



# HALE

Health Action Local Engagement  
Healthy Living Project

## HALE Community Connector — Case Studies

### *Kathy's Story*

Kathy was referred into HALE's Community Connector Programme by her GP. Kathy was feeling socially isolated and suffering from anxiety and depression. Due to Kathy's condition she developed panic attacks that are triggered by dramatic events. HALE's Community Connector met with Kathy at her home and then encouraged her to visit the local area and get out of the house, helping build her confidence. With a Community Connector by her side Kathy took on one of her biggest challenges. A very distressing incident happened at a local supermarket, and 3 years on it is still a trigger for Kathy's panic attacks. Kathy felt that alongside her Community Connector she could enter the supermarket, initially this was very difficult for Kathy but she felt she had built up her confidence enough to see it through and go on to make a purchase. HALE's Community Connector has increased Kathy's confidence and self belief and she now attends one of HALE's craft groups, which continues to reduce her isolation.

### *Claire's Story*

Claire was referred to the HALE Community Connector Programme because she was feeling low and down. When visited in her home, it was found to be damp, no locks on windows and no heating. Claire was on her own and very vulnerable. Claire was facing a challenging situation with her current landlord. Claire was very upset, her Community Connector took her back to her Medical Practice where she felt safe and was able to calm her down. The Community Connector could objectively review her situation and offer help and support. They contacted InCommunities, and arranged a meeting the next day and she was re-housed within a week! Claire is much happier in her new home and is going out more on her own, has increased confidence and has recently become a volunteer. **"I can't believe what you have done. You have transformed my life. 20 out of 20. I am so proud"**.

### *Pauline's Story*

Pauline was referred to a Community Connector by her GP. Pauline was suffering from anxiety and social isolation. Pauline had a history of mental health issues, which did involve hospitalisation. The Community Connector met with her to discuss how she was feeling and during the conversation she said she felt desperate, she had not slept for 3 days and could not get a GP appointment for another week, so decided to stay in her home.

HALE's Community Connector initially gave her relaxation tips to help her with her anxiety and listened to her concerns. The Community Connector then contacted Pauline's Medical Practice and got her an appointment for the same day. Pauline said without the support of her Community Connector that day she would have self harmed. Pauline has thanked the HALE Community Connector for their help and the support from the GP. Pauline is still in contact with her Community Connector, and now attends 2 of HALE's groups.

### *Steven's Story*

Steven sustained a head injury several years ago, the effects of his injury led to him losing his confidence and avoiding social activities. Steven's Community Connector spent time with him to improve his confidence and offered to take him to a local mixed ability fitness group. Initially Steven was apprehensive, but after meeting people from the group with a variety of fitness levels and abilities he had the confidence to get involved. Steven is now continuing with the group and is going to take up cycling to improve his fitness, supported by his Community Connector. **"My Community Connector has been fantastic, it's been unbelievable, I use to be a boxing coach and I'm now feeling proud of myself for having the confidence to take it back up"**

**"Since partnering with HALE and their Community Connector we've been able to offer more support to patients, which is having a positive impact on their lives."**

Dr Rafaquat, Valley View Surgery.

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