

## Supporting patients during Covid-19 Welfare Checks

### BACKGROUND

A patient was referred to a Social Prescribing Link Worker by their GP after an initial Covid-19 welfare check identified that the individual was suffering with severe anxiety, as well as stress due to work and health. Support was requested to help with anxiety and headaches caused by this; and the general need for "someone to listen".

### THE APPROACH

After some discussion with the patient regarding their on-going anxiety and stress, we developed the following plan:

- Patient to access the SMART website to look at support they were offering online for support with their mental health.
- Social Prescribing Link Worker to refer the individual to North West London Self Care Team, to connect with Community Massage team and arrange for meditation and mindfulness over the phone.

### THE CHALLENGES

Identifying the right type of support for the individual, be it linking with services directly or signposting to sites to navigate themselves.

It takes time for people to open up and trust that someone is there to try and help, especially when there has been no face-to-face interaction.

Initially, patient was unable to access SMART website to join gentle yoga classes and required support to navigate the site and book on to sessions.

### THE OPPORTUNITIES

Empowering individuals to actively manage their own support needs by accessing services after sign posting.

Identifying effective support services available online; though not directly in person, they still have a positive impact.

Working with local organisations to develop online services for local population.

### TOP TIPS

- Give time and protected space to listen to the patient and support them to identify what matters to them most.
- Identify how you can use community assets to link services and break down barriers.
- Do not assume what support a patient may need, allow them to have time and space to tell you what they feel is important, what matters to them most and what support they need.
- Funding a Social Prescribing Link Worker via a third sector organisation can support third sector delivery, partnership working and integration across the local area.

### THE OUTCOME

The patient felt more in control and able to deal with her anxiety a lot easier than before, regularly accessing online yoga classes and meditation sessions, reporting that these services were helping greatly.

When feeling anxiety headaches approaching, the patient used a pre-recorded video provided by the Community Massage Team in addition to over the phone, which made a great improvement to their day-to-day living.

### RESOURCES

#### SMART

<https://www.smartlondon.org.uk>

#### NWL CCG

**West London** - <http://mycaremyway.co.uk/self-care>



*I was a little sceptical of the social prescribing service initially but have been amazed at what has been done to help me*

- Social Prescribing Client -

### CASE STUDY CONTACT

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### ABOUT THIS DOCUMENT

This case study has been produced by the [Bromley by Bow Centre](#) and [Healthy London Partnership](#) who are working together to support the development of social prescribing in London. For more information about this case study or to put forward your scheme as a potential case study, please contact [hip.socialprescribing@nhs.net](mailto:hip.socialprescribing@nhs.net)