

WELL-BEING TEAM

SOCIAL PRESCRIBING & HEALTH COACHING
KENILWORTH AND WARWICK PCN



An update on what the Social Prescribers and Health and Well-Being Coaches have been doing.

There are also some case studies to explain better what we do on a daily basis, as well as some Referral FAQs.



Referrals

We have received a total of 542 referrals to the service in the last 5 months.

The most common themes are:

- **Housing issues - damp/mould, homelessness**
- **Caring for a loved one**
- **Financial issues - benefits, cost of living**
- **Weight loss**
- **Pre-diabetes**

lifestyle clinics

The Health and Wellbeing Coaches have been delivering friendly, informative lifestyle clinics for patients living in Kenilworth aged between 70 and 85 years old.

The programme was designed to **support and help older patients improve and maintain their health and well-being.**

Sessions are carried out at function room at the Kenilworth Library.

Weekly healthy lifestyle topics include:

- how to eat a balanced diet
- importance of keeping active
- sleep
- hydration

"I found the sessions very interesting and enjoyable"

"For once, I now understand how to read food labels!"

Our Kenilworth sessions will finish in November and our Warwick sessions will begin in the autumn.

We finish off with a light, fun seated exercise session.



We use resistance bands as they are a great affordable way to build strength, increase flexibility and mobility at home.

Incorporating regular strength sessions is essential for enhancing older peoples overall wellbeing, reduce risk of falls and to support independence.



We were so pleased to help inspire a patient to invest in a resistance band, which has increased his confidence to work hard on learning to walk again.

'It opens a whole new world for me'.

Dementia Outreach Support



"The information given and the connections gained, give us plenty of opportunity to try new things. I very much hope initiatives such as this continue"

**We will be running the
Dementia Drop-In
Session over in Warwick
in September.**

We ran another successful Dementia Outreach Support session at the beginning of August.

Abbey and Castle Patients who are living with dementia, along with their carers, were invited to the Methodist Church, where they could meet their Practice Managers, the SP and HWBC team and a wide range of other community services.

We are thankful to work so collaboratively with some amazing services in our local community!

Services attended:

- Compassionate Kenilworth
- Dementia Active (Sky Blues in the Community)
- Age UK
- Moore & Tibbits
- Dementia Connect
- Act on Energy
- Carer's Trust
- The Little Ray of Sunshine Cafe

"I'm really glad I came, I wasn't sure what to expect as I thought I knew everything already. I have found it so helpful and there are so many things I hadn't considered. Thank you"



Social Prescribing

Case Study 1

Background

- Tearful and felt they had 'lost a sense of who I am'
- Very low in mood
- Small support network

Initially seen by Mental Health team who discharged them.

Signposted to IAPT for talking therapy.
Signposted back to care of GP.

Did not want medication.

GP referred to social prescribing.

Initial Appt

Hour long initial appointment

- Explored reasons for low mood
- Issues with energy provider causing additional stress, loss of sense of self
- Finances becoming more of an issue and anxious about this.
- Wanted a purpose in life and to build connections and make friends.

"I feel there is a light at the end of a dark tunnel, I no longer have suicidal thoughts.

"I didn't want counselling or medication, I wanted practical help"

Support

Over 4 hour long appointments, we set goals, talked about barriers and did some confidence building.

- Linked Patient A in to a local walking group.
- Connected with local charity who liaised with energy provider and cut monthly bill by £50.
- Supported to apply for PIP.
- Now volunteers for a local food bank, hoping to look for work.

Outcomes

- Patient A has built amazing connections within her community.
- Mood has improved and feels more positive about the future.
- No longer feels she needs talking therapy and did not need medication.



Social Prescribing

Case Study 2

Background

- Patient B initially approached his GP because his mobility was poor and he was struggling to get out.
- Finances were not good.
- Wife had arthritis but was having to do everything around the home and the couple had no help. His wife was becoming exhausted and ill herself.



Initial Appt

- Patient B explained how he was struggling financially due to the rising cost of living. He was worried he would fall behind with energy bills.
- He also opened up about his limited mobility.
- He needed a scooter to go shopping and attend medical appointments, but his current scooter was broken and he could not afford to fix it.

Support

- The SP was able to refer Patient B to Act on Energy, who identified he was paying his bills on time, submitting regular meter readings, on the Priority Services register and the property was well insulated. This provided reassurance.
- The SP helped Patient B apply for a grant to cover the cost of a brand new scooter.

Outcomes

- Patient B was overjoyed when he received a call from the charity to say he would be granted a brand new scooter, which was delivered to his home.
- This had a profound impact on his wellbeing, as he was now able to attend medical appointments and stay independent by going shopping. This also took some of the strain off his wife.

*"I call my new scooter, my
Rolls-Royce!"*



Health Coaching Case Study 1

Background

Patient C wanted to lose weight and to be able to walk without pain.

She was suffering from plantar fasciitis and had suffered pain when walking for nearly 4 years.



Support

After the initial appointment, the HWBC was able to make a referral to Slimming World for Patient C.

She also encouraged Patient C to get a physio referral, where it was found she had wear and tear in her hip.

Support

Over 4 sessions, the HWBC was able to support Patient C to make really positive lifestyle changes and give her accountability to stick to the SW plan.

She engaged with the physio appointment and is about to begin her first session.



Outcomes

Patient C has lost over a stone in weight and is now walking daily, at a much faster pace.

She is no longer suffering from planterfacisitis and has made some long term changes.

She is also reading and allowing herself important headspace.

Health Coaching

Case Study 2

Background

- 70 year old, high cholesterol, BMI of 29.
- Advised to go on medication to manage cholesterol, but wanted to try and improve it with lifestyle changes first.

Support

- Patient D and HWBC explored lifestyle. Patient D was generally quite healthy - walking 2 miles daily, not drinking alcohol and eating vegetables.
- She was surprised she had high cholesterol and was unsure what to change to improve it.



- Over time, it became apparent her portion sizes were quite big, she ate a lot of cheese and opted for unhealthy options when eating out.
- She was determined not to need medication and pushed herself to set goals.

"I was determined not to take medication and I've achieved my goal!"



Outcomes

- The HWBC and Patient D set small goals together over the course of four sessions, to reduce portion size, minimise treats and increase steps.

- Patient D lost over a stone in weight and happily reported that her cholesterol was now in the normal range, so she had avoided going on medication, which was her aim.
- She also had a lot more energy.



It is estimated that 1 in 5 GP appointments are related to social issues.

Our friendly Social Prescribing team are available to help you to address some of these challenges and access support best suited to you. You can have up to six sessions with one of our team.

We can't solve your problems for you, but we can support you to find solutions.

These are a few examples of the things we may be able to assist with.



Caring for a loved one

- Connecting you with carer support services
- Where to access carer's assessments and possible respite options
- Help to have a benefits check
- Accessing dementia support services

Employment and Volunteering

- Accessing support for improving your CV, looking for work and interview skills
- Connecting you with volunteering organisations
- Signpost you to educational courses



Improving your mental well-being

- Accessing counselling and other talking therapy
- Green social prescribing - accessing outdoor wellbeing sessions
- Bereavement support options
- Courses to manage your mood

Support for older people

- Guidance on accessing care
- Help to access support to combat loneliness
- Staying well as you get older
- Benefits checks
- Accessing mobility aids
- Keeping safe and independent



Financial issues

- Dealing with the rising cost of living
- Food bank referrals and low cost food projects locally
- Benefits checks
- Grants (depending on eligibility)
- Managing your money



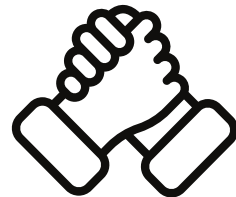
Housing related issues

- Homelessness
- Accessing services to help you solve housing concerns
- Accessing aids in the home to promote independence
- Safe and well checks

Self refer by emailing kenilworthandwarwick.socialprescribing@nhs.net or by speaking to a member of the surgery team.

Please note there may be a short waiting list.

You must be 18+ and registered at one of our PCN practices.



What can our Health and Well-Being Coaches help with?

Our friendly Health and Well-Being Coaches can support you over a number of sessions to help you set achievable goals and keep you accountable.

Self refer by emailing kenilworthandwarwick.hwbc@nhs.net or by speaking to one of the surgery team.

Weight Management referrals

- Slimming World
- Everyone Health
- Physical activity on referral
- Digital weight management

Dependent on eligibility.

Weight Loss

- Making small changes
- Accountability
- Encouragement
- Healthy diets
- Hydration



Increasing Physical Activity

- Joining Park Runs and walking groups
- Exercise classes
- Encouragement and accountability to increase steps



Managing conditions

For example:

- Hypertension
- High cholesterol
- Chronic pain
- Pre-diabetes

- Building confidence
- Improving motivation
- Sleep improvement
- Alcohol reduction

- Please note there may be a short waiting list.
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- You must be 18+ and registered at one of our PCN practices.