



HALE

Health Action Local Engagement
Healthy Living Project

HALE Community Connector — Case Studies

Eric had been referred into HALE's Community Connector Programme. Aged 59 years old, he was referred in to HALE's services for support around diet and needle phobia. He suffered with 2 type diabetes and consumed excessive amounts of chocolate and suffered with low mood.

Four years ago, his mother had passed away. He smoked and was living alone in a smoky and cluttered house with three cats (one of whom had recently had to be put to sleep causing Eric more distress). He had not been able to work since his heart surgery;

The Community Connector visited Eric and after a discussion had agreed a to a referral being made to WYFS to help with fitting smoke alarms to the property and to MESH pharmacist (to discuss and help Eric understand his medication better).

As a result of intervention from the HALE Community Connector, Eric has started BEEP sessions to help with his weight management. He also has begun to enjoy playing golf with a friend; now he enjoys extreme sports and is aspiring to try paragliding.

On a follow up visit to see Eric, the Community Connector noticed he no longer smokes in the house, but in the back garden. In this garden has started to grow his own fruit and vegetables in pots and is very proud of his success.

Eric's drive to change to a healthier lifestyle was triggered as a result of information being provided by a dietician led weight management programme and one specifically tailored for those people who suffer with type 2 diabetes.

Through this Community Connector, he had been encouraged to seek counselling for his bereavement and has been supplied with good contact numbers through HALE.

Now, he is working on getting a dentist to improve his loose teeth and is aware of needle phobia service and how to access help.

"I noticed a change in his behaviour during my visits. He was more motivated to attend to organising the garden and would greet me at the front door whilst emptying the vacuum in the dustbin."

Ebony, a 47 year old lady, had been referred into HALE's Community Connector Programme her GP practice; Ebony lived alone and had extreme financial problems. She was also being pursued by the Bailiffs.

Ebony had begun to feel very depressed therefore leading to her to take fluoxetine medication. However, she was unable to afford her medication due to lack of finances and feeling fatigued. She worked 60 hours per week and had two jobs. Even with the long hours, she was not able to afford food as a result of the debt she was in.

He Community Connector contacted the debt advice service(Chass) and explained Ebony's circumstances which has lead to a support appointment. The Community Connector also contacted the Bailiffs who have now put her case on hold until after her debt advice service had made contact.

The Community Connector had also contacted local church and now Ebony has been supplied with a food parcel to secure her nutritional wellbeing. The Community Connector has also provided Ebony with a contact number if she ever needs help and support or just a conversation.

Ebony stated;

"she couldn't believe how fast we were able to help her"

and even though she still has a long way to go, she is feeling a lot more positive about the future.

**Names have been changed to protect identity.*