



CASE STUDY TEMPLATE – TOWER HAMLETS SOCIAL PRESCRIBING

Initials or pseudonym: MK

Patient unique number or EMIS number (links back to secure patient notes)

Patient age at time of referral 32

Patient gender female

Ethnicity Bangladeshi

Headline

Single mother with chronic pain and financial hardship is supported to move to more appropriate accommodation and reduce household costs.

Reason for referral and presenting problem – Maximum 50 words

'Single mum of two who receives little financial support from her partner, she has pain that affects her ability to work. She seems motivated to start working and has sought support from the job centre. She feels supported by her family but thinks she would benefit from support re: housing and I wonder if talking therapy may be useful as she commented on how helpful she found speaking to me today.'

Details of social prescribing intervention (including number of sessions) – Maximum 100 words

Following referral from her GP an appointment was arranged after two attempts to contact the client. During initial assessment client detailed; chronic pain following breast abscess and infection leading to recent ICU hospitalisation, recent homelessness during relationship breakdown, rehoused in Feltham and now housed in inappropriate accommodation in Tower Hamlets. Primary concern was housing as current accommodation had no lift or working buzzer, client was unable to carry shopping or order delivery due to intercom and had difficulty when she called the ambulance recently in allowing them to access the building while in acute pain. Client was concerned about what would happen to her children if she fell ill again. Client was under huge financial stress as partner was not supporting the family, she was not working due to chronic pain and her property was very expensive to heat and utility costs were very high. Client felt she was not able to work due to current health condition and levels of pain. Recently tested for TB.

Number of face-to-face sessions

3

Community services signposted and referred into

1. BBBC advice team to complete PIP
2. Groundwork referral –
3. Crisis grant successfully applied for -
4. Buttle grant application
5. BBBC Housing solicitor appointment booked
6. East End energy fit referral
7. Signposted to Poplar Harca Counselling Services based at the Cabin

Identified needs addressed by intervention

- Weight management
- Increase exercise
- Healthy Eating
- Smoking, drugs, alcohol and other addictive behaviours
- Anxiety/Stress/Depression/Low mood
- Social Isolation
- Learning/Training/employment
- Money/Debt/Benefits
- Housing Issues

Outcomes as a result of intervention (including engagement with services)

1. PIP – refused as client was out of the country for 15 months
2. Installation of draft excluders, support to use meter efficiently, reduction in utility costs and warm home discount.
3. £75 Crisis grant received
4. Successful Buttle grant application for bunk bed for kids
5. BBBC Housing solicitor appointment booked – advised to complete health form
6. Client has moved to a more affordable accommodation.
7. Self-referred to and attending Workpath TH council
8. Self-referred to Family support worker for housing.
9. Self-referred to counselling at Compass.

Patient quotation (if available)

Permission sought and agreed for case study/quotation use in service reporting and communications? Yes

Potential for inclusion in focus group research Yes

Social prescriber name Anny Ash

Pilot name N6
