

# Social Prescribing Service for East Riding Annual Report 20/21

*"I feel much better just speaking to you"*

*"It helped me find direction again"*

*"Thank you for giving me the motivation to change things in my life for the better"*

*"A huge weight off my shoulders"*



Finalist in Social Prescribing  
Programme of the year 2020  
(National Association of Link Workers)



# The role of

# CommunityLink workers

CommunityLink workers are there to offer individualised, personal support and motivation across East Riding for those who require solutions to social, emotional or practical needs, empowering individuals to access local services leading to improvements in their health and wellbeing.

CommunityLink workers can spend up to an hour with you at each meeting, meeting as regularly as is necessary to help signpost and guide you to gain the right help, support and information that is required for you to improve your wellbeing. Telephone support is also available or home visits if required.

CommunityLink workers will help you set achievable goals, develop your personal wellbeing plan, identify and overcome barriers and provide ongoing encouragement and support. They know the local area and can put you in touch with local services, community groups, support and self-help groups, social care and much more.



Social Care



Family



Covid-19 recovery and support



Support Groups available



Employment



Benefits



Debt



Loneliness and Isolation



Health & Wellbeing

# Service partner feedback



*I have recently joined the Memory Assessment Service and I will often discuss the role of the Social Prescribing Team to patients that I speak to (at any part of their memory assessment) if I feel that the service may be helpful. I am aware that the team can support and educate around varying topics, many of which, patients with memory difficulties and/or their families can be impacted by. I have always had very helpful and prompt responses from the service if I have had any questions myself and contacted them directly.*

Registered Mental Health Nurse

*Working in the rural location of the East Riding means resources are often lacking. However, I have found social prescribing to be invaluable in my work and it is apparent your service has made a huge difference to the women I work with.*

*As an organisation we firmly believe in and actively promote "personalisation" and we actively encourage offenders to have a "buy in" to their sentence plans. Your service truly embraces this, working with an individual to look at their needs and how to address them within their community. Crucially, something else your staff offer is time for someone to talk and be listened to.*

*I look forward to continue working with your service in the future.*

Interserve justice probation service

*The Hinge Centre has worked in partnership with the Community Link service since they were established within the Bridlington area. We have referred many of our service users into the Community Link service as they offer a range of services that are of benefit to our service users. We also take a number of referrals from the Community Link workers to help clients they are working with in regards to Benefits, Housing, Social groups and emergency food parcels.*

*We have established valuable working relationships with the Community Link Workers and frequently liaise with them to update one another on our current services. We will continue to work together in supporting members of our local community.*

Hinge centre-Bridlington

*We have promoted the services provided via Community Links for a number of years to both our customers and staff alike. The support individuals can get for their health and wellbeing needs not only addresses their own issues but in the long term supports movement back into the world of work or helps keep them in employment.*

Hessle Job centre plus



# Working with our communities



## Working with our partners

An integral aspect of the Social Prescribing Community Link team is embedding alliances and positive partnerships with community services, not only public, but private and Voluntary sector.

The service is a keen advocate in providing a unique and valuable approach to partnership connectivity and offers to all community partners:

- Regular updates and virtual/ face to face service talks.
- Training and upskilling of staff on all matters Social Prescribing and prevention.
- Client outcomes and feedback.
- Involvement in promotional and engagement events in the community.
- Development of a reciprocal referral pathway. (where appropriate)

The service prides itself in assisting and supporting all community services and individuals that require support. Illustrated through the 451 East Riding GP registered clients that live out of the region that through the teams knowledge, partnerships and community connections have been able to help and support.

## Community Service referral routes developed in 2020/21



# What we have produced

**YOURhealth**  
Prevention and Lifestyle Services

**NHS**  
Humber Teaching  
NHS Foundation Trust

## Self help guide to Loneliness and Isolation

Mobility Problems      New parent  
Single parent      Unemployed      Feel alone  
Live alone      Care Giver      Bereaved      Lack a sense of purpose  
Recently Retired      Experienced Trauma      New career  
Long term health problem      Disconnected from others      No friends or Family

Most of us experience the feeling of loneliness and isolation at some point in our life. Most won't talk about it. Lets change this

Email: HNF-TR.healthtrainers@nhs.net    Phone: 0800 9177752

### What can you do to change this?

- Who lives in my household?** Do you live alone? have you got any pets? Pets especially dogs and cats help reduce stress levels, anxiety levels, depression and helps ease the feeling of loneliness. Pets can provide companionship for the older population and also provide physical activity.
- How often do I speak to others?** Do you speak to others often? Have you tried Befriending programmes that are available locally and nationally? Over 60 try calling Age uk or register online for befriending support. **0800 055 6112** <https://www.ageuk.org.uk/> Silverline befriending service Tel: **08004 708090** Web: <https://www.theilverline.org.uk/> CallER: Dedicated befriending service for East Riding Residents: **01482 215929**
- Do you have access to the internet?** Social networking sites such as Facebook and Twitter are great ways to connect with others maybe you have a long lost friend that you would like to connect to. If you do not have internet access your local library provides daily internet access. Web of life provides online support and tips on loneliness. You can also find support groups and poetry.
- Are you involved in any social groups?** Many groups are available locally for most people from knit and knatter, history, dance, low level physical activities, gardening, building, mother and baby groups, men only groups. Speak to your community link worker to look at how to get involved alternatively information is available on the internet such as [eastriding.connecttosupport.org](http://eastriding.connecttosupport.org). These groups can help build new friendships and are very effective in combatting loneliness.
- Have you thought about learning a different skill, qualification, hobby or interest?** Learning a new skill can boost your confidence, aiming for certified courses will provide you with a sense of achievement and anybody of age can complete basic courses. Have you thought about taking on some extra gardening projects, learning an instrument, joining a choir, Learning a new language. The internet is a powerful source of information that will provide guidance. Learn basic lessons watching Youtube video's. Applications on your phone, Ipad or tablet that can be downloaded can aid your learning Journey.
- Activity Diary**  
Creating an activity diary will help overcome any obstacles that could get in the way. Is the activity achievable if not why? what barriers are stopping you? how can you break down those restrictions?

Date, Time and where	Activity	Break down the barrier find a Solution
21/02/20 14:00 Community centre	Luncheon club	I have poor mobility and cannot transport. Look on the internet speak to friends, can they help you get to Is there a local charity helping transport?



### Why do we have feelings of loneliness?

Every person will experience the feeling of loneliness in their lifetime. This will be personal to each individual and impact them in different ways.

Loneliness may affect people in many ways and may cause feelings of emptiness, aloneness, and some may feel unwanted. Most people that are lonely crave human contact but their state of mind can make this difficult to build connections with others.

Some people live very happy lives without much contact from others but others will find this isolating. Sometimes people may be surrounded by people but still feel lonely, misunderstood and uncared for.

**Can we change this feeling?**  
YES

**Can you independently improve this feeling?**  
YES, YES, YES

Use this booklet for helpful tips and advice to combat loneliness and isolation.

**REMEMBER**  
**Your are not alone**  
**Support is available**

### Current connections, feelings and support.

Who is important to me?

How often do I speak to others?

I am involved in which social groups?

Who lives in my household?

What can I change?

My interests are currently?

What support do I currently receive?

What would I like to do but have been unable to do so?

**98%** of respondents thought that they were involved in their care and listened to

**100%** of respondents thought that staff were friendly and helpful

The gentleman was very kind patient. He listened well and I felt he understood. He offered me lots of avenues of help. And offered to get back in touch to see how I was doing. Helped me a lot to have some one listen.

Got alot out of the call, very professional lady and very caring and friendly asked the right questions

offered a range of support and referrals to the right people. Friendly and caring. Punctual

Good knowledge of information and advice given to me for my wife

All aspects of care was fantastic Lovely people thank you so much

Good options, was given options about my care, didn't feel pressured

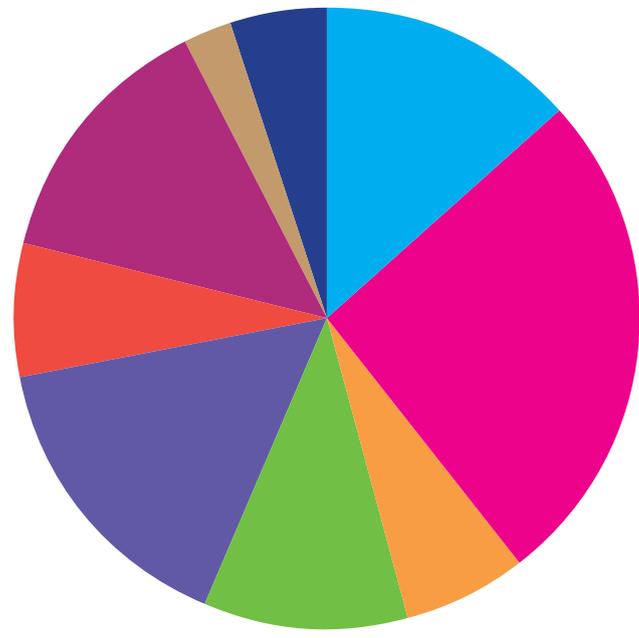
# What we have achieved



## Geography of clients

Total 9031

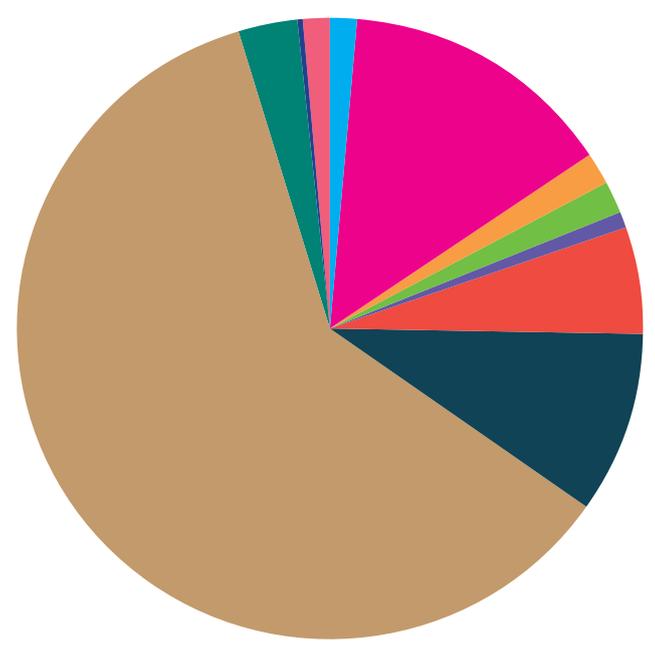
April 2020 to April 2021



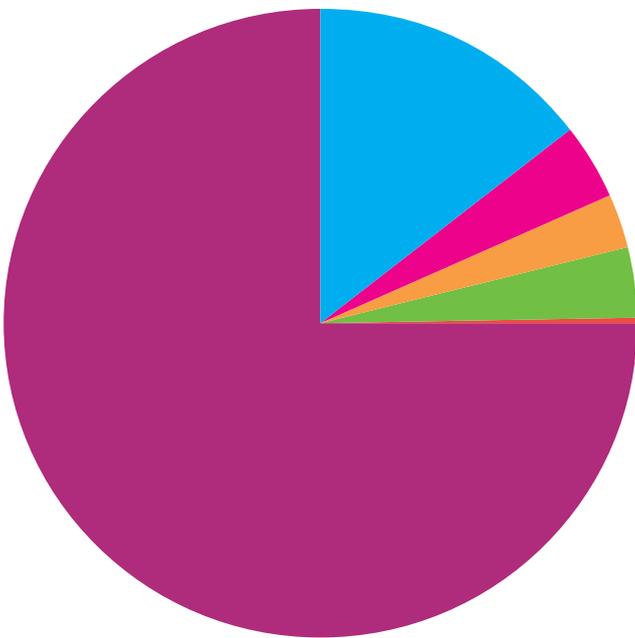
Beverley	1227
Bridlington	2348
Cygnets	566
Harthills	965
Holderness	1393
River and Wolds	636
Yorkshire Coast and Wolds	1239
Yorkshire East	206
East Riding GP registered	451

## What did people need help with ?

Addictions (smoking, alcohol, drugs)	141
Emotional Wellbeing	1282
Bereavement	146
Carer	140
Debt and Financial support	85
Education, employment and volunteering	507
Isolation and loneliness	851
Welfare*	5468
Physical Health (weight loss, healthy eating, exercise, sexual health)	265
Cancer	35
Housing	111



\*(Including Covid Response Engagement April - September 2021)



## Where did the referrals come from?

Primary Care NHS	1316
Secondary Care and other NHS	350
Social Care	258
Self	319
Voluntary Sector	6
Carers	12
Local authority services	6770

## What our team say about working as CommunityLink workers

"It can be difficult seeing people struggling with their problems initially, but it is so rewarding when we can get them help and signpost them to services or community groups that will improve their general health and well-being."

Fifa

"Making a big difference by helping with the 'small things'."

Alison

"Social prescribing is an art of listening and understanding an individual's situation before directing/referring/signposting them to appropriate sources of support to promote health and well-being."

Megan

"Social Prescribing is a holistic approach to tackle inequalities and improve well-being for individuals within the community."

Charlotte

"Ensuring everyone gets access to the information, motivation and support they need across all aspects of life."

Joe



# CommunityLINKS

EAST RIDING



Coming in 2021/22

**NEW** service  
community  
engagement  
sessions

**NEW** National  
Social prescribing  
recognised  
training

**NEW** Social  
Prescribing  
specific MECC  
webinars

Accredited  
official trainer  
for RSPH  
training in social  
prescribing

To refer and get support, contact us on:

 0800 9177752

 text Healthy to 60163

 [hnf-tr.socialprescribing@nhs.net](mailto:hnf-tr.socialprescribing@nhs.net)

 [www.nhs.-health-trainers.co.uk](http://www.nhs.-health-trainers.co.uk)