



SOCIAL PRESCRIBER

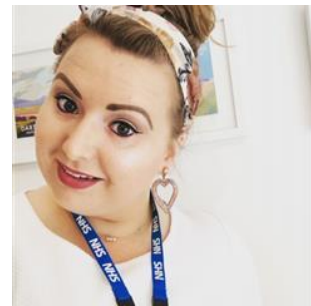
Newsletter – January 2021

Welcome to the first edition of the social prescriber
newsletter for Dene & Stour Valley PCN

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Social Prescribing Link Worker

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A little bit about me;

I've spent the past 10 years working in health and social care, I started out studying adult nursing at the University of Wolverhampton then worked on a trauma and orthopaedics ward at the Alexandra hospital in Redditch. From there I decided to widen my knowledge and gain experience in social services, I joined the adult social care team at Warwick Hospital as an assessment co-ordinator. In 2017, I became a Care Navigator for Age UK Warwickshire, working closely with 13 GP surgeries across North Warwickshire. I thoroughly enjoyed this role, supporting patients to navigate statutory and voluntary services, also optimizing community assets to improve their physical and mental wellbeing. I joined Dene & Stour Valley PCN in October 2019, I support patients with unpicking complex social issues that are ultimately affecting their wellbeing and quality of life. I work collaboratively with practice staff, local communities and various organisations to help patients find sustainable solutions and gain the tools and confidence for successful self-management.

Time for a quick case study

Benefits

Bereavement

Housing

A 45 year old lady was referred to me by her GP for help with housing, during our initial conversation it became clear that there were many more challenges that this patient was facing, financial difficulties, poor mental health, also a full time carer for her elderly mother who was sadly at the end of life. This lady was unable to work due to severe anxiety and physical conditions which affected her mobility and caused significant pain and discomfort. I identified that she would be eligible for PIP (Personal Independence Payment) I supported her with completing the application and also wrote a supporting letter. We addressed the housing issues by liaising with housing officers and citizens advice for legal advice. More suitable housing within the proximity of her child's school was offered. The new property had no flooring or carpets so I applied to a national charity for a grant to help fund the cost. This lady and I had regular contact via email and telephone, I was able to give emotional support during these conversations which was incredibly important especially when she was bereaved. I ensured that she was aware of the local and national bereavement support available; Cruse, Campden Home Nursing and Shakespeare's hospice all offer bereavement counselling. During our follow up appointment, it was great news to hear that the PIP claim had been successful which resulted in a £2000 back payment.

Referrals – please task, email: stratfordsurrounds.socialprescribing@nhs.net or contact 07392169957



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What does social prescribing look like during lockdown?

On a practical level I have been able to email resources with ideas about keeping busy, help with techniques to get to sleep and signposting to a variety of organisations from pharmacies to mental health helplines

I am also sometimes being a telephone befriender to patients because even though they were already quite isolated their social contact has reduced even further. Many of the patients are enjoying the continuity of having someone to talk to on a regular basis.

