

Protecting your confidentiality

NHS Lothian will create a record that you attended the Wellbeing Hub Service. The record is only accessible by professionals who have been approved and have received the appropriate training to handle confidential information.

Where we plan to refer you to a service outside the NHS, we will ask for your consent first, and information such as name, address, contact details and age will be shared. Your medical record will not be shared with anyone outside the service. We will share a summary of the Hub's input with your GP at the end of the service so that they can continue to support you moving forward.

Boghall Community Wellbeing Hub

Elizabeth Drive
Boghall
EH48 1SJ
Phone: 01506 652 267

Livingston Community Wellbeing Hub

The Residencies
St John's Hospital
EH54 6PP
Phone: 01506 524 408

Hubs Opening Times :

The Hubs are open Monday to Friday from 9am until 5pm with new registration sessions available between 9am and 4pm.

Attendance agreement

The Community Wellbeing Hub offers a choice of either remote (video or telephone calls) or face to face appointments. We understand life circumstances can mean it can be difficult to always attend planned appointments, however you are more likely to benefit from our input if you can attend on a regular basis. If you have been given an appointment that is unsuitable, please let us know as soon as possible. This allows us time to offer the appointment to someone else who needs our help.

Appointments can last up to an hour (groups may be slightly longer) and if you have opted for remote appointments please make sure you have a space that is private and free from distraction.

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West Lothian
Health & Social Care Partnership



West Lothian Community Wellbeing Hubs

**“Helping you
live the life
you choose”**

West Lothian Community Wellbeing Hubs

What are the Community Wellbeing Hubs?

We know that sometimes life's challenges can affect people's mental health.

The West Lothian Community Wellbeing Hubs are an NHS service for people with common mental health difficulties such as anxiety, depression, low confidence and stress.

The Hubs have a skilled team of NHS therapists, who work in partnership with a team of Community Link Workers, employed by Lanarkshire Association for Mental Health (LAMH).

Our staff are here to listen and provide relevant support and/or therapies to help you make progress towards feeling better. The service does not prescribe any medication, but instead offers support based on your needs as a person.

Who can access the Hubs?

The Hubs are for people:

- registered with a West Lothian GP practice
- aged 18 and over
- struggling with mild to moderate mental health symptoms
- who need some additional emotional and/or practical support to improve their wellbeing.

If you feel like you would benefit from the support of the hub you must contact your GP practice. Once signposted by the practice, you must call the hub directly, this call cannot be made on someone else's behalf.

What will happen when I call the Hub?

When you first call, you will speak to our reception team who will register you with the service. You will then be called by a Community Link Worker who will complete a 30-40 minute assessment. This assessment will cover a number of areas that may have a negative impact on your mental health and wellbeing.

Your Community Link Worker will then help connect you with the appropriate supports. This may include practical support, clinical therapies, self-help resources or signposting information.

Our team will support you to think through what could help, work with you to choose some realistic goals and develop a personalised plan of support.

In the Hub you will have the chance to better understand some of the reasons you feel the way you do and to build on your strategies to cope with these feelings. You might also hear about new ideas and learn new skills that will help you to manage your wellbeing. We want you to be fully involved in all of the decisions and in working out what's right for you.

“Helping you live the life you choose”

What kind of help can we offer?

- Identify resources to deal with some of your practical stressors.
- Support to help you identify and move towards goals that matter to you.
- Access to stress relieving sessions.
- Support to access guided self-help and online self-help.
- Connecting you with things that are of interest to you such as leisure and social activities, volunteering or getting back to work.

Some interventions are offered on a workshop basis. There is lots of evidence that these types of support are very beneficial to improve mental wellbeing. This may be something you will be offered and you will have an opportunity to discuss any concerns before the sessions.

How long will I attend the Hub for?

The service you receive will be short term and matched to your needs following your assessment. If we think you would benefit from a different type of service or more intensive help, we will talk to you about this and can arrange an onwards referral to the appropriate service.

What can I expect after leaving the Hub?

We hope that attending the Hub will improve your wellbeing so that you feel better about day-to-day life and are more able to cope with life's challenges.