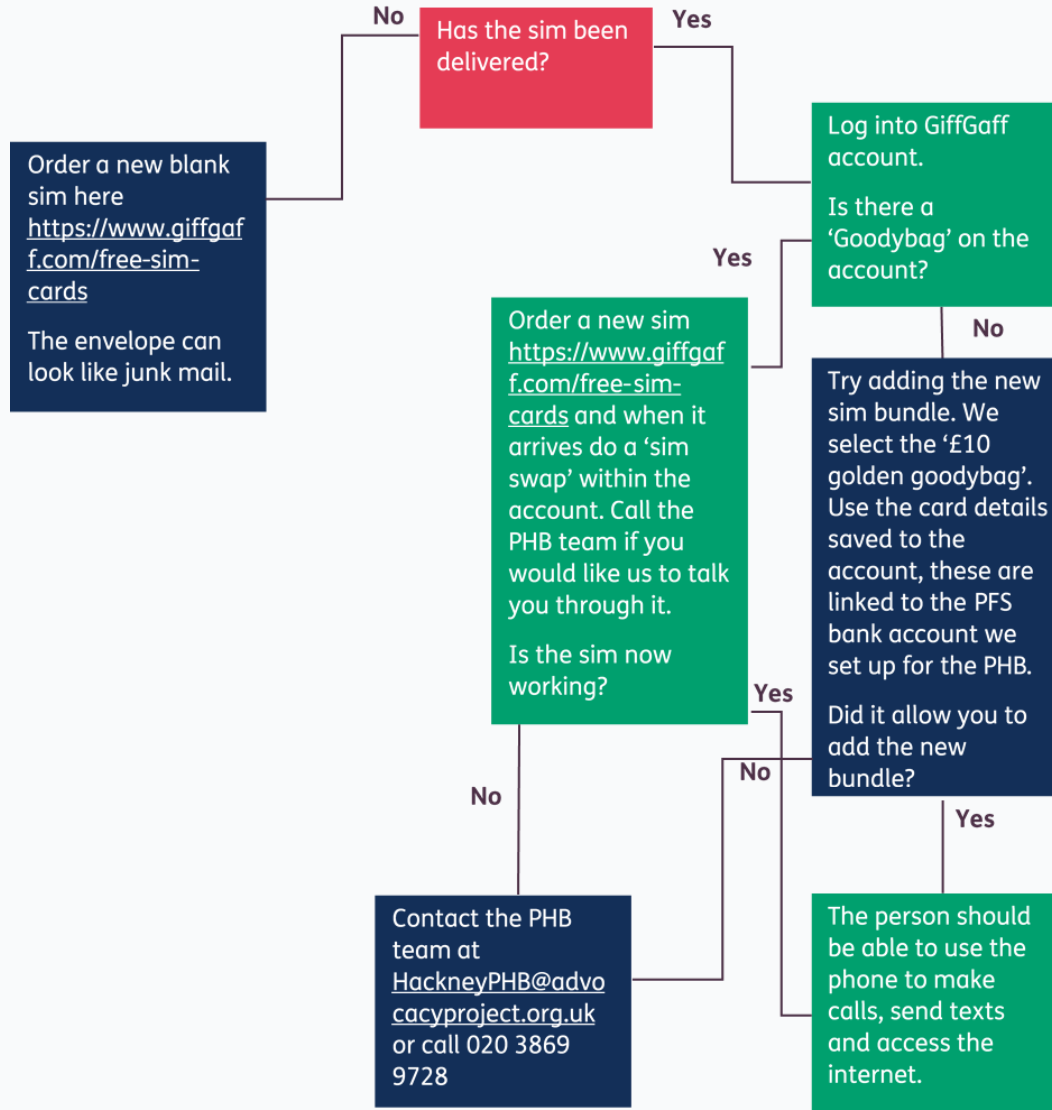




# Lost/ stolen/ broken phones

- > If a phone is lost/ stolen/ broken we may be able to replace it if the phone is important for the person's wellbeing.
- > Please contact the PHB team, we will send a replacement phone form to complete with the person.
- > The form asks for information about; what happened, how the phone was supporting wellbeing and steps to keep the phone safe in the future.
- > Completion of the form does not guarantee a replacement phone, the PHB team will review each request on a case by case basis, dependant on the information provided.
- > We will not continue to keep replacing a phone for a person after the first request has been made.

# Managing sim issues





# Impact of 'stay connected' PHBs

## **Better connected to support**

"He has been managing a lot better than before he applied for the smartphone. His communication with the world and his only son has had a positive impact on him. He has been able to stay in contact with his support worker and GP and his confidence has increased."

## **Resolving issues**

"It was crucial to my recovery to get the phone, to be able to keep in touch with everyone and everything. I was able to sort out my affairs over the phone without the line cutting off so I got many things resolved."

## **Improved organisation and routine**

"It's been good, it's helpful to access the internet, I can stay up to date and organise things, keep track of what I'm doing each day, which I used to find difficult. I use data to access things beneficial for my wellbeing like Headspace, emails from Narcotics Anonymous, Zoom meetings and listening to music."



## Any questions

Please contact the Personal Health Budgets (PHB) team:

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[https://www.advocacyproject.org.uk/  
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