

## **Social Prescribing Link Worker Impact Case Study**

Name of case study: SPRING and Community Connectors, Your Voice, Scotland	
<b>Brief description</b>	<p>J was referred to SPRING Social Prescribing by a Community Link Worker based in her GP practice.</p> <p>J has a condition which affects her breathing, gets quite anxious about this but loves company and wants to be more active.</p> <p>J's daughter helps her coordinate any support she requires and has managed to get all the right things in place but would like her mum to get out more. She is more than happy to go along with her.</p>
<b>Summary of the support provided</b>	<p>Nine consultations took place with J, including home visits (pre-covid), phone calls, emails and initial light support.</p> <p>During these consultations hobbies/interests were explored and social prescriptions co-created. J highlighted she would like to explore digital learning.</p> <p>SPRING Social prescriber and J's daughter coordinated transport to access the community</p>
<b>Summary of outcome and impact (including quotes)</b>	<p>SPRING Social Prescriber introduced J to the digital support group members and volunteer facilitator.</p> <p>Through support, J has become a regular member of the digital support group that meets every Wednesday at Your Voice.</p> <p>She has also benefitted from Connecting Scotland project and has been issued with her own IPAD and WIFI access.</p> <p>J has since become more active, increased her digital knowledge and most of all made friendships within the digital peer support group.</p> <p>J's journey to improved health and wellbeing has increased and is evidenced through WEWMBS and Outcome Star monitoring tools.</p>
<b>Tips for others</b>	<p>Start with the goal most important to the person and support them achieve them through a coproduced personalised action plan</p>

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<b>Brief description</b>	<b>J, 84-year-old female</b> - Originally referred by Community Link Worker to SPRING Social Prescribing. J was going through a difficult period and coming to terms with a family bereavement. A second sudden bereavement in the family resulted in a very low mood and despite previously being fairly active, was spending all her time at home withdrawing from friends and activities.
<b>Summary of the support provided</b>	During COVID-19, J contracted the virus and was seriously ill but has made a great recovery. We sent her information on available services for laundry, food shopping and we referred her to a COVID-19 delivery service for personal items dropped off by volunteers. J initially received daily and now weekly isolation calls from one of our volunteers. We worked with volunteers to produce craft and crochet packs to send out to J, enabling her to continue with her much-loved arts and crafts and delivered an 'Afternoon Tea' via doorstep deliveries. As restrictions continued to ease, we arranged socially distanced walks and get togethers in community venues to build confidence around getting out and about and supported J to attend Lyle kirk Gateways. We also supplied J with a tablet device and provided support for her to get connected, to enable her to take part in the virtual social drop-ins hosted by SPRING/Community Connectors every Wednesday.
<b>Summary of outcome and impact (including quotes)</b>	Up until lockdown, J regularly attended the CI Hub, and the Ladies Craft Group at Your Voice on a weekly basis. Initially, we booked J's My Bus but she now undertakes this herself allowing her to attend Lyle kirk Gateways and Cardwell Garden Centre, following an ease in restrictions after the first lockdown. J has made excellent improvements in overall health and wellbeing, particularly in engaging in activities and feeling positive, as evidenced in follow up WEMWBS and Outcome Star.  <i>"You're a god send, knowing that we have Your Voice to turn to. I was really very ill not only with the virus but was so down before, and I appreciate everything that you have done for me; from regular phone calls to ensure I'm ok, and the volunteer's getting shopping on the same day..so fast. I'm very grateful for everything you do, pulling together and putting yourselves at risk to help others, you're all amazing....I miss my groups and my friends, can't wait to get back".</i>  "This has been a lifeline for me, getting me back on my feet and knowing that there is people out there who care how I'm feeling. I'm taking each day at a time and feel grateful and thankful for Your Voice".
<b>Tips for others</b>	Personalised and tailored support to the J's needs enabled her to connect with different services and activities around her interest area and put her in control of her health and wellbeing

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<b>Brief description</b>	<b>A, a 73-year-old Female</b> - self-referred to Your Voice Community Connectors at the start of the COVID pandemic. She was feeling very lonely and isolated due to the lockdown restrictions. This had a major impact on her mental health and wellbeing, as previously she was a very active and a social able person.
<b>Summary of the support provided</b>	<p>Community Connectors (CC) contacted A and built up a good working relationship with her, by providing a weekly isolation calls to check-in with her. Through these weekly calls, we discovered her needs and found out that her main issue was the fact that she had no social interaction.</p> <p>As a result, we referred A to local counselling service utilising our capacity building funds to explore coping mechanisms, etc.</p> <p>We provided A with digital support to get her connected online and got her involved in our Community Connectors/SPRING Digital Drop-in meetings, where she was able to interact with other clients and actually thrive in this setting.</p> <p>We will continue to assist A until restrictions ease and look at implementing further social prescriptions within the community.</p>
<b>Summary of outcome and impact (including quotes)</b>	<p>Interventions:</p> <ul style="list-style-type: none"> <li>• Mind Mosaic</li> <li>• Weekly isolation call</li> <li>• Community Connector digital drop in</li> <li>• Community Connectors/social prescribing relationship/emotional support</li> </ul> <p><i>"Hi K, because of the pandemic, I was quite anxious and down. My daughter gave me the number to Your Voice. Kevin contacted me and spoke about how I was feeling. He introduced me to Teams, and we meet every Wednesday online, where I socialize with other people in the same boat as me and played quizzes. This has helped me tremendously with my anxiety and sadness. I look forward to continuing with the group when we are allowed to meet in person"</i></p>
<b>Tips for others</b>	The engagement with A through the weekly calls allowed CC to better understand her needs and what was causing her distress. Through the time to talk we were able to support her by providing the tools and support she needed to get online, and even provided an online forum to safely engage with others feeling the same way.

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<b>Brief description</b>	<b>M, a 38-Year-old Male</b> - self-referred to Your Voice Community Connectors. He had been struggling with his mental health and felt the restrictions imposed due to the COVID pandemic had really impacted him.
<b>Summary of the support provided</b>	I met up with M for a coffee and a chat at our initial consultation. We discussed how he had been feeling and how I could assist him in improving his mental health and wellbeing. We assessed his needs together and came up with a plan to move forward. I continued to build a good working relationship with M, giving him continued emotional support and assistance to access some further counselling sessions.
<b>Summary of outcome and impact (including quotes)</b>	<p>Interventions:</p> <ul style="list-style-type: none"> <li>• Community Connectors/social prescribing relationship/emotional support</li> <li>• Weekly phone calls</li> <li>• Mind Mosaic Counselling</li> </ul> <p><i>"I am writing this as I would like to thank the service that your voice provides and personnel to K. The service has provided me with a starting point to get me back on my feet it is great to know that there are people out there willing to help others like me at one point in my life I felt I had nowhere to turn but now thanks to your voice I have a personal one to one chat with Jane from Mind Mosaic every Wednesday which I look forward to this would not be available to me if it wasn't for your voice. It feels good not to be judged for a change or stuck with a tag these people listen to you and set out a plan to help you recover from whatever mental health issue u may have I can't speak highly enough of your voice and their services. As for K he has been a great help to me with his texts and calls just for a chat making sure everything is ok and for setting the ball rolling in helping me go to Mind Mosaic for this I will ever be thankful may your organisation run for many years as the work you do is amazing. Thank your voice and K for everything".</i></p>
<b>Tips for others</b>	By meeting with M in a safe space and allowing him time to talk, I was able to build trust and offer some emotional support and encouraged him to attend counselling. That understanding of his needs and his comfort levels enabled me to help him in the right way.

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<b>Brief description</b>	Future Skills made the referral for <b>M, who is 93</b> , and lives alone. M had been feeling quite isolated and due to her hearing impairment and felt that she has not been able to get involved as much as she used to. Future Skills contacted Community Connectors as they felt she was quite lonely and currently experiencing low mood.
<b>Summary of the support provided</b>	Prior to Covid-19, we arranged to visit with M at her home. During discussions about her hobbies and interests, it was expressed she misses socialising and being in other people's company but often struggles now due to her hearing impairment. The only activity she attends is the Bingo at St. Francis, however this is seasonal. We explored options for M, taking into account her hearing concerns and travel options to enable her to attend.
<b>Summary of outcome and impact (including quotes)</b>	<p>We arranged for M to attend the CI Friendship Hub weekly on Tuesday mornings (small groups with a larger venue). We also made arrangements for My Bus to pick her up weekly and continue to make block bookings for this My Bus journey. We initially accompanied M on the My Bus journey to ensure she could manage the journey unassisted and attended the CI Hub with her for the first 3 sessions, to make introductions and help support friendships.</p> <p>During COVID-19, M receives regular isolation calls to combat loneliness during lockdown and received a SPRING resource pack.</p> <p>M had a serious fall and subsequent injury shortly after initial intervention but is recovering well and had resumed attendance at activities. <i>"Making new friends and being in other people's company...you get a lovely lunch and the volunteers are so kind and chat away to you". "I sit with a small group of women, and we can chat about all kinds of things".</i></p> <p>There has been an increase in overall positive health and wellbeing evidenced in WEMWBS and Outcome Star indicators for M.</p> <p>COVID-19 - "I've not been across the door in months now, my family call too but it's nice to have someone to have a long chat with and make sure I'm OK, it's difficult to talk on the phone (hearing impairment) but she always calls, and we muddle through".</p> <p>Update: M has since moved in with family with the longevity of the pandemic.</p>
<b>Tips for others</b>	M felt isolated, but her hearing issues added a layer of concern that made her feel more disconnected. As the link worker was able to truly understand her concerns about feeling disconnected, and that her hearing exacerbating this, they were able to identify appropriate options to help alleviate her stress. By working with her to secure transport, as well as travel with her until she felt comfortable and confident to travel unassisted- this ensured the suggested option was feasible for her.

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<b>Brief description</b>	<b>E, a 77-year-old Female</b> – referred by Social Work Care and Assessment to the Community Connector Team as she has no family and was feeling very isolated and lonely during lockdown. Until then she had been attending a local Knit and Natter group, was involved with her local church and was used to keeping herself busy.
<b>Summary of the support provided</b>	We provided E with weekly isolation calls to help combat the loneliness she is experiencing, sharing stories and reminiscing about the village where she lives and the history of Inverclyde. We supported E to attend the virtual Drop-in session on a Wednesday and the History of Inverclyde sessions with Tom Johnstone. Adhering to government guidelines, we delivered an 'Afternoon Tea' and had a socially distanced blether followed by weekly walks near her home, which she thoroughly enjoyed. E, recently experienced an injury which left her struggling with tasks about the home. We connected her to other agencies including: support at home; food delivery services; and Community Alarms.
<b>Summary of outcome and impact (including quotes)</b>	<p>Interventions:</p> <ul style="list-style-type: none"> <li>• Weekly isolation calls</li> <li>• HSCP Access 1st</li> <li>• Community Connectors/social prescribing relationship/emotional support</li> <li>• Digital support</li> <li>• Tom Johnstone Slideshow</li> <li>• Food delivery services</li> <li>• Digital Drop in</li> <li>• Afternoon Tea</li> <li>• Craft pack</li> <li>• Over 50's Social Group</li> </ul> <p>"Every week on a Monday I look forward to the call, I really don't know how I would have coped otherwise as it has been a very lonely time. I always enjoyed keeping busy and it was becoming harder to do this on my own during lockdown as the weeks went by. It really has been wonderful and there's always some piece of information or something I could take part in, provided by the team to keep me occupied". We now go out walks on a Monday which sets me up for the week and keeps me going until places start to open and we can go back to our groups and meet up with friends.</p> <p>Update: E is now attending the Over 50's group, Knit and Natter, local church group and foodbank.</p>

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	<p>There has been an increase in overall positive health and wellbeing evidenced in WEMWBS and Outcome Star indicators for E.</p> <p>"I think the service provided by the Community Connectors is amazing and I'm sure they are helping many others in a similar situation to me. It gives you piece of mind as your circumstances change that Your Voice and other organisations are there to help".</p>
<b>Tips for others</b>	<p>By understanding E's interests and passions, it enables us to connect her to activities and events that aligned with her interests. Engaging her with things that excite her surely helped with the positive results you have seen.</p>