

Social Prescribing Support for Service Users with Language Needs

SIS can provide a triage service and Light Social Prescribing across Sussex

- SIS have a team of Volunteer Bilingual Social Prescribers in the 21 most commonly spoken languages
- The team provides a social prescribing triage service to ascertain the needs of Service Users
- They deliver light social prescribing support and/or make onward referrals to social prescribing caseworkers

SIS Light Social Prescribing helps overcome language, culture, power and information barriers

- explaining public service systems and structures
- understanding correspondence
- finding relevant translated information
- completing simple forms
- linking with specialist services
- making appointments
- asserting the right to language support and requesting interpreters

Interpreting provision for link workers and social prescribers

Some Service Users have multiple complex needs which require more motivational support and guidance. SIS Volunteers will make onward referrals for casework.

In Brighton and Hove, SIS is commissioned to provide professional Bilingual Community Navigators to deliver specialist casework <https://sussexinterpreting.org.uk/social-prescribing/>

In East and West Sussex, Volunteers will refer to PCN linkworkers. SHCP funded interpreting support for linkworkers can be booked through SIS and all information can be found here <https://sussexinterpreting.org.uk/wp-content/uploads/SIS-new-interpreting-options-booklet-2021.pdf> Volunteers can help make appointments or <https://sussexinterpreting.org.uk/bilingual-appointment-letters/> could be used.

Making a referral for Social Prescribing Support

All referrals from organisations for Social Prescribing support (light or casework) should be made through the referral form on the SIS website <https://sussexinterpreting.org.uk/make-a-social-prescribing-referral/> or to Project Coordinator Ben Williams by phone 01273 234016 or email ben@sussexinterpreting.org.uk

Service User self-referral

SIS encourages Service User to self-refer in their preferred language and a Volunteer will respond.

- phone on 01273 234016 leaving a message with name, language and telephone number
- email ben@sussexinterpreting.org.uk
- website complete a translated form <https://sussexinterpreting.org.uk/service-users/>

Please communicate and promote the above to your colleagues and Service Users.

SIS has fliers translated into various languages explaining our services and how to refer <https://sussexinterpreting.org.uk/social-prescribing/>. We can send copies to linkworkers so that these can be given to Service Users, please request through ben@sussexinterpreting.org.uk or ask for another language.