



HALE

Health Action Local Engagement
Healthy Living Project

HALE's Social Prescribing Service — Case Study

Mrs Crow was referred by her GP to HALE's Social Prescribing Service. When HALE's Social Prescriber met Mrs Crow she was suffering with severe anxiety and had not slept for 3 days/nights.

When HALE's Social Prescriber telephoned Mrs Crow she told her Social Prescriber she was not going to engage with the service but after talking to her Social Prescriber on the phone, had felt the Social Prescriber was able to understand immediately how she was feeling and allowed the initial visit to take place.

At the visit, Mrs's Crow's Social Prescriber encouraged her to go and speak to her doctor who would look at other medications available to her. Mrs Crow was struggling to get an appointment with her GP so her Social Prescriber contacted the GP practice who found Mrs Crow an appointment that same evening. HALE's Social Prescriber also showed Mrs Crow how to use the system online tool to enable her to access an appointment with her GP in the future should she need one with the same GP which she felt was important for her in the continuity of care.

When HALE's Social Prescriber next visited Mrs Crow she told she explained she had been prescribed new medication and had been able to sleep really well. Mrs Crow disclosed to her Social Prescriber that if she had not had in the initial meeting that enabled her to talk about her problem sleeping and getting her the medical support she needed, she would have definitely self-harmed that weekend.

Mrs Crow has had a long history of mental health issues and felt safe disclosing some of her past experiences with mental health services. This helped her Social Prescriber get a better picture of Mrs Crow appropriate support.

Whilst working with Mrs Crow, HALE's Social Prescriber was able to help her with some basic relaxation techniques which had helped and has continued to use these.

Mrs Crow has an interest in crocheting and knitting. HALE's Social Prescriber gave her the information on HALE's Knit and Natter social group which meets weekly. HALE's Social Prescriber was able to support her to attend this social group. It was a real surprise to HALE's Social Prescriber when she was informed Mrs Crow had turned up at the group unsupported the following week.

HALE's Social Prescriber encouraged Mrs Crow to meet with her outside the home as she had not been going out and had just been roaming the house. This worked really well and they discovered a joint love of coffee so tried to visit different coffee shops which gave Mrs Crow new places to visit and also provided a relaxed environment for them to talk.

When Mrs Crow was signed off from the Social Prescribing service, she re-iterated she would have self-harmed had the intervention and support from her Social Prescriber had not taken place.

Mrs Crow continues to access the Knit and Natter group and is now enjoying helping others learn to crochet.

