

## The Well

The Well allows people to speak to Health and Social Care professionals and discuss any enquiries in relation to their health and wellbeing. People can speak to social work staff, local area coordinators, self-directed support advisors, benefits advisors, and others. The Well helps people to navigate the complexity and difficulty in accessing services or available support in communities.

The service is for anyone 16+ looking for advice and support. Our friendly staff are here to aid people to stay healthy and well and maintain independence in their home and community by supporting them to find solutions to problems quicker and easier, giving them the right information at the right time. If you are looking for support, information and guidance on topics such as social care, carer support, social isolation, housing, benefits, bereavement, or anything that matters to you The Well can support you. The Well offer people support by seeing the things that matter to people rather than their individual problems

At the moment The Well is operating only virtually via The Well Near Me. The Well Near Me allows you to have a video conversation with our staff from the comfort of your own home. This ensures that we continue to provide you with support whilst keeping you safe.

**The Well Near Me is live  
every Tuesday to Thursday 10am to 12noon  
and  
every Monday and Thursday 1pm to 3pm**

To access the service all you need is a device for making video calls (smartphone, tablet, laptop), internet connection (Wi-Fi or mobile data) and Chrome or Safari Internet Browser.

Grab a cuppa, get comfy and just visit <https://www.fifehealthandsocialcare.org/the-well> to join our waiting room and speak to us.

We understand that not everyone has access to technology or internet, so for those who may not be able to go online please use our **Well Phone Line: 03451 551500**. The Well phone line is active at the same time as the Well Near Me. We can also provide a BSL interpret if required (appointments only).

If you wish to book an appointment for The Well Near Me or you have any questions regarding the service please email [TheWell@fife.gov.uk](mailto:TheWell@fife.gov.uk) or visit our website and Facebook page.

<https://www.fifehealthandsocialcare.org/your-community/the-well>  
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