



HALE

Health Action Local Engagement
Healthy Living Project

HALE Community Connector — Case Studies

Ethel had been referred into HALE's Community Connector Programme her GP practice.

Ethel, is 72 years old and is a retired nurse who was usually active. Unfortunately, Ethel had been house bound since October 2017 and had been on the waiting list to have her hip replacement operation. In the last 6 months Ethel had become restricted to her house due to her increasing pain.

When HALE's Community Connector visited Ethel, she admittedly had become low in mood and was very tearful. Due to the crippling pain Ethel was in, she had found difficult to look after and care for herself. Ethel has a son who lives with her but worked full time and long hours so was not at home to support his mum.

Ethel cannot leave the house without her wheelchair. There are 3 steep steps which lead out of her house, and Ethel found using a wheelchair to get out of the house a struggle because of the pain she in.

HALE's Community Connector contacted Equality Together who arranged to loan Ethel some ramps to enable her to get in and out of her house safely.

With Ethel's agreement, HALE's Community Connector arranged to take Ethel to the Thornton Wellbeing Cafe. Ethel had a lovely time and met some ladies she used to go to church with.

HALE's Community Connector also arranged to take Ethel to Cafe West in Allerton which has a day centre and Ethel signed up to attend there every Mondays.

HALE's Community Connector had a look at how long Ethel had been waiting for her operation. To her surprise, Ethel had been waiting beyond the 18 week waiting time. HALE's Community Connector contacted the hospital and managed to arrange Ethel an appointment with a date for the operation in 2 weeks time.

Ethel has since had her new hip done and is now making fantastic progress. She no longer needs her wheelchair or ramps and is able to leave her house to attend activities by herself. Ethel is so pleased with how well things are going and she is looking forward to living the rest of her life pain free.

**Names have been changed to protect identity.*