

Social Prescribing Link Worker Impact Case Study

Name of case study: St Helens Wellbeing Service	
Brief description of the client's/patient's issue	An elderly client accessed a social prescribing appt at the practice - feels anxious when leaving her home that someone will break in, would also like to socialise, access groups, attend IT course and improve her confidence. She was also struggling with her mobility.
Summary of the support provided	Health Trainer – made referrals to the following services provided within the wellbeing team: Exercise referral scheme, Get yourself going course and coffee and chat group. Signposted to local craft groups, local church coffee group and an IT course at the mansion house being delivered by Age UK.
Summary of outcome and impact (including quotes)	Client accessed local craft groups, her local church coffee afternoon and attended lifestyle service. Her confidence grew and she felt her mobility had improved, she felt more at ease leaving her property unattended and she planned to go visit family by train over the summer

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Brief description of the client's/patient's issue	<p>Client is currently in shielding group and isolating under Covid measures. Lives with sister who has a learning and physical disability and a son who recently had heart surgery. They are getting regular food parcels</p> <p>Client is on Carers Allowance would be eligible for PIP, if she was not caring for her sister. May be eligible for UC to top up Carers Allowance, gets Housing Benefit and Council Tax Reduction.</p> <p>Due to Covid transmission concerns, for self, sister and son, client stopped sister going to a day centre early in March 2020. Consequently, client is not getting any respite from caring.</p>
Summary of the support provided	<p>Contacted Carers centre who will get in touch re emotional support and benefits check. Also called Age UK to refer for Telephone Befriending.</p>
Summary of outcome and impact (including quotes)	<p>Carers Centre called the following day and, she had a good talk with them, they said she could call them anytime for a chat. So, she feels less isolated now. Age UK have been in touch, and she is now waiting for a befriender to be allocated.</p>

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Brief description of the client's/patient's issue	Whilst staff have been remote working during the COVID-19 lockdown, clients who are not currently active on the system have been called as part of the teams' welfare check protocol. During this process, a non-active client was called - who indicated she required no further support for things such as finance and food shopping. However, from having an open conversation, she quickly became very emotional and it emerged that she attended her husband's funeral the day before the call and that she was worried for her young daughter and how her finances might change given her new circumstances.
Summary of the support provided	We discussed the support the client received at present, and the kind of support the client required. The client was then signposted to services that were tailored to her needs (CAB, Turn2Us and Child Bereavement) for further support during this difficult time.
Summary of outcome and impact (including quotes)	The client was really appreciative of the support and is aware of the service we provide, should she feel as though she requires our support in the future.

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Summary of the support provided	Discussed clients past, current circumstances and future goals. Advised on options concerning client's beliefs and goals, including client desire to develop skills as a parent through a Positive Parenting Course. Stayed in touch with client during lockdown and provided emotional support during this time.
Summary of outcome and impact (including quotes)	Client is now compliant with medication and is engaging in weekly relaxation sessions online, employing these skills where necessary. Feels that skills are complimenting medication and overall improvements in wellbeing since initially meeting with Social Prescriber. Client reports is now seeing things clearer, stating I know what I need to do to make myself better and reaching out to Social Prescriber for advice on other forms of wellbeing support including Cognitive Behaviour Therapy. Client has also expressed keen interest in getting back into physical activity and is engaging with Comments: "It's good to have the wellbeing service support in lockdown and because of mental health. I'm glad I came to this appointment before lockdown, I feel there are people out there who care, who care about me, thank you".

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Summary of the support provided	Telephone support was offered, and staff member explained to client that we could get help and support to them, along with supporting them long-term. Between two staff members, they were able to keep the client occupied over the phone while offering support and asking open questions in attempt to build rapport and gain vital information to help her. After time, some basic details were given which allowed staff to establish her name and address via the information she had given and through her employer. This then allowed the team to inform crisis support locally, and to make the 999 call to get an ambulance to client. Telephone support was offered to client until the ambulance arrived.
Summary of outcome and impact (including quotes)	Client arrived safely at hospital and was supported fantastically. Feedback from the client a couple of days later informed us that she was doing okay, has been suitably supported, that her family are now aware of her struggles and she is now not on her own. She thanked the staff and service for the compassion, patience and kindness shown to get support to client in this crisis situation.

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Brief description of the client's/patient's issue	Client feeling low and depressed, stress, anxiety and dealing with pain. High PHQ9 of 21. In contact with GP regularly and prescribed medication for depression. Has been signed off by Mental Health Assessment team, but still has their phone number if not coping. Issues with PIP and receiving Blue Badge for car.
Summary of the support provided	Action plan and numbers of services including mental health, Citizens Advice Bureau, benefit checkers and Council contact number for Blue Badge. Also, my work mobile number and email address if needed. Main Council helpline number and local Facebook group who are helping people during Covid 19.
Summary of outcome and impact (including quotes)	Action plan of priorities, such as setting a cut off time from running a cat welfare charity and having a time to relax in bedroom before bed. GP increased medication, PIP and Blue Badge were resolved. In regular weekly contact with client by phone, as she finds it helpful to talk about how she is feeling. Has a friend who is taking food shopping. Engaged with Think Wellbeing by doing a Cognitive Behavioural Therapy online course. Now some issues are resolved we can also focus on further improving healthier eating and exercise.

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Brief description of the client's/patient's issue	<p>An elderly client was referred via the GP in September 2019. Has had a lifetime of stress and anxiety starting in his teens. This has resulted in past alcohol dependency, loss of relationships, self-harm and at the time of referral a gambling addiction which left him with very little money to eat or pay priority bills. Client felt ashamed of his addiction however felt the company he had in his local betting shop was better than being lonely. Client felt helpless and did not think he could ever change. Has a long and enduring mental health condition, including an alter-ego and bipolar. He felt lonely and isolated and had fallen out with most friends due to borrowing money. He had recently taken out a loan with the bank which he did not know how he would pay back.</p>
Summary of the support provided	<p>Initial focus was to build trust and rapport, the Client was extremely wary of any service or intervention. There were some initial priority resolutions, a budgeting plan and a good hard look at income and expenditure. We had all utilities arranged as a direct payment out of benefits. Advance payments for the week ahead were arranged with the local café that the client liked to go to when he had money, this meant he could eat there every day and enjoy their company too. An online shop was sorted from the local supermarket to stock the freezer. As lonely at home we talked about his love of music, so a CD player and decent radio was purchased.</p> <p>The client had sufficient income from benefits but was not budgeting and as soon as paid spent it in the local betting office. We planned appointments to take place on the day his main benefit was paid as he felt that a chat with me deterred him from attending and losing all the money in one go, we had a chat the same as he would in the betting shop. He tried Gambling Anonymous but did not feel comfortable. Has a CPN who he speaks with every two weeks for his mental health which he finds useful but does not deal with his everyday concerns.</p> <p>Over time we discussed what his life would be like if gambling were not part of it, he loved to dance, to dress smart, wished to attend group activities, wanted to offer some small financial support to his adult children if they needed it. Did not want to feel ashamed which resulted in self-harm and an increase in the</p>

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	<p>negative voices he hears on a daily basis. We did some visualisation techniques, what would it sound like, smell like, look like.</p> <p>Just prior to lockdown he had been ill and hospitalised with pneumonia so had a short break from gambling. We talked about the difference it had made and how he could maintain this distance. We looked at many ways including self-abstinence. The Client decided to do this and is now barred from all gambling officially.</p> <p>I have a long chat with him every two weeks and he speaks with his CPN the opposite two weeks. He can ring me at any time and has done that on occasion if feeling a little out of sorts.</p>
<p>Summary of outcome and impact (including quotes)</p>	<p>Client has now been abstinent from Gambling for 11 weeks. Has managed to save approximately £2,000. Is eating regularly and has put on one stone in weight. He has a volunteer who shops and cleans for him. All bills are paid and up to date. He listens to his radio particularly smooth FM all day every day. He stated that his anxiety is all but gone, this has not happened since he was a young man. He no longer feels shame. Is not feeling lonely and has been chatting with friends on social media and on the phone. Was able to help his son with his MOT costs and this made him feel proud. He has had broadband installed and purchased a smart phone and has been looking at smart clothes styles to help him when he can go shopping. He stated he has not self-harmed, feels like a new man. Quote “I don’t think people know just how much you have helped me; I don’t think you even know. You are my prop; my life has completely changed. You have helped me find my peace again. I can now think about enjoying hopefully another 5 years at least living life with a capital L”</p>