

RedbridgeCVS
Social Prescribing Project

Four Case Studies

November 2018

Case Study 1

Name	JM
Ethnicity	Black
Gender	Female
Age	45

Reason for referral and presenting problem

Social Isolation and Low Level Mental Health

Details of Social Prescribing intervention

Client has come from a traumatic background and has come to this country with 2 young children aged 2 years and 5 years. She does not have any friends or family for support is very isolated. She is very wary of meeting members of her own community as she is afraid of being judged about her past, and therefore isolates herself which is impacting her children. HWB had to meet her on several occasions to initially develop trust and support the client's motivation. The HWB was effectively able to develop an action plan and supported her to meet her goals by accompanying her to services and taking small steps to move forward.

Number of contacts

4 face to face contact – 2 accompanied visit – 6 Telephone follow-ups

Services referred to

- Home-Start
- Volunteer Centre Redbridge
- Redbridge Institute
- Pre-school and Children's Centre

Identified needs addressed by intervention

- Social Isolation
- Low Level Mental Health

Outcomes as a result of intervention

Client has started taking her younger child to children's centres which has given her the opportunity to socialise with parents who she is happy are not judging her, but instead share the same passion for children. She was happy to register her child for free 2 year old nursery place and secured a place. She is now doing an ESOL and IT course and has recently started volunteering at a charity shop in her spare time.

Case Study 2

Name	BJ
Ethnicity	Indian
Gender	Male
Age	39

Reason for referral and presenting problem

Social isolation and Low level mental health

Details of Social Prescribing intervention

Client was a successful business man but has lost everything due to ill health. He has also lost a member of his family and feels very low about it. Client does not want to be on benefits and although he wants to start working again, he suffers from low confidence due to his ill health (skin condition and arthritis). This is his biggest barrier.

The HWB attended his first appointment at Work Redbridge with him, and supported him by working through his options and goals. The HWB worked with the client, providing motivational support and maintaining communication even when the client kept going off radar when he felt low and would avoid all contact. The HWB was successful in encouraging him to keep to his appointment by offering telephone support before each appointment.

Services referred to

- Work Redbridge
- IAPT
- ASNet (self-help community group for people with arthritis)
- Orangeline Bereavement Counselling

Identified needs addressed by intervention

- Social Isolation
- Low level metal health

Outcomes as a result of intervention

Client has secured a part time job and re-training in security. He is attending ASNet where he is participating in group peer support and condition-based exercise. He has made friends and is looking forward to meeting them in a different social context.

Case Study 3

Name	ET
Ethnicity	White British
Gender	Male
Age	71

Reason for referral and presenting problem

Social isolation and Low level mental health

Details of Social Prescribing intervention

Client was socially isolated and does not keep well due to his health. He prefers to stay at home on his own.

Services referred to

- Age UK
- Redbridge Library – Home Library Service
- Dial a Ride
- London Taxi Card
- Forest Farm Peace Garden
- Do More Guide (Gardening Activities)
- University of the Third Age

Identified needs addressed by intervention

- Social Isolation
- Low level metal health

Outcomes as a result of intervention

Client was initially very resistant to the service and did not want any help. The HWB maintained contact with the client through non-invasive method such as telephone calls and letters. She sent leaflets and information on services through the post too, so the client was able to go through these on his own. The client eventually got in touch with the HWB and booked an appointment to see her. Although the first two visits were still met by resistance, she was able to gain his trust and was able to put an action plan into motion.

Through referral to Dial a Ride and London Taxi Card, the client is now mobile and is attending services such as book clubs, gardening clubs and exercise classes. At their exit appointment, the client was very excited to attend all the events planned for Older People's Week in Redbridge and had gone ahead and planned transport etc on his own.

Case Study 4

Name	Mrs M
Gender	Female
Ethnicity	White British
Age	56

Reason for referral and presenting problem

Client was referred to us for Social Isolation and Low Level Mental Health.

On visiting the client, she stated that the SP Coordinator and HWB were her first face-to-face contact with anyone in three weeks, immediately highlighting how severe her social isolation was. The client has limited mobility and needed to use a mobility scooter most of the time.

Her main concerns were her loneliness and her housing. She is living in a three bedroom house and was very keen to move to a smaller property. There were a number of services that were trying to support her but due to the high volumes of calls she gets, she can't make any sense of what is happening. She was feeling very overwhelmed by everything.

The client also mentioned Christmas last year when she was suicidal due to loneliness, and since it was coming to Christmas again, she was again feeling very low.

Details of Social Prescribing intervention

Client was visited at home where the initial assessment took over an hour. The client was very excited regarding the visit and it was an immediate concern when she spoke about the number of people/services that contact her everyday asking to visit. She said she agreed for anyone to come to her house as it meant that she "can have a chat" with another person. The client wasn't always clear who they were and what support they were offering. Using the information the client provided, that she had met a young lady back in August, the SP Co-ordinator made contact with Adult Social Care (ASC) and was able to get a clear picture of the client. The client was being supported by ASC to get referred to a day service but according to them, the client has refused the support due to her lack of financial resources and mobility issues. She was also being supported for her housing and had refused a number of properties due to their lack of ability to support pets. Due to the lack of interaction from the client, the ASS has had to withdraw their support and this was communicated to the client, however she was not aware of that and has been in anticipation for the referral to the day service.

ASC were happy to get in contact with the client again but were not able to provide support such as financial assessment or mobility support. It was agreed that ASC will support the referral whilst Social Prescribing supported her with her other needs.

Services referred to

- Redbridge Concern for Mental Health befriending team
- Redbridge Single People Homeless Service
- Community Christmas
- Age UK
- Adult Social Care services

Identified needs addressed by intervention

- Social Isolation

- Low Level Mental Health
- Type 2 Diabetes

Outcomes as a result of intervention

- Due to her mobility issue and the lack of travel provision for transporting mobility scooters, the client was not able to attend any community Christmas day lunch events though there were many locations that we were able to get a ticket for. However, a luxurious Christmas hamper was arranged for and delivered to the client by a volunteer who spent some time with her on Christmas day.
- The client has been able to secure a place at her local Day Centre where she has access to all the activities including exercise and social events.
- Redbridge Single Homeless Service are supporting her to look at her finance, transportation to and back to the day centre and find suitable accommodation.
- She has a volunteer from Redbridge Concern for Mental Health befriending team who visits her once a week and helps her with all the little things that were overwhelming her.

“You will never understand how grateful I am for the lovely lady coming to me. Sometimes, all you need is to know that someone is thinking of you at Christmas. I was feeling very lost with everything, but you helped me find the right people who are helping me.”