



HALE

Health Action Local Engagement
Healthy Living Project

HALE Community Connector — Case Study

Mr Tee was referred by the GP Practice for a Community Connector. Mr Tee had been struggling with social isolation for some time but he also had some practical needs. He is living in an upstairs property and has no hand rails etc.

He is also having difficulties with getting washed as the bathroom has a shower over the bath with only a grab rail for Mr Tee to use. Mr Tee's daughter was really anxious about her father's safety and therefore was having to come after work to assist dad getting in and out of the shower.

Mr Tee had also developed a severe tremor and this was causing a safety issue in his ability to cook a meal or carry a hot drink into his sitting room. Mr Tee has also become unstable when walking.

The Community Connector spoke with Mr Tee and his daughter about making a referral to adult services for an assessment of needs. They were happy for this to happen and a referral was made immediately.

The Community Connector also made a referral to the Falls Prevention Team to get Mr Tee some advice and information on the practical help they can provide. Whilst the Community Connector was talking with Mr Tee, it became apparent that he was unaware of additional benefits that may be available to him so an appointment was made with Equality Together.

Mr Tee's daughter contacted the Community Connector to say that her dad was extremely happy with the support provided by the Community Connector and that his mood had picked up.

Adult services have been in contact with Mr Tee and had arranged to fit 2 hand rails in his stairwell, a new bath seat that will enable him get in and out of the shower safely. Adult Services are also getting adapted aids to help him in the kitchen.

Mr Tee and his daughter have also visited the Equality Together offices where he tried and purchased a wheelchair (after telling the family there is no way you are getting me in a wheelchair!), and because of this he has now been out socially 3 times with his daughter and granddaughters. Equality Together have also helped Mr Tee apply for carers allowance.

Mr Tee's daughter said

"we had no idea all these things were available and we are so grateful to HALE and Equality Together because it really has been amazing getting all these things in place not just for dad but for the whole family".