SOCIAL IMPACT REPORT 2020/21 HEALTH & WELLBEING CHALLENGE FUND (SOUTH WEST)

# MAKING A DIFFERENCE

BY INVESTING IN IMPACT DRIVEN SOCIAL ENTERPRISES





ACCESS The Foundation for Social Investment

Delivered by



South West Academic Health Science Network

resonanc

"The Wildings is in full flow and transforming lives. This would not have been possible without the funding, support, patience and care of Leila and Resonance. Their expertise and understanding has enabled us to realise a dream that will develop, alongside this relationship, from strength to strength and support more and more of the Southwest's most vulnerable and deprived families."

- MiMe Heuristics CIC

## **INTRODUCTION**

Welcome to the fourth impact report for the Resonance Health and Wellbeing Challenge Fund (South West). This report provides social impact data for the period April 2020 to March 2021 and financial data for the August 2020 to July 2021 period.

We are extremely proud to celebrate thirty four enterprises that have received investment from the fund.

This report highlights the amazing and innovative ways enterprises across the South West are improving people's health and wellbeing.

The fund has been made possible thanks to the backing of the Growth Fund, a partnership of Big Society Capital and The National Lottery Communities Fund administered by Access, and the South West Academic Health Science Network.

## **ABOUT THE FUND**

delivering health and wellbeing outcomes to people and communities in the South West.

National Lottery Communities Fund, which enabled us to making new investments until December 2022.

space. In response to the pandemic, a number of grants were made by the fund directly this year alongside

enterprises reach the place they want to be, by offering their stories.

"As a small social enterprise with a big vision- to boost and improve the wellbeing of people and planet- we were, like many other VCSEs, nervous about taking on debt in the form of social investment. With a huge amount of support from Leila and the team at Resonance, we were awarded a Launchpad loan in 2021. This has allowed us to emerge from the pandemic and invest time into our offer, strategy and the facilities of our 40-acre woodland. In the past six-months, there has been a real shift in momentum and we genuinely would not have found ourselves in this exciting position had we not received the investment and the accompanying support."

- Greenwood Music CIC

## **SOCIAL IMPACT** APRIL 2020 TO MARCH 2021

## **ENGAGEMENTS**

## Groups supported by investees

- People with mental health needs
- Older people (including people with dementia)
- Vulnerable young people and NEETs
- Vulnerable children (including looked after children)
- People living in poverty and/or financial exclusion
- People experiencing long term unemployment
- People with long-term health conditions/life threatening or terminal illness
- Vulnerable parents
- People with physical disabilities or sensory impairments
- People with addiction issues
- People with learning disabilities





3 Broad categories



9

Food &

Outdoors

17 Training & Activities



12

New

Investments

15 Health & Social Care



## **IMPACT FOR SOCIAL ENTERPRISES**

£2.5m JL{8} Additional revenue Organisations generated since

investment

have improved service



Organisations have expanded services to new geographies and/or groups

## **FUND IMPACT** FROM LAUNCH TO 31 JULY 2021

## **INVESTMENT**



E3.8m Total invested r the Fund has invested £3.8m of blended finance into ocial enterprises in the **South West**.





41 Social enterprises £2,990,000 invested into **41 social** enterprises in a total of 67 transactions.

16

Types o	floan
	45
	Loans



## **GEOGRAPHIC SPREAD OF INVESTMENT**

<b>£180,000</b>	<b>£160,000</b>
Somerset	Bristol & Bath
<b>§ £1,961,000</b>	• £150,000
Devon	Dorset
<b>£1,205,000</b> Cornwall	f £150,000Gloucestershire

## **FEEDBACK 2019/2020**



92% 95% would **recommend** the Fund

for supportiveness and Accessibility of the Fund for new investees

b







468 Organisations Engaged with the Fund

#### Permanent capital loans

f

d

## **GRANTS**



£133k **Grants for COVID Support** 



32 for investment



**Applications** readiness

of Investment



The Resonance

investment has enabled us to transform the musculoskeletal health & wellbeing of older adults both in community and leisure venues and virtually through a digital rehab service. With the increasing pressures on the NHS and growing waiting times for elective care, Good Boost has been able to create the capacity for effective and personalised support selfmanagement.

- Goodboost



## **GREENWOOD MUSIC CIC**

Date(s) of Investment: Jun 2021 Investment Amount: £10,000 Number of Transactions: 1 Location: Cornwall Impact: Health, Wellbeing & Social Care Groups Targeted: Mental Health

#### What They Do

Greenwood Music is a social enterprise with the aim of improving and boosting the wellbeing of people and planet through workshops delivered in forty acres of ancient woodland in Cornwall. It works with community groups to help get volunteers from disadvantaged areas into the outdoors. Their amazing site even includes opportunities to go wild glamping so everyone can experience the woods close at hand

The investment was to allow Greenwood to dedicate more staff time into connecting with, and booking local groups and companies into workshops.



## **CO CARS**

Date(s) of Investment: Sep 2020 Investment Amount: £150,000 Number of Transactions: 1 Location: Devon, South West Impact: Health, Wellbeing & Social Care Groups Targeted: Community, Everyone

## APRICOT LEARNING ONLINE

#### What They Do

Date(s) of Investment: Jun 2021 Investment Amount: £150,000

Number of Transactions: 1

Location: South West, National

Impact: Education & Learning, Work & Employment

Groups Targeted: Children, Young People, Learning Disabilities Apricot provides an online school that aims to support vulnerable or marginalised students. Its aim is to help students reengage with learning, reintegrate to schools where possible or replace school where appropriate. Apricot improves several outcomes for students, especially attendance and progress through fun, interactive personalised lessons and through the trusting relationships teachers build with them.

## **GOOD BOOST**

Date(s) of Investment: May 2021

Investment Amount: £150,000

Number of Transactions: 1

Location: Bristol

Impact: Health, Wellbeing & Social Care

Groups Targeted: Long-term Health Conditions

#### What They Do

Good Boost provides groups at swimming pools and individuals, tailored musculoskeletal exercises via mobile phone and tablet based applications, to make physiotherapy-informed services more accessible and reduces the need to visit NHS services. It works with pools so that they can deliver therapeutic aquatic exercise and rehabilitation for people living with a health conditions, musculoskeletal conditions, and in particular older adults and those at risk of falls or recovering from a fall.

The investment from the Fund was to provide working capital whilst they expanded services in the South West and developed a mobile phone app.



## **OPOP**

Date(s) of Investment: Jun 2021 Investment Amount: £50,000 Number of Transactions: 1 Location: Devon

**Impact:** Work & Employment

Groups Targeted: Long-term Unemployed

#### What They Do

Co Cars operates a low emission, shared car network and on-street electric bike hire network across the South West. Their cars are shared between members, and are used around 25% of the time with each one removing, on average, 6-10 private cars from the roads. Investment has supported with a new fleet of electric bikes, helping people to be more active and further helping reduce congestion and air pollution.



#### What They Do

OPOP - One Plate, One Price - is an experiment, a look at how restaurants can be run for the benefit of the communities they serve. They believe that now is the time for a new model – a National Restaurant Service that creates new channels of affordable access to healthy food and the sense of community for people who are lonely and those living in areas of deprivation. Developed by a couple with a long background in hospitality, the investment into OPOP's first site in Ashburton, was to cover the working capital while they established the brand in the location.



## **MOTHERDOM**

Date(s) of Investment: Oct 2020 Investment Amount: £10,000 Number of Transactions: 1 Location: Bristol Impact: Health, Wellbeing & Social Care Groups Targeted: Vulnerable Parents

#### What They Do

Motherdom is the UK's first mainstream media platform dedicated to maternal mental health and wellbeing. It aims to educate, uplift and empower its readers, by sharing parents' stories of their own mental health journeys as well as expert advice. The content is aimed at parents with children under five. Motherdom was created by a former BBC journalist with experience of maternal mental ill-health and has been called "a game-changing publication for parents" and has featured in BBC News and Forbes.

The investment enabled Motherdom to grow its income and to generate a larger online audience via podcasts, plus to establish its presence and impact in the South West.



## TREVI

Date(s) of Investment: Nov 2019

Investment Amount: £150,000

Number of Transactions: 2

Location: Devon

**Impact:** Health, Wellbeing & Social Care

**Groups Targeted:** Children & Young People, Vulnerable Parents, Mental Health, Addictions, Sector Training

#### What They Do

Trevi is an award-winning women's charity in Devon. Operating since 1993, its mission is to provide safe and nurturing spaces where women in recovery can heal, grow and thrive. It runs three centres: Jasmine Mother's Recovery (formerly known as Trevi House) – a residential rehabilitation centre exclusively for mothers and their children, Sunflower Women's Centre offering wrap-around therapeutic support in the community and Daffodil Family Centre, a residential family centre.

This investment was to enable Trevi to open the Daffodil Family Centre. This is a national parenting assessment centre, providing focused, purposeful, time limited residential assessments. The centre enables parenting capacity to be assessed whilst the child remains in the care of the parent.



## **KARREK COMMUNITY**

Date(s) of Investment: Jun 2017 & Jul 2018

Investment Amount: £150,000

Number of Transactions: 3

Location: Cornwall

**Impact:** Health, Wellbeing & Social Care

**Groups Targeted:** Learning Disability, Older People, Community

## **EFFERVESCENT**

Date(s) of Investment: Jan 2019

Investment Amount: £150,000

Number of Transactions: 2

Location: Devon

Impact: Health, Wellbeing & Social Care

**Groups Targeted:** Sector Training, Poverty & Exclusion, Children & Young People



#### What They Do

Karrek Community CIC is a care agency driven to provide a high quality care service for adults with learning disabilities. It provides a Christian-led service and ethos, having identified this as a need locally, but offers its highly regarded services to all, regardless of religion or background. Karrek has established hubs within communities from which the services are run, reducing travel time for carers and ensuring services stay local. The investment enabled Karrek to build capacity and widen its delivery to older vulnerable people.

#### What They Do

Effervescent is an award winning social enterprise with a growing international reputation for developing exceptional campaigns to catalyse social good. It engages children and young people who have faced a range of challenges, and trains new practitioners in inclusive and socially aware marketing. The result is the creation of high-impact marketing campaigns on difficult issues such as adoption, child sexual abuse and mental health. The investment was used to employ some additional key staff as well as to expand the offering from its Plymouth premises including a creative, co-working community.



## **TREGORRICK LEISURE CENTRE**

Date(s) of Investment: Dec 2019 Investment Amount: £40,000 Number of Transactions: 1 Location: Cornwall Impact: Health & Wellbeing Groups Targeted: Poverty & Exclusion, Older People, Community

#### What They Do

Tregorrick Sports Centre is located by the rugby club in the Cornish town of St Austell, identified as one of the most deprived areas in the Duchy. Managed by a team of people who grew up in the area, it offers affordable access to sports and activities for local residents. It provides services that have a social focus which are useful to the community, such as classes tailored for the over 50s and wheelchair rugby.

## **SENSE ABILITIES**

Date(s) of Investment: Jun 2019

Investment Amount: £10,000

Number of Transactions: 1

Location: Devon

Impact: Health, Wellbeing & Social Care

**Groups Targeted:** Physical and Learning Disabilities or Sensory Impairments, Families, Sector Training



## **NEDCARE**

Date(s) of Investment: May 2018 Investment Amount: £150,000 Number of Transactions: 2 Location: Devon Impact: Health, Wellbeing & Social Care Groups Targeted: Older People



## **PERSONAL ALARM WATCH**

Date(s) of Investment: Jan 2019 Investment Amount: £70,000 Number of Transactions: 1 Location: Devon & UK Impact: Social Care Groups Targeted: Older People

#### What They Do

AE Partners trading as Personal Alarm Watch, is a tech company aiming to support older people to live fuller lives. It has developed a personal alarm watch that enables older people to make emergency calls anywhere at any time. The goal is to provide peace of mind and allow people to venture outside and engage fully with their community. This investment enables the purchasing of inventory and working capital, as the organisation moves from product development into their scale up phase.



#### What They Do

Sense Abilities provides accessible pop-up sensory play, advocacy, information, advice and guidance for families and organisations. They particularly target families with children with learning disabilities. With a wide range of equipment, senses including sight, touch, sound and smell, can be stimulated. They are trialling a permanent centre in Torbay, which can offer a wider range of multi-sensory activities and a therapy space.

#### What They Do

NEDCare was set up to address a market failure due to the lack of care provision in the North East Dartmoor region. This is a community led organisation which now provides Care Quality Commission (CQC) registered domiciliary care to over eighty people in its homes in this sparsely populated rural area. NEDCare used the investment as working capital to recruit more care workers, enabling it to grow its services across the region.



## **DEVON CLINIC**

Date(s) of Investment: Nov 2019

Investment Amount: £50,000

Number of Transactions: 1

Location: Devon

**Impact:** Health, Wellbeing & Social Care

**Groups Targeted:** Poverty & Exclusion, Long-Term Health Conditions, Sector Training

#### What They Do

The Devon Clinic provides a wide range of private and partfunded talking and physical therapies. Based in the heart of Torbay, it provides many services to the members of the public who cannot normally afford therapy. The therapists at the clinic believe that tackling the root causes of ailments is more effective in providing long-term beneficial outcomes.

This investment enabled the Devon Clinic to improve its premises and improve its marketing, to attract more customers and therapists.



## FENTENFENNA FARM CIC

Date(s) of Investmen and Jul 2021

**Investment Amount** 

Number of Transacti

Location: Cornwall

**Impact:** Health, Welll & Social Care

Groups Targeted: Por Financial Exclusion

## CORNWALL ADULT HEALTH AND SOCIAL CARE LEARNING PARTNERSHIP

Date(s) of Investment: Jun 2020

Investment Amount: £50,000

Number of Transactions: 2

Location: Cornwall

Impact: Health, Wellbeing & Social Care

**Groups Targeted:** Older People with Learning Disabilities, Sector Training



## BH SUPPORT

Date(s) of Investment: Jun 2020 and Jan 2021

Investment Amount: £100,000

Number of Transactions: 2

Location: Dorset

**Impact:** Health, Wellbeing & Social Care

#### Groups Targeted:

Poverty & Exclusion, Children & Young People, Families, Refugees & Asylum Seekers, Sector Training, Everyone

### What They Do

Leges Support CIC trading as BH Support, offers affordable legal and benefit support, especially during times of crisis. Its main impact is in providing low cost or free support and advice for individuals experiencing housing, child access, domestic abuse, or mobility issues as well as tackling loneliness by building social connections within the wider community. BH Support also operates as a community centre, support hub, food bank, and drop-in.

The first investment helped them recruit more staff, improve the premises and online presence, and the second investment helped with working capital during its early-stage growth due to mass demand for services.

	what They Do
nt: Feb 2021	Fentenfenna Farm is a multi small business space and farm development
t: £80,000	site with starter farms and businesses,
tions: 3	providing training and wellbeing for the long-term unemployed
lbeing overty,	and others who may not want to, or be able to, access mainstream employment. It typically works with people from Cornwall's most deprived communities.
	The investment provided some start- up capital to complete renovations that enabled their first businesses to get established on site, as well as working capital until new income streams feed through.

What They Do

#### What They Do

Cornwall Adult Health and Social Care Learning Partnership or CAHSC, as they are known, are a networking, membership, and training service for providers of adult health and social care in the South West. Covering around 80% of providers in Cornwall, they offer members the benefit of detailed research and engagement in best practice via regular learning forums. Members are also able to access free and subsidised training for frontline and management staff, meaning they can continue to improve the care they offer. This investment enabled CAHSC to continue to meaningfully engage local commissioners with their services and to deepen their membership offering.





## **YMCA PLYMOUTH**

Date(s) of Investment: Aug 2018

Investment Amount: £150,000

Number of Transactions: 1

Location: Devon

Impact: Health, Wellbeing & Social Care

Groups Targeted: Long-Term Health Conditions, Everyone

#### What They Do

Plymouth YMCA work with the most deprived communities in Plymouth through training, education, sports, and community engagement typically having over 100,000 engagements

every year. For example, during lockdown they have grown fresh veg for foodbanks, helped vulnerable students get laptops, IT, and emotional support and continued to run their cardiac rehabilitation classes remotely.

They offer a range of health and wellbeing services for young people and the wider population. The existing Plymouth YMCA gyms needed refurbishing. This was completed in 2021 and the investment contributed to the costs of the overhaul, including the addition of a fully immersive spin studio. The studio was the first of its kind in Plymouth and is of particular benefit to people needing cardio rehab support.

## **JUMP WITH JO**

Date(s) of Investment: Apr & Sep 2019 Investment Amount: £50,000 Number of Transactions: 2 Location: Cornwall **Impact:** Education & Learning Groups Targeted: Children & Parents, Professionals

#### What They Do

Jump with Jo offers active play sessions and spaces targeting under 5s in Cornwall. The aim is to increase childhood activity levels long term, and reduce obesity. It runs soft play sessions, dance and fun fitness for children and soft play kids parties throughout the county. It also works with schools and nurseries, hosting regular dance and games classes encouraging children to use their imagination and at the same further their social skills and co-ordination through physical play. The investment provided working capital to employ more staff and a new centre, Little Roo's in Truro, allowing the support of more children.



## **THE WILDINGS**

Date(s) of Investment: Jun & Sep 2020 and Mar 2021

Investment Amount: £150,000

Number of Transactions: 3

Location: Devon

Impact: Health, Wellbeing & Social Care

Groups Targeted: Professionals, Poverty & Exclusion, Children & Young People

### **MUSICA MUSIC AND WELLBEING**

Date(s) of Investment: Nov 2018 & Apr 2019

Investment Amount: £50,000

Number of Transactions: 2

Location: Devon, Cornwall & Somerset

Impact: Health. Wellbeing & Social Care

Groups Targeted: Older People, People with Learning Disabilities, Long-Term Health Conditions

#### What They Do

Musica Music and Wellbeing offers academically researched musical sessions to support people with dementia to manage their condition. The investment supported with staffing costs as the organisation grew its delivery model across the South West region. Musica reached over 5,000 people through music sessions in 2020/21.



Date(s) of Investment: Jun 2018 Investment Amount: £100,000 Number of Transactions: 2

Location: Somerset

Impact: Health, Wellbeing & Social Care, Food & Farming Groups Targeted: Community, Older People, Unemployed, Rural Isolation



#### What They Do

MiMe Heuristics CIC trading as The Wildings established a new, specialist independent school in Devon for children with Social, Emotional, and Mental Health needs. The Wildings offers broad approach to the curriculum that centres on the individual. Feedback from students, parents and commissioners has been exceptional following its first twelve months of operations.

The investment covered the costs of setting up the school and getting it running well, including passing its first Ofsted inspection and renovating the school property and grounds to a high quality.



## SOMERSET LOCAL FOODS

#### What They Do

Somerset Local Foods offers an innovative food delivery service, covering large parts of rural Somerset and some urban areas, working with a range of local, organic, and socially conscious food producers. The investment provided working capital to improve operations and enabled it to grow its health and wellbeing impact, by reaching out to more people and producers across the rural county.



### **MEMORY MATTERS**

Date(s) of Investment: Mar & Nov 2018

Investment Amount: £50,000

Number of Transactions: 3

Location: Devon

Impact: Health, Wellbeing & Social Care

Groups Targeted: Older People, Community, Long-Term Health Conditions, Sector Training

#### What They Do

Memory Matters is an award winning social enterprise, which runs the Moments Café in the heart of Plymouth. Set up and run by two specialist dementia nurses, it works to change the face of dementia support in the community using therapeutic approaches to memory loss for those living with dementia and their carers alike. It provides communitybased training and engagement sessions. This investment supported the development and implementation of a model to allow them to package their current offer so it can be rolled out across the region.

## DARTMOOR COMMUNITY KITCHEN

Date(s) of Investment: Oct 2018 & May 2019

Investment Amount: £145.000

Number of Transactions: 3

Location: Devon

Impact: Health, Wellbeing & Social Care, Food & Farming

Groups Targeted: Older People, Long-Term Health Conditions, Poverty & Exclusion, Community, Rural Isolation

#### What They Do

Eating alone is often a reality for elderly people within our communities, and they can end up feeling isolated from the rest of the world. Dartmoor Community Kitchen Hub combats this issue by distributing protein-packed ready meals to the elderly in rural areas.

The investment allowed the refitting of a property in Bovey Tracey, establishing a kitchen from which the enterprise could work. It also provides a community space for customers to enjoy food outside their homes.



## **ARK AT EGWOOD**

Date(s) of Investment: Jul 2019 Investment Amount: £10,000 Number of Transactions: 1 Location: Somerset

Impact: Education & Learning, Work & Employment, Social Care

Groups Targeted: Unemployed, Young People, Long-Term Health Conditions, Older People, Community, Everyone

### **FIRESTONE PLYMOUTH**

#### What They Do

Date(s) of Investment: Sep & Dec 2018, Jul 2020

Investment Amount: £200,000

Number of Transactions: 4

Location: Devon

**Impact:** Health, Wellbeing & Social Care

Groups Targeted: Addiction Issues, Homelessness, Sector Training

Anonymous.



## **PAR TRACK**

Date(s) of Investment: Apr 2018 Investment Amount: £10,000 Number of Transactions: 1 Location: Cornwall

**Impact**: Health & Wellbeing, Poverty & Disadvantage

Groups Targeted: Community, Everyone

#### What They Do

Ark at Egwood is a land-based day provision for adults and young people, developing social skills, confidence and transferable skills for employment. They also promote social cohesion within the local community by actively encouraging volunteers and engaging with residents who are socially isolated. The investment allowed upgrade works to the site so the provision could formally launch.

Firestone provides supported housing for men with a history of drug and alcohol issues to share in a mutual aid community. The community is abstinence based and focuses on helping its participants establish sustainable lives for when they move on. Whilst living in the house the residents learn about their own neuroscience using an online course, and access further support through organisations like Alcoholics Anonymous and Narcotics



#### What They Do

Par Track is a green space in the heart of the community known for its athletics track and football pitches. The local community came together and formed a community benefit society to take over the running of the site, gradually creating a health and wellbeing hub including a community café and a green gym. A NHS centre is based on the site and works in partnership with Par Track to use the resource to deliver social prescribing.

#### PROFIT THROUGH PURPOSE



## **NEWQUAY ORCHARD**

Date(s) of Investment: Sep 2018 & Aug 2019

Investment Amount: £150.000

Number of Transactions: 3

Location: Cornwall

Impact: Education & Learning, Work & Employment

Groups Targeted: Unemployed, Young People, Long-Term Health Conditions, Older People, Community

#### What They Do

Urban Biodiversity CIC, trading as Newquay Orchard, uses the community orchard to work with a lot of disadvantaged groups. The orchard provides community interactions, wellbeing activities, skills development and training using horticulture. The two investments provided working capital as the organisation took on substantial grant funding for a major capital redevelopment of the site.

## **DANGEROUS DADS**

Date(s) of Investment: Feb 2018 & Jul 2019

Investment Amount: £120.000

Number of Transactions: 2

Location: Devon, & UK

Impact: Health. Wellbeing & Social Care

Groups Targeted: Families, Sector Training, Poverty & Exclusion, Children & Young People

#### What They Do

Dangerous Dads groups run regular, fun activities for fathers and male carers with children of all ages, both daughters and sons. They also run the world-famous DadFest festivals and are launching the franchised 'Dad Dancing Fit Club' UK wide. This investment, which followed an earlier Launchpad Loan, helped grow the Dad Dancing Fit Club franchise and Dad Fests.

### **BLUESCREEN IT**

Date(s) of Investment: Aug 2018

Investment Amount: £150,000

Number of Transactions: 1

Location: Devon

**Impact:** Education & Learning, Work & Employment

Groups Targeted: Vulnerable Children & Adults

#### What They Do

Bluescreen IT is a cyber skills and security company, which provides positive pathways for vulnerable young people and adults through training programmes and apprenticeships, to develop skills to work in the cyber industry. The investment was used to build capacity, take on larger contracts and expand the delivery of training to more young people.

Date(s) of Investment: Jul 2018

Investment Amount: £100,000

Number of Transactions: 3

Impact: Health & Wellbeing,

Groups Targeted: Community,

Education & Learning, Mental Health





### **ACTION TO PREVENT SUICIDE**

#### What They Do

Action to Prevent Suicide provides training to help people recognise and support those at risk, whilst also raising awareness and breaking the stigma. The investment helped build capacity and enabled them to take on further staff and increase their order book, to help them to make greater impact in future.



Date(s) of Investment: Mar & Nov 2019, Jul 2020

Investment Amount: f.200.000

Number of Transactions: 3

Location: Cornwall

**Impact**: Health, Wellbeing & Social Care

Groups Targeted: Older People, Community

#### What They Do

Health & Care at Home provides private and publicly funded health and care services focusing on provision of

FUND (SOUTH WEST)

Everyone

& Aug 2020

Location: Devon



## **HEALTH & CARE AT HOME**

care for people in their own homes in mid and west Cornwall. It works with the person themselves, their families and practitioners to ensure that the people they support receive a fully inclusive service and a comprehensive care package that is tailored to their individual needs.

The earlier investment allowed Health & Care at Home to improve its infrastructure, building the team to grow in a controlled, safe way to help them become the 'go to' provider of health and care services across the county. The most recent investment will strengthen them after COVID-19 impacted on their service and help enable ongoing growth.

## resonance

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