Scenario 1 — Health or Social Care

The Community Wellbeing Drop-In

Student scenario card

Community Wellbeing Service Thursday, 9:30am

You work in a community wellbeing service in Birmingham. The service provides information, social activities and signposting to local support for adults who may be experiencing loneliness or difficulties accessing services.

A new weekly drop-in starts at 1:00pm today. Around 18 people are expected, including some who have never visited before.

The coordinator is attending an urgent meeting and has asked your team to prepare for the first session.

You have three staff members available for preparation, including yourself.

You must not make clinical assessments or promise support outside the service's remit.

The service has:

- a community room booked from 12:30pm;
- a list of expected attendees, held securely;

- a reception desk where visitors will arrive;
- printed information about local wellbeing and social support services;
- a volunteer who will arrive at 12:45pm;
- refreshments and basic equipment available;
- a designated staff member who can advise on safeguarding concerns, but who is working elsewhere in the building.

There are several things to consider:

- Welcome: How will first-time visitors know where to go?
- Accessibility: How will the team check that people can access and participate in the session?
- Information: Who will explain what the drop-in does and does not provide?
- Privacy: How will the team avoid exposing attendees' personal information?
- Responsibilities: Who will welcome visitors, prepare the room and answer general questions?
- Support: What should staff do if someone raises a concern beyond their role?

The task

Prepare a practical plan for the first 30 minutes of the drop-in, from 1:00pm to 1:30pm.

Your group must produce:

1. A short sequence of what will happen.
2. Who will take responsibility for each activity.
3. Two things the team needs to check before visitors arrive.
4. One question that should be referred to the coordinator or another authorised colleague.

Time	**What should happen?**	**Who will help?**	**What needs checking?**
Before 1pm			
1:00–1:10			
1:10–1:20			
1:20–1:30			