



Ways to Wellbeing Annual Report 2021- 22

Service Review

Ways to Wellbeing is a full-time service, operating Mon to Fri, 9am to 5pm.

Q1 staff capacity

Q1 social prescriber hours: hrs pw = **1.8 FTE**

(3 social prescribers: 1 @ 20hrs pw, 1 @ 22.5hrs pw, 1 @ 25hrs pw, 1 on maternity leave)

Q2 staff capacity

Q2 social prescriber hours: 20hrs pw = **0.54 FTE**

(1 @ 20hrs pw, 1 on maternity leave)

Q3 staff capacity

Q3 social prescriber hours: 65hrs pw = **1.75 FTE**

(3 social prescribers: 1 @ 20hrs pw and 2 @ 22.5hrs pw)

1 social prescriber on maternity leave

Q4 staff capacity

Q4 social prescriber hours: 87.5hrs pw = **2.5 FTE**

(4 social prescribers: 1 @ 20hrs pw and 3 @ 22.5hrs pw)

Service data:

Referrals to W2W in the life of this SLA: 289

Gender:

201 females

88 males

Age:

(18-39)

(40-59)

(60-79)

(80-89)

(90+)

Primary reason for referral: Social interaction/leisure activities

Very closely followed by: Emotional health and wellbeing

Third most common reason: Exercise opportunities

Delivery outcomes (SLA 3.1)

Objective

1. People have more agency over their health and life choices
2. People experience increased self-confidence
3. People experience increased sense of wellbeing
4. Social benefits (inclusion, participation, access to new networks, feeling more connected to others)
5. Uptake of activities that promote physical and mental health (physical activity, arts and creativity, learning, volunteering)
6. Practical and material benefits (resolving problems with debt, benefit, housing)
7. Skills (linking people to opportunities for training, routes to employment)
8. Quality of life (reducing isolation, loneliness, lack of confidence and self-esteem)
9. Provide proactive case management, early intervention and preventative services, reducing the demand for primary and secondary care services.

Service user feedback data:

On discharge, all services users are asked four questions:

- Thinking back to when we first met, have you achieved the goals you identified with your Social Prescriber?
93% achieved their goals
- Have you been to any new groups or services since working with your social prescriber?
75% accessed new groups or services

- Do you feel more able to manage your health and wellbeing since working with your social prescriber?
89% feel more are able to manage their health and wellbeing since working with their social prescriber
- If you hadn't worked with your social prescriber, would you have made these changes?
86% said they would not have made their changes / accessed services / support without having worked with their social prescriber

SWEMWBS

(The Short Warwick-Edinburgh Mental Wellbeing Scale)

96 % of client scores indicated greater wellbeing

78% of client scores indicated an increase in self confidence

87% of client scores indicated a decrease in social isolation / loneliness

SWEMWBS is a seven-item self-report measure of mental wellbeing:

The 7 SWEMWBS statements (each with 5 ratable answers to choose from):

I've been feeling optimistic about the future

I've been feeling useful

I've been feeling relaxed

I've been dealing with problems well

I've been thinking clearly

I've been feeling close to other people

I've been able to make up my own mind about things

Additional question asked by W2W:

During the past 2 weeks, have you felt lonely?

Service user satisfaction**Social Prescribing feedback leaflets - feedback from people we have supported:**

"I've had huge support from [my social prescriber] with building my confidence, I am more independent with an increased sense of wellbeing. I have got my life back on track"

"I am able to get out of the house again after a long time in. [My social prescriber] supported me to North Yorkshire Sport and it has increased my confidence, I'm now able to go to my local shop and working on getting back into community more"

"[My social prescriber] took time and gently encouraged me, I have attended some coffee mornings and go to knit and natter. I'm feeling better about mixing socially in the lounge area now. I have enjoyed having someone to talk to"

"Since working with [my Social Prescriber], A (who has dementia) now attends local coffee mornings at the church with their carer – we have seen an improvement in mood"

"I didn't know this service existed but now I have help managing my bills, post and admin tasks which were overwhelming before"

"Social Prescribing has made a huge difference to my life. Fantastic service – I will recommend to friends"

"I achieved all my goals and am more healthier, more sociable, more confident. I have been supported in connecting with the gym, Nordic Walking, Slimming World and City of York Health Trainers. I feel more confident. A lot calmer and able to handle crisis. My mental and physical health is much improved."

"Feel more confident in myself. Been good having someone by my side. Felt listened to. Made me feel important and that my needs should come first"

"Mental health and wellbeing is complex and individual. Social contact and belonging to any group is something I find really difficult. Without being listened to I wouldn't be going to any taster days (Archaeology on Prescription). The interest and support in going has far outweighed the anxiety"

"My goal was to meet people in the local community and build structure to my life after losing my husband and the pandemic. I feel much more motivated since working with [my social prescriber]. It has made a big difference to me, to be listened to and to start to look after me)"

Service user feedback from other sources:

"I really enjoyed the art group and can't wait to go again! I feel confident to get the bus next time too. I have barely left my home in recent months and after seeing a couple of ladies at the group in wheelchairs I feel less self-conscious of my own limited mobility."

(Participant feedback from our Cuppa and Craft sessions at York Art Gallery)

“With it being my first visit I didn’t take part in any of the craft. But I was made to feel very welcome and had very good chats with others.
I am looking forward to the next time. I feel it will be a good avenue to help with my mental health.

Even after I return to work. I will still continue to go, and I am sure I will get approval from work. I look forward to hearing from you. I continue to go to ... [local café] ... and have started making friends there.

Thank you for your continued assistance”

(Participant feedback from our Cuppa and Craft sessions at York Art Gallery)

“The support you have given me has been the best I’ve had, very organised and you help organise things for me in a way I can manage.

I can tell early on people who care about their work. You look out for things that will help, and keep in contact with me. Then organise and offer help in useful ways that other services haven’t.”

(Message sent to their W2W social prescriber)

Stakeholder feedback

“The links made between the York Community Therapy team and the Ways to Wellbeing team have made a significant difference to the confidence with which patients have been discharged from a health setting to continue to manage their conditions on a longer-term basis.

This collaborative approach for vulnerable patients who struggle to access mainstream out-patient clinics and social activities without support has been invaluable.

Patient journeys have been completed in a meaningful and sustainable way as the blurred boundaries between health and social care are addressed and navigated in a supportive manner with an individual approach.

Regular discussion and handovers between the teams have nurtured a confidence in each other’s ability to source the right referrals and hand over from health to social support with confidence.

This has proved an excellent example of co-operative working between social services and health. It puts the needs of the patient at the very centre of the service”

Cath Speechley,

AHP York Community Therapy Team Lead

Care Group 1

York and Scarborough Teaching Hospitals NHS Foundation Trust

I can honestly say that the service is a tremendous support to our patients who require further therapy input or support with regards to minimising social isolation. I have found that the prescribers do their utmost in all ways to enhance quality of life and isolation for the older population. I have experience with referring one particular patient and the service made an incredible and positive difference to her life by the input from not only themselves by working with her to allow her to attend a social group independently, but the wider voluntary services included which all added to enhance independence and wellbeing.

Long may it continue.

Claire Stockton
Generic Therapy Assistant
York Community Therapy Team

Feedback from a patient who I referred to W2W. He said 'I don't know what I would have done without the support from the therapists and ways to wellbeing. Now I can go out and meet people again.'

This is from a patient who has mental health issues where we have observed a noticeable difference in his mental wellbeing following support from W2W with social prescribing and employment advice.

*Rebecca Hall
York Community Rehab Team*

Ways To Wellbeing has been a great option for finding support with issues that our clients with neurodevelopmental conditions might have. Many of our clients are socially isolated, and W2Wellbeing has been a way to have support with finding meaningful activities that are taking place in the community, and have support with exploring and accessing them. Many of our clients have interests and wish to meet other people, but taking steps to take action can be daunting, and so having a W2Wellbeing worker offer help with first steps is key.

Dr Katja Osswald, Consultant Clinical Psychologist
Adult Neurodevelopmental Service
The Retreat, York

System change outcomes (SLA 3.1)

- | |
|---|
| 10. More choice made available to people through supporting a widening range of non-clinical options delivered by VCSE sector organisations |
| 11. More appropriate and effective contact with clinicians in primary and secondary care settings |
| 12. Promote and support integrated health and social care, partnered with the voluntary, community and statutory sectors. |
| 13. Build relationships across the VCSE sector, identify gaps in provision and work together across the system to address these gaps |
| 14. Provision of a social prescribing model that continues to be fit for purpose across the city, and which can adapt to change |

Expanding non-clinical VCSE options

Transitions CIC (equine therapy) - funded equine therapy sessions and a nature therapy group for people who have trouble engaging with conventional talking therapies. Agreed referral criteria and pathway for social prescribers. Signposted them to Local Area Coordination and useful local contacts and resources.

York Archaeological Trust (YAT) - We were approached by YAT for information about social prescribing in York, and advice re their Heritage Lottery 'Archaeology on Prescription' funding bid.

YAT (York Archaeological Trust) - consulted us about their proposed new Archaeology on Prescription project, and to explore social prescribing more widely.

We also signposted them to potential referrers including Local Area Coordination and useful local contacts and resources. Explained the coming changes to the health and care system (ie CCGs going, Humber Coast and Vale ICS, York Health and Care Collaborative)

York Learning - Agreed a bespoke process for social prescribers (W2W and Primary Care Link Workers) to refer people to York Learning courses (non-accredited, and accredited by arrangement), with course fees waived. This collaboration has wide-ranging potential benefits: learning opportunities for people who could not otherwise afford them; digital skills development (the online application process itself is a great IT learning opportunity, which social prescribers can support people with); increased access to learning for people in marginalised groups; helps York Learning reach more learners in their target groups.

York St John Active (YSJA) - Meetings with YSJA management exploring opportunities for

collaboration, including shared use of space; social prescribers being present at 'exercise on prescription' classes in order to support participants' social / emotional needs; promotion of YSJA-run community activities (eg Growing Active allotment gardening group)

This culminated in the March 2022 launch of YSJActive Together - a weekly health circuit course at the YSJA facilities on Haxby Road. The 12-week course is designed to introduce people who are not currently physically active to exercise and supported movement, in a gentle, adaptive, non-threatening group.

York Museums Trust - Discussions to explore partnership working. The focus has been on opportunities for social prescribers to use museum/gallery spaces for appointments, and the consequent opportunities for social prescribers to introduce the people they support to these cultural venues and their significant potential for positive wellbeing experience.

- **Cuppa and Craft**

Launched in February, these monthly sessions in the Studio at York Art Gallery. Delivered by W2W for people being supported by social prescribing, as a gentle, supportive introduction to group activity for people who have not yet felt able to engage with other forms of community activity. Cuppa and Craft provides a stepping stone en route to engaging with local community activities and support, as well as being a therapeutic activity in itself, and an opportunity to introduce people to a wonderful local cultural resource that is on their doorstep but they never dared enter.

Supported fishing

Proposed and led the development of a joint pilot project with New Earswick Angling Club (NEAC) to gauge demand for supported fishing sessions, having heard from several York CVS social prescribers that there is a gap in York for people seeking this. They regularly have people who would like to try out or return to fishing, but who lack the confidence, knowledge, equipment and finances to do so.

Together we organised a series of Saturday morning sessions at New Earswick Nature Reserve in Autumn 2022. Volunteers from NEAC hosted 1-hour-long 1-to-1 sessions for participants who had been referred by social prescribers.

NEAC supply all the equipment, so all participants have to do is get there. However, for some this is the biggest barrier of all, so the W2W Opportunities Fund was made available to pay for transport costs (this was before we had secured the Transport Grant).

There is an £8 fee per session, though beyond the pilot we plan for sessions to accommodate a larger number of participants, thus bringing down the delivery costs.

The W2W Opportunities Fund is covering session fees for those who can't afford it, though a local business has offered to sponsor the sessions should the pilot be a success. This will mean that those who can't pay won't have to pay.

Living with chronic pain - having identified a common theme amongst people they support of living with chronic pain, our social prescribers took part in an intensive training package to learn

how best to support people to manage their pain.

The next step was to scope the creation of a peer support group for people with chronic pain, as this has been identified by both W2W social prescribers and their primary care social prescribing colleagues as something missing in York.

Having consulted such groups in other parts of the country, in March 2022 we held a focus group for social prescribing service users living with chronic pain, to inform creation of a chronic pain support pathway.

We also approached York Healthwise to explore collaboration on our chronic pain project, and next stage of the project is to pilot running the peer support group at Burnholme Leisure Centre, with Healthwise trainers on hand to gently and gradually introduce pain group members to appropriate physical movement groups & the Healthwise programme.

ASD / ADHD peer support – we are supporting development of a peer support group for people with ASD / ADHD. The project is being led by people who have been through The Retreat's Adult Neurodevelopmental Service, and they are keen to create more support opportunities for people like themselves who have ASD but don't have a learning difficulty.

Creating volunteering opportunities

Cuppa and Craft: created 2 volunteer roles to support the social prescribers running these sessions. Pleasingly, 4 applications were received within 48hrs of the role being advertised

Fishing: working with the angling club volunteers on design of phase 2 of our supported fishing joint project. This includes creating 2 to 3 new volunteering roles to increase project capacity, and to help the club with fundraising and thus strengthen the sustainability of the project.

NHS App engagement project

Supported York CVS's role in the Humber Coast and Vale ICS / NHSE project to increase awareness and use of the NHS App in under-represented communities.

Distribution of £28,000 to 14 local VCSE organisations recruited by W2W to deliver NHS App engagement activities with the people they support, funded by a grant from the ICS of £2000 per organisation. The grant process and project monitoring has been coordinated and administered by W2W.

Having access to the NHS App can be transformative for people as it gives them more control of their health, eg easier ordering/tracking prescriptions; easy access to correspondence between hospital and GP; easy access to test results; keeping track of appointments etc

Transport Grant

Received a grant of £10,000 to pilot funding transport for people being supported by York CVS social prescribing.

Lack of transport is a huge barrier to accessing services and support. Having access to this proof-of-concept funding is transformative for people, significantly expanding the options for how and where social prescribers support people.

For example, arranging funded taxis to and from a community group for the first few sessions, until the person has built enough confidence to use buses and done bus practice with the support of their social prescriber.

Other examples so far have included:

Limited finances

Currently in the process of claiming asylum meaning they are limited to money as can't work or access benefits

Poor mobility

Anxiety

Has LD and bus pass doesn't work until 9.30am

Patient is extremely frail. After walking to the group with just a walking stick, and it being cancelled, I wasn't comfortable with him walking back home.

Never been to the venue before - anxiety, limited finances

To minimise confusion and allow me to support

Unable to use public transport and cannot finance taxi herself.

Limited finances, poor mobility and anxiety

Very limited funds, poor mobility

Can't use buss pass before 9.30am

Cannot finance herself due to visa issues

Limited finances, working on confidence building

W2W Small Grants Fund

This year's SGF opened in July 2021 with:

- A record number of applicants (55)
- £60,000 of funds awarded to 24 recipients
- **Total sum requested £245,713**

5 projects were solely funded by W2W

14 projects were joint-funded (W2W and CYC / Make It York)

Total sum awarded by W2W: £31,003

Ways to Wellbeing sole funded awards:

- **Haxby & Wigginton Youth & Community Association** – ‘Pop Inn Club’ – offering weekly coffee mornings to support isolated and/or vulnerable members of Haxby and Wigginton to return to social situations following the COVID19 pandemic.
- **Home-Start York** – ‘New Parents Group’ – face-to-face groups supporting new, first-time parents who are experiencing challenges, with particular emphasis around loneliness, isolation and the negative effects of the pandemic.
- **Smooth Moves Lab** – led by Feldenkrais Method practitioner Julie Wrigley – will run two programmes of ‘Mindful Moves’ Awareness Through Movement lessons. Feldenkrais is particularly helpful for people living with chronic pain, chronic fatigue, back pain, tension and stress as it re-educates the brain without tiring the muscles. ‘Mindful Moves at Home’ are online group sessions, and ‘Mindful Moves: Moving On’ are in-person group sessions.
- **The Conservation Volunteers** – ‘Hull Road Park Coffee mornings’ – providing opportunities for local people in the Hull and Heworth wards to come together and socialise while learning about local wildlife, and to gently introduce the idea of volunteering to people who may not have considered it before.
- **Central Methodist Church** – ‘Place of Welcome’ – part of a national network of local community groups that provide their neighbourhoods with places where all people feel safe to connect, belong and contribute. Weekly community drop-ins at Carecent.

Joint W2W and CYC / Make It York awards:

- **Accessible Arts & Media** – ‘Movers & Shakers’ – offering a weekly music, movement and social session for adults with complex needs from across the city. Activities include musical and theatrical games, dancing, singing and signing, playing different musical instruments, and writing songs, stories and music.
- **Explore York Libraries** – ‘Creative Cafés at Acomb Explore and The Centre@Burnholme’ – giving people the opportunity to participate in and explore different creative activities in the company of two professional artists, helping them to discover hidden and new skills and develop confidence and self-esteem in a relaxed, friendly café environment.
- **Foss Fairy Trail** – Reviving a riverside walk along a section of the Foss. Offering a

creative approach to enhance the serene green refuge of the river the fairy trail and wildlife walk will provide much needed joy after a year of lockdown.

- **Kyra's Women's Project** 'Culture for Confidence' – a programme of creative arts (crafts, reading, writing, etc) open to all women in York regardless of their experience, ability, or education.
- **Thunk-It Theatre** – 'Common Ground: Back in the Room' – engaging with participants aged 16-25 and 50+ in The Groves area who have been affected by isolation and loneliness through a series of workshops that explore creative communication, such as letter writing and postcard creation.
- **St Nicks** – 'Nature Connectedness for Wellbeing' – coordinating a group of green organisations to increase the number and diversity of people engaging with creative nature connectedness opportunities for mental wellbeing in York.
- **Converge** 'Converge Connected: Remote Access to Cultural Education for Adults with Mental Health Problems' – delivering six accessible courses (on writing, art, humanities, theatre and music) by post, through a specially designed website and virtual learning environment (LearnDash), and via Zoom sessions.
- **Next Door But One CIC** – 'Keeping Hold of Creativity: Maintaining Artistic Skills and Connections Post COVID' – delivering a series of youth theatre workshops for secondary school age young carers and for 14–25-year-olds who identify as LGBTQ+ and running 'Playback Theatre' training workshops for adults with mental health problems.
- **Club Wilber** (Part of the Wilberforce Trust) – 'Where's Wilber?' – offering a combination of online and Covid safe intergenerational activities designed to boost the mental wellbeing of families of children with severe sight loss.

Training

In Q1 we delivered our training to the CYC adult and children's social care teams, offering 4 different opportunities for attendance. In total we reached over 45 staff members, and have seen the impact of this with significantly improved relationships, further opportunities to discuss referral pathways and a deeper understanding of one another's services.

Alongside this we have had a number of one-to-one sessions with new and developing VCSE organisations to provide an overview of social prescribing and to ensure they have a clear understanding of our offer and the support available.

We delivered joint training to Changing Lives.

We delivered training on social prescribing to the district nursing team, and two CMH Teams

We have delivered training jointly with the Volunteer Centre to newly-recruited volunteer befrienders.

W2W social prescribers have also attended the following training:

Living Well with Pain

Green Social Prescribing
 Gender, Sexuality Awareness
 Excel Training
 Fuel Poverty
 Cancer Champions
 York People First – Creating Easy Read materials
 Adult Safeguarding
 Talk Suicide
 Frailty
 Hoarding Awareness
 Personalised - Care Core Skills
 Personalised - Shared Decision Making
 Museums, Wellbeing & Social Prescribing

Future improvements and developments

Trialling new referral sources, ie identifying secondary care services where social prescribing could have high impact because of the early intervention / prevention opportunities.

Heart failure

W2W will start accepting receiving referrals from local Heart Failure Specialist Nurses in Q1 of 2022-23.

The specialist heart failure team is involved with the care of patients with heart failure in both the hospital and community settings, from the time of diagnosis. In the community, the nurses visit patients in their home or at a clinic setting of their choice.

They focus on improving patient self-management to improve quality of care, quality of life and patient experience, reduce readmission rates and increase patient health and wellbeing.

By collaborating with W2W, the heart failure team can encourage a more holistic approach including consideration for psychological and social care needs.

The opportunity to work with social prescribers will significantly expand the help available to patients in learning to manage their condition, as well as learning to live with it in emotional terms.

A common experience of patients diagnosed with heart failure is feeling frozen in terror that their heart could stop at any second. This creates a huge barrier to being physical and socially active, creating a vicious circle in terms of managing their condition. Social prescribers are perfectly

placed to help rebuild confidence, and support them to engage in new or previously-enjoyed activities.

IDAS

Also, in Q1 of 2022-23, we will trial taking referrals from IDAS, as a step on for people who have (or are) experiencing domestic abuse and have received support from IDAS services.

Case studies

Karen

Karen was referred as she had not been out the house on her own for many months. Having previously been social and active, Karen's mental health and emotional wellbeing had declined following a period of illness and the pandemic.

Karen (a wheelchair user) had also developed anxiety when using the door ramp to leave her house, which left her in states of panic and rendered her housebound.

The limited availability of her physio team meant Karen felt she was not getting enough practice to be able to ever leave the house again.

How Karen and her social prescriber worked together:

Karen's goals –

- to regain confidence and reduce anxiety
- to practice using the ramp
- to be able to go back to her singing group independently

Referral to North Yorkshire Sport (indoor mobility practice for 4 weeks), and supported self-referral to IAPT.

Fortnightly, Karen practiced getting outdoors with her social prescriber, who also supported her to attend support to re-attend her singing group.

Karen has recently finished 4-weeks' intensive input from NYS. With this input, plus the additional support to practice outdoor mobility with SP, Karen's ability and confidence has improved markedly.

When Karen was first referred to W2W, even with her social prescriber's help it was taking an hour for her to get from front door to driveway, and required large amounts of verbal reassurance to reduce anxiety.

In 5 weeks, client is taking less than half an hour and shows independent ability to self-manage anxiety levels.

Karen herself feels that the input of others and the intensity of practice has increased her confidence and physical ability.

Input will now take the shape of her social prescriber reducing the frequency and intensity of support, to further promote Karen's independence as together they work towards discharge from W2W.

If further support is needed, they will discuss options around referrals to make adaptations to the home via the council, or support around finding carer support to assist with going to leisure activities and potential for Move Mates referral if at an appropriate level.

Peter

Peter was referred due to being isolated, increased alcohol consumption, poor diet and recent hospital admission. Suffering from reduced mobility on discharge. Previously socialised in pubs but had stopped this during pandemic.

On visit to client, they were feeling emotional and had a number of issues relating to their employment, lack of any social activity since covid pandemic, reduced mobility leading to difficulty accessing certain places. They also had goals to do a new course. Different kinds of services were discussed but client felt that having access to the right social places again would be how they could improve and maintain mental health.

How Peter and his social prescriber worked together:

- 1) providing list of very local community cafes to try and offering accompaniment on first visits if needed
- 2) Providing info of a free and confidential service to support returning to work
- 3) Providing details about other social activities on an accessible bus route from home address
- 4) Referral to York Learning for course starting in September

Peter began accessing his local community café independently. He went back more and more frequently as he found the food good and reasonably priced, and over a few weeks started making new friends there. Peter also made plans to start using it as a place to meet an old friend who lived close by.

The next step for Peter was attending the W2W Cuppa and Craft group at York Art Gallery. He managed the journey by bus, and thoroughly enjoyed the group. In fact, he enjoyed it so much that he has decided to keep going even after returning to the workplace because of how it supports his mental health.

Peter is continuing to work with employers around returning to work currently and is awaiting information about starting the course which should be available over the summer. Following a review in 2 weeks in the hope that further progress will be made in the employment area, Peter will most likely be discharged from W2W with option to get back in touch if needed and for any support to connect to the course nearer the time.

What Peter said:

“With it being my first visit I don’t take part in any of the craft sessions. But I was made to feel very welcome and had very good chats with others.

I am looking forward to the next time. I feel it will be a good avenue to help with my mental health.

Even after I return to work. I will still continue to go, and I am sure I will get approval from work.

I look forward to hearing from you. I continue to go to ...[café]... and have started making friends there.

Thank you for your continued assistance”

Mr M

Due to his complex needs Mr M has been accessing support from the social prescribing team for over 6 months. He has long term health conditions due to a brain injury and lives with chronic pain. To date, we have offered almost 40 interventions in this time which far exceeds the input he has had from other services. This long-term constructive support is necessary to help improve Mr M’s independence and mental wellbeing in the long term.

During this time, W2W has supported him to find voluntary work that fits his abilities and that will bring him a sense of purpose, by helping others. He has also been involved in bringing ideas to help shape and build our new Living with Pain group, which he is looking forward to attending independently, building a support network of people facing the same barriers as himself.

We are now coming towards the end of our work together, and Mr M provided this written feedback through direct message after a recent intervention:

What Mr M said:

“(The support) you have given me has been the best I've had, very organised and you help organise things for me in a way I can manage.

I can tell early on people who care about their work. You look out for things that will help, keep in contact with me. Then organise and offer help in useful ways that other services haven't.”

Miss B

Miss B was a referral from the Adult Autism service at The Retreat. She experiences mental ill-health and faces barriers to accessing support and groups due to her needs.

Miss B required a high level of intervention and I have so far had input with her on 22 occasions in this quarter. It was important for me to take the time to understand Miss B’s needs and build a strong working relationship with her before looking into avenues of support.

Finding suitable groups for Miss B to access has been challenging due to the huge gap in local provision for adults with autism who don’t have a learning difficulty.

This has required me to work closely with the providers to ensure they were set up and able to meet the needs of Miss B. It was important that I also attended the initial few sessions with the client to ease anxieties, accompany her to familiarise her with the building prior to the group, and introduce her to the facilitators.

Betty

Betty is a 74-year-old lady who lives alone. She was referred for:

- exercise opportunities
- health and wellbeing opportunities
- social interaction/leisure activities

Since the pandemic Betty had been in hospital several times due to falls and poor balance due to her mild cerebral palsy.

Deconditioning and loss of confidence were her main barriers. She was keeping busy in her home, but felt isolated and lonely and with spring coming she wanted to get “out and about.”

Her community physiotherapist had issued her a new 3 wheeled walker but she wanted to have a purpose for exercising, not just walking round her block alone.

We spoke about all the options available and Betty was keen to try them all. Betty began with a Move the Masses local walk which she really enjoyed despite the rain. She said she enjoyed the company of others and getting some fresh air.

She then joined a health walk in town and now goes every week and has convinced a friend to go with her so they have a chat and a walk and she looks forward to it each week.

Betty is also attending York St John Active Together, an inclusive exercise circuit group where she feels confident using her walking aid and finds the instructor very support.

She was keen to try another class more local to her home so she has been referred to Healthwise (exercise on prescription) and is looking forward to starting with them.

Betty is grateful for all the different opportunities we have given her; she does not use the internet and says would never have known about any of the services she is now involved in.

Her confidence is increasing and her exercise tolerance is improved. Her mood is lifted and she has things to look forward to each week and is enjoying being out of the house and meeting new people in her community.

Joan

Joan is an 86-year-old widow; she has family but they all live down south.

Her health has recently deteriorated and she has to wear large bandages on her legs due to ulcers and she gets very short of breath on excursion.

Like many people her age Joan has been shielding at home since the pandemic and was only going out for food shopping. Joan was referred by the physiotherapist for support with health and wellbeing opportunities, and social interaction/leisure activities as she felt very isolated and alone.

Joan is a keen artist and her home was decorated with her beautiful painting by number pieces and her craft works. This was talking point on our visits over Christmas.

Joan got involved in our Christmas star craft project, making a decorative star at home with materials provided by W2W, to then give to another isolated person. She enjoyed making something for someone else.

Then this Spring Joan came to our new arts and craft group at York Art Gallery. She really enjoyed her time there and said being with other people with limited mobility or health conditions made her feel much more comfortable and confident in her own skin and made her realise that she could still go out and attend groups.

She used a W2W funded taxi for her first visit but says she feel confident to get the bus there now and will use the months group as a reason for her to pop into town which she hasn't done in years.

Joan was very appreciative of my input and is really keen to carry on attending the group each month. She said she would never have gone into town or the York Art Gallery if it wasn't for our input.