View results

Respondent

13 Anonymous

8715:24
Time to complete

Title and contact details

1. Title of Initiative (please ensure this is a good description of your initiative in no more than 90 characters) *

WeConnect Community Hub

2. Name of organisation and region (please state context, ie general practice, community care etc) *

Polish Support Initiative CIC

3. Name of person or team involved in the self-care initiative *

Mrs Anna Szwedzinska

4. Timeframe and dates of initiative *

October 2025 - May 2026

5. Contact name for entry *

Mrs Anna Szwedzinska

6. Contact email for entry *

psicicboston@gmail.com

About your self-care initiative

7. Describe the problem you were facing and your objective(s) in tackling this. (1200 characters max) *

Many residents in Boston, Lincolnshire—particularly migrants, older adults, carers, and people experiencing disadvantage—face barriers to managing their health and wellbeing. Language difficulties, low health literacy, digital exclusion, and social isolation often prevent people from accessing healthcare, understanding health information, or seeking support early. At WeConnect Community Hub, we regularly met individuals who struggled to use the NHS App, book appointments, understand medical advice, or navigate health and social care services. Many also reported loneliness, anxiety, and a lack of confidence in managing their own wellbeing. Our objective was to empower people to take greater control of their health through accessible self-care education, digital inclusion support, peer networks, and wellbeing activities. We aimed to improve health knowledge, increase confidence in using health services, reduce isolation, and help people develop practical self-care skills. By providing multilingual, community-based support in a trusted environment, we sought to make self-care accessible, inclusive, and sustainable for everyone in our diverse community.

Please enter at most 1200 characters

8. Outline your initiative, explain your planning and execution of the project. (1200 characters max) *

WeConnect Community Hub was developed in response to growing health inequalities, social isolation, and barriers to accessing healthcare among diverse communities in Boston, Lincolnshire. Following community consultations and feedback from service users, local health partners, and voluntary organisations, we identified key priorities including digital exclusion, low health literacy, loneliness, and difficulties navigating health services. We designed a community-led programme combining self-care education, digital support, peer networks, health awareness sessions, wellbeing activities, and multilingual guidance. The project was delivered through regular drop-ins, NHS-focused workshops, health checks, wellbeing groups, and one-to-one support. Partnerships with NHS Primary Care Networks, local authorities, and community organisations enabled us to provide trusted, accessible services in a culturally sensitive environment. Activities were promoted through community outreach, social media, referrals, and word-of-mouth. The hub continues to evolve based on participant feedback, ensuring services remain relevant, inclusive, and responsive to local needs.

Please enter at most 1200 characters

9. What were the challenges and how did you overcome these? (1200 characters max) *

One of the main challenges was engaging individuals who had previously experienced barriers to accessing services due to language difficulties, lack of confidence, digital exclusion, or negative experiences with statutory organisations. Many people were unaware of available support or felt uncomfortable seeking help. We overcame these challenges by creating a welcoming, community-based environment where people could access support in their preferred language and at their own pace. Our multilingual team and volunteers built trust through consistent engagement, cultural understanding, and personalised support. Another challenge was helping people navigate increasingly digital healthcare systems. We addressed this through hands-on assistance with the NHS App, online appointments, health information, and digital skills training. Limited resources were addressed by developing strong partnerships with NHS services, local authorities, charities, and volunteers, allowing us to maximise impact and provide a broad range of support without creating barriers to access.

Please enter at most 1200 characters

10. Did you collaborate with other local partners, if so, who and why were they chosen? *

Yes. Collaboration was central to the success of WeConnect Community Hub. We worked closely with local NHS Primary Care Networks (PCN), GP practices, Lincolnshire Integrated Care Board (ICB), community health teams, Boston Borough Council, housing services, wellbeing coaches, cancer support services, and local voluntary organisations.

11. Would you describe your initiative as "innovative", if "yes" please tell us why. (800 characters max) *

Yes. WeConnect is innovative because it combines self-care education, digital inclusion, wellbeing support, and community engagement in one trusted, multilingual hub. We remove barriers by bringing health information, NHS support, digital skills training, and peer support together in an accessible community setting. This holistic, community-led approach helps people build confidence, improve health literacy, reduce isolation, and take greater control of their own health and wellbeing.

Please enter at most 800 characters

12. Did you use any of the Self-Care Forum's free resources as part of your initiative? Provide details *

While we did not directly use specific Self-Care Forum resources during the delivery of this initiative, our work closely aligns with the Forum's core self-care principles. Through WeConnect Community Hub, we promote health literacy, prevention, personal responsibility for health, informed decision-making, and confidence in managing wellbeing. Our activities included self-care education, digital support for accessing NHS services, health awareness sessions, peer support groups, wellbeing activities, and signposting to reliable health information. These interventions empower individuals to take an active role in managing their physical and mental wellbeing and to access appropriate support when needed. We are keen to explore and incorporate Self-Care Forum resources in future programmes to further strengthen our self-care offer.

Impact, outcomes, and evidence

13. Who was the initiative directed at and what were the benefits to the targeted group or individuals? (1200 characters max)

The initiative was directed at adults experiencing barriers to accessing healthcare and wellbeing support, particularly migrants, older people, carers, individuals with long-term health conditions, and those affected by social isolation, low health literacy, or digital exclusion. Many participants faced additional challenges due to language barriers, limited confidence, or difficulty navigating health and social care systems. The benefits included improved understanding of health and wellbeing, increased confidence in managing personal health, better access to NHS services and reliable health information, and enhanced digital skills. Participants were supported to use tools such as the NHS App, access preventative healthcare, and make informed decisions about their wellbeing. The initiative also reduced social isolation by creating opportunities for connection, peer support, and community engagement, helping individuals build confidence, resilience, and stronger support networks.

Please enter at most 1200 characters

14. Please quantify the impact of your initiative. (e.g. cost improvement, numbers of people helped, time saved) ((1200 characters max))

Between September 2025 and March 2026, WeConnect Community Hub directly engaged over 1,190 residents through health, wellbeing, digital inclusion, and community support activities. We delivered NHS-related workshops, health checks, digital support sessions, and regular NHS Coffee Mornings, Cancer Support Programme, Roaring Fourties Womens Group, community trips to different UK cities like London, St Ives, etc. Feedback showed that 95% of participants found the sessions helpful, 80% felt better informed, 50% felt more confident in managing their situation, and 100% said they would attend again. Beyond face-to-face engagement, our health messages and community support reached over 63,700 people through Facebook and TikTok, significantly increasing awareness of self-care, preventative health measures, and available local support services.

Please enter at most 1200 characters

15. Do you have formal or anecdotal evidence of success? (e.g. qualitative, quantitative, informal feedback?) (1200 characters max)

Yes. We collect both quantitative and qualitative evidence to measure the success of our activities. Attendance records show that over 1,190 residents engaged with WeConnect Community Hub between September 2025 and March 2026. We also recorded participation in NHS workshops, health checks, coffee mornings, cancer support sessions, and wellbeing activities and we monitor our online chanels We also receive regular anecdotal feedback from participants who report improved confidence in managing their health, better understanding of NHS services, reduced isolation, and increased ability to access digital healthcare tools. These findings are supported by attendance records, surveys, partner feedback, and social media engagement data.

Please enter at most 1200 characters

Learning and sustainability

16. What was the cost of this initiative in time, money, and other resources? Please be as specific as you can. (1200 characters max) *

The initiative was delivered through a combination of grant funding, volunteer contributions, community partnerships, and in-kind support. Activities were coordinated through the WeConnect Community Hub, with staff and volunteers dedicating hundreds of hours to planning, delivery, outreach, administration, monitoring, and participant support. Resources included community premises, digital equipment, promotional materials, refreshments, volunteer time, and specialist input from healthcare professionals and partner organisations. NHS partners contributed expertise for health workshops, health checks, cancer support sessions, and digital health initiatives, while community partners supported referrals, signposting, and outreach.

Please enter at most 1200 characters

17. Were there any learnings from the initiative, if so what were they? (1200 characters max) *

Yes. One of the key learnings was that trusted, community-based support is highly effective in reaching people who may not engage with traditional healthcare services. Many participants were more willing to seek advice and support in a familiar, welcoming environment where language and cultural barriers were understood. We also learned that digital exclusion remains a significant barrier to healthcare access. Practical, one-to-one support with tools such as the NHS App can greatly increase confidence and independence in managing health. Another important learning was the value of partnership working. Collaboration with NHS services, local authorities, and voluntary organisations enabled us to provide more holistic support and ensure participants were connected to the right services quickly. Participant feedback highlighted that social connection is closely linked to health and wellbeing. Creating opportunities for peer support not only reduced isolation but also encouraged greater engagement with self-care, preventative health measures, and community activities. These insights continue to shape the development of our services.

Please enter at most 1200 characters

18. Are you continuing to implement the initiative, please give details. (1200 characters max) *

Yes. The initiative is continuing and has become a core part of the WeConnect Community Hub's ongoing programme. We continue to deliver digital inclusion support, health awareness workshops, wellbeing activities, housing support meetings, and one-to-one guidance for residents facing barriers to accessing healthcare, housing, welfare, and other essential services. Building on participant feedback and identified community needs, we are expanding our focus on preventative health, self-care education, digital health literacy, and peer support. We continue to work closely with NHS partners, local authorities, housing providers, and voluntary sector organisations to provide accessible, community-based support. The success of the initiative has demonstrated a clear demand for trusted, multilingual services within our diverse community. We are embedding these activities into our long-term delivery model and seeking additional funding to sustain and expand the programme, ensuring residents continue to benefit from improved health knowledge, greater confidence, reduced isolation, and better access to healthcare, housing, and wellbeing support.

Please enter at most 1200 characters

And finally .....

19. How easy will it be to replicate your initiative and do you have top tips to share? (1200 characters max)

While the core principles of our initiative could be replicated, we believe it would be challenging to reproduce the model exactly as it operates today. The success of WeConnect Community Hub has been built over time through strong community relationships, trust, local knowledge, and extensive partnership working. We have invested significant time in understanding the needs of our community, developing effective ways of engaging hard-to-reach residents, and building connections with healthcare providers, local authorities, and voluntary organisations. Our multilingual team, speaking English, Polish, Lithuanian, and Russian, has also enabled us to reach diverse communities that may otherwise remain excluded from support. Our key learning is that successful self-care initiatives must be community-led and responsive to local needs. Organisations looking to replicate our approach should invest time in building trust, listening to residents, developing strong partnerships, and ensuring support is accessible, culturally sensitive, and available in the languages spoken by their communities.

Please enter at most 1200 characters

20. Please let us know the social media addresses of those involved in the initiative.

https://www.facebook.com/profile.php?id=61558129326694, https://www.psicic.co.uk/ https://www.bostonpcn.co.uk/

21. Why do you think this initiative deserves to win the award? (800 characters max)

We believe this initiative deserves to win because it has successfully broken down barriers that prevent many people from taking control of their health and wellbeing. In just six months, we engaged over 1,190 residents, helping them access healthcare, improve digital skills, reduce isolation, and build confidence in self-care. What makes WeConnect special is its trusted, multilingual approach. By offering support in English, Polish, Lithuanian, and Russian, we reach communities that are often overlooked or face language barriers. Through strong partnerships and a welcoming community hub, we have created lasting improvements in health awareness, wellbeing, and social connection, demonstrating the power of community-led self-care in reducing health inequalities.

Please enter at most 800 characters

22. Do you have an image, materials or weblinks to supplement your application? Please supply no more than 2 images which may also be used to promote your application if successful. Ensure images are square (ie height and width dimensions are the same). Please email information to selfcare@selfcareforum.org including the name title of your initiative (as in Q1).

Yes

23. Your application may be chosen to be uploaded to the "best practise" page of the Self-Care Forum website to share self-care excellence with others who might want to use the learnings in your application. We will also include your email address so that people may get in touch with you. Please confirm your preference below. *

- (●) I am happy for the Self-Care Forum to add our entry to the website **with** my email address
- ( ) I am happy for the Self-Care Forum to add our entry to the website **without** my email address
- ( ) I would rather our entry was not included on the Self-Care Forum website

24. Would you consider becoming a self-care champion? *

- ( ) Yes
- ( ) No
- (●) Maybe, I'd like to know more