

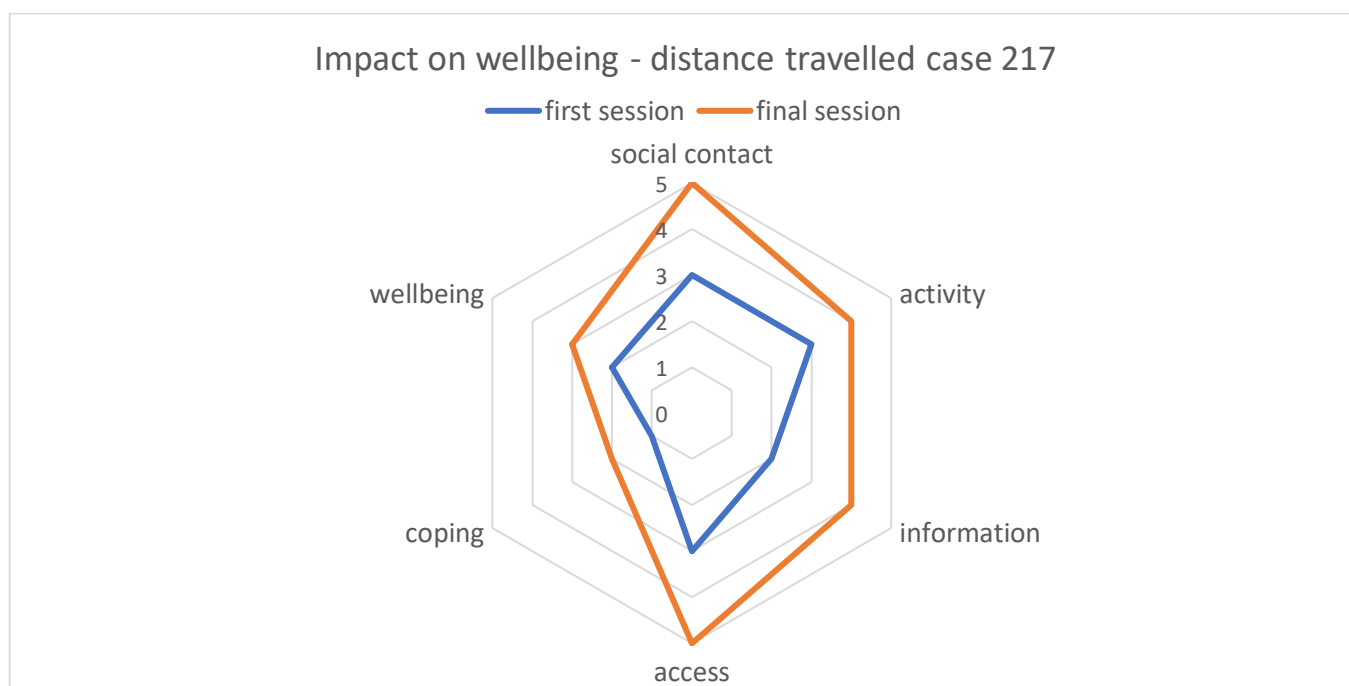
Social Prescribing and Advocacy Case Studies 2022-23

SIS Bilingual Social Prescribing case 217 - referred by MSK Physiotherapist

"I have been under so much pressure as a single mother and the carer for three children with many health issues. These responsibilities have made doing daily tasks a strain. I never have the time to rest, relax or socialise, and I have been suffering from frequent neck, shoulders and back pain which prevent me from sleeping well and concentrating on learning English at college and supporting the children at home."

A SIS Bilingual Advocate secured a **Carer's Assessment** and a SIS Bilingual Social Prescriber worked on other social and practical issues that were identified.

- Accompanied to **One Stop Travel** for a Carer's discounted bus card
- Referred to the **Network for International Women** for social activities
- Support with **securing a job** as a housekeeper at Hilton Hotel – ensuring language needs were understood, help collecting documentation, understanding the employment contract, negotiating work hours, securing refund for work clothes
- Making a **dental appointment**
- Referred to Lift Up Project at **Money Advice Partnership** for financial management
- Liaison with **DWP** and help with understanding and updating journal



SIS Bilingual Social Prescribing case - referred by a SIS Community Interpreter

The Service User lives on their own in temporary council accommodation. They suffers from long term mental health issues. They aren't digitally literate.

After the first session the SIS Social Prescriber observed:

"The Service User feels isolated and has difficulty resolving bills and accommodation problems. They are very willing to try and resolve everything and makes an effort to communicate with others. However because of their mental health, they forget a lot of important information and can't remember how to do things."

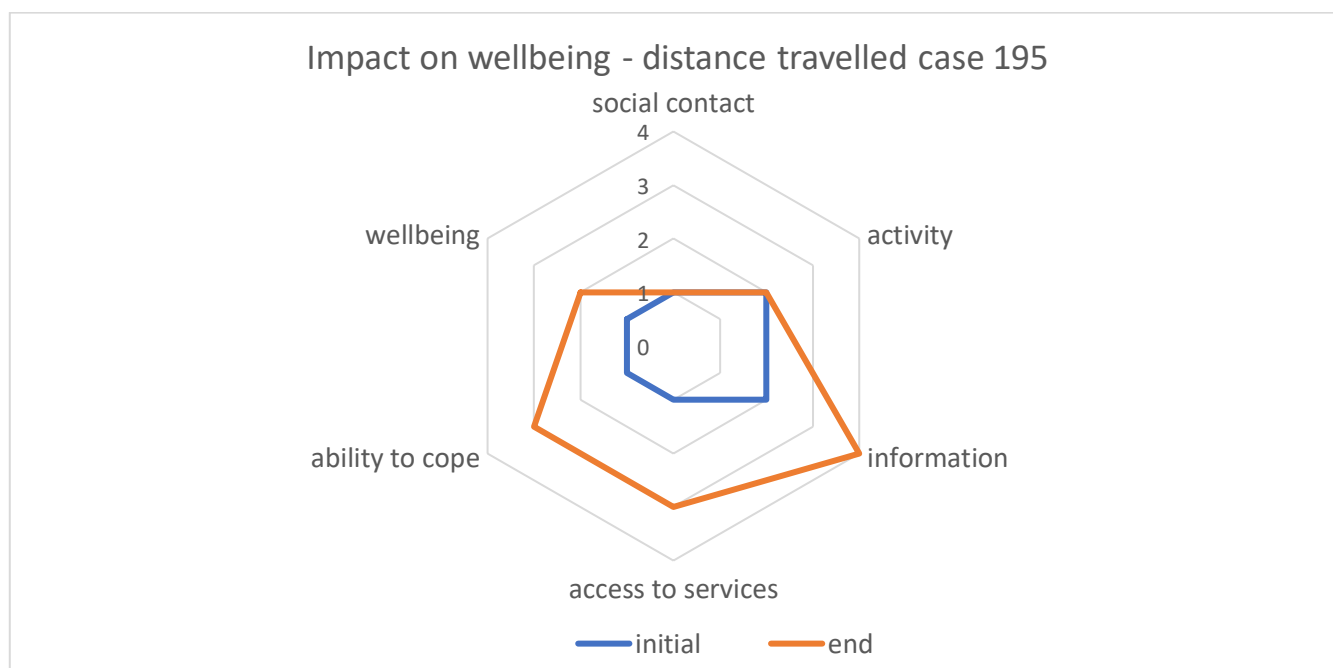
The Social Prescriber supported the Service User to manage their utilities bills

- Getting smart meters installed
- Having bills recalculated and corrected
- Securing a discount and payment plans
- Applying eligible discounts
- Setting up direct debits for payment

The Social Prescriber also

- investigated potential grants and benefits resulting in £500 improved finances
- liaised with the council regards housing repairs making the property safer

"The social prescriber's help has made such a big difference, especially as I live far from my sister – the help has been absolutely fundamental.... I live alone and my principal difficulties are with understanding spoken English and to understand the way the system works. The social prescriber is extremely efficient, hardworking and reliable. Words can't express how much this help from SIS means to me! Thank you so much"



SIS Bilingual Advocacy Case 204 - referred by BHCC Social Worker

The Service User is a full time carer for her husband whose health has deteriorated rapidly in recent years and now requires full time care. They had expressed upset and dissatisfied with the level and quality respite care that's been provided.

The advocate supported with four meetings between the Service User and the Social Worker to:

- agree a long term care plan
- set up Lasting Power of Attorney (LPA) account
- support their understanding of NHS respite care, finance and benefit entitlement
- help complete the NHS Continuing Healthcare Checklist screening tool

The Service User was empowered to discuss all aspects of their situation and ask questions both during and in between meetings with the Social Worker. They were able to fully participate and understand the options and process which informed their decision making. This served to reduce levels of stress and anxiety, improving wellbeing.

NDTI Advocacy Outcomes

Increased voice and personal control:

- | | | |
|-------------------------------------|--|---|
| <input checked="" type="checkbox"/> | has influenced the decision making processes | y |
| <input checked="" type="checkbox"/> | achieved the outcome they were seeking | y |
| <input checked="" type="checkbox"/> | felt listened to (by the professionals/ service providers) | y |
| <input checked="" type="checkbox"/> | was supported to make their own decisions | y |
| <input checked="" type="checkbox"/> | accessed information to support decision making | y |

Improved opportunities:

- | | | |
|-------------------------------------|------------------------------|---|
| <input checked="" type="checkbox"/> | has improved quality of life | y |
| <input checked="" type="checkbox"/> | has increased choice | y |

Challenging injustice:

- | | | |
|-------------------------------------|--|---|
| <input checked="" type="checkbox"/> | has been protected from abuse or neglect | y |
|-------------------------------------|--|---|

Increased independence:

- | | | |
|-------------------------------------|--------------------------|---|
| <input checked="" type="checkbox"/> | has increased confidence | Y |
|-------------------------------------|--------------------------|---|

Had rights upheld:

- | | | |
|-------------------------------------|--|---|
| <input checked="" type="checkbox"/> | has had their rights protected | y |
| <input checked="" type="checkbox"/> | has increased knowledge (or use) of their rights | y |

“Without doubt, I am very happy that I have had a Bilingual Advocate there to help me at the appointments with the Social Worker and other professionals. His support has ensured that I have been able to understand everything – he has been able to fill in all the gaps for me, making sure that I have all the correct information. He has been so helpful – following up on all my requests and needs –helping me in between appointments too. Thank you very much for your help.”

SIS Bilingual Advocacy Case 199 – self-referred by Service User

The Service User had been requesting therapy for her mental health for almost two years but they had always been refused and didn't know why.

Service User told the advocate they would like help to challenge the decision made by B&H Wellbeing Service to refuse therapy. Together they wrote a letter outlining their concerns and received a relatively quick response offering an assessment appointment.

The advocate helped the Service User to prepare for the appointment, fully discussing the two questionnaires which the Wellbeing Service uses for the assessment. The advocate also ensured that an interpreter was booked for the assessment.

The assessment was successful for the Service User who was offered a series of 8 CBT telephone sessions. The advocate helped the Service User to set up the appointment at the same time and day each week.

NDTi Advocacy Outcomes

Increased voice and personal control:	
has influenced the decision making processes	y
was supported to challenge decisions	y
achieved the outcome they were seeking	y
felt listened to by the professionals	y
was supported to make their own decisions	y
is supported to appeal, complain or raise concerns	y
accessed information to support decision making	y
Improved opportunities:	
has improved quality of life	y
has increased choice	y
has improved health or treatment	y
Increased independence:	
has increased confidence	y
has increased access to social and/or support networks	y
Had rights upheld:	
has had their rights protected	y