

Introducing Wellbeing in One

What is it? Our Wellbeing in One service is designed to help adults (16 yrs+) overcome non-medical issues that are getting in the way of an improvement in their Health & Wellbeing, e.g. debt, housing issues, social isolation. Or to help people to maintain and improve their level of wellbeing by keeping active and engaged.

Is Social Prescribing part of this? Social prescribing, making connections to valuable community support, is one of the areas of support that we provide within our wider Wellbeing in One service. It provides more than signposting, where this is what's needed – we can increase the level of intensity of support – ranging from our Helpline, Advice (Guided Choices) sessions through to more intensive one-to-one Navigation Co-ordination Casework. These can all complement the services of your Link Worker.

Who can I refer? Don't worry too much about who you're referring to your Link Worker, as they will "triage" who can be supported with what (see overleaf for some examples).

How can I refer? You will be able to refer very quickly & simply, using EMIS. Simply choose from options: "Referral to social prescribing" and "Social Prescribing offered", for _____ (See Referral pathway document for further details).



How will I receive updates on support provided? Your Age UK Islington Social Prescribing Linkworker can provide updates on the support that your patient is receiving via patient notes on EMIS, and indepth insight via Age UK Islington Analytics.

Who should I contact for more information?

Central 1 Social Prescribing Link Worker: Elaine Gill, EGill@ageukislington.org.uk
South Social Prescribing Link Worker: Charlene Butler, CButler@ageukislington.org.uk
AUKI Head of Service: Michael O'Dwyer, MODwyer@ageukislington.org.uk



Starting with a conversation

We always start with an indepth conversation to understand any underlying issues and 'what matters' to an individual so that we can provide the right level of support.

Why Social Prescribing +?

Our Wellbeing in One service aims to provide patients with the right level of support at the right time. We provide more than signposting and where needed – we can increase the level of intensity of support by referring to our internal team of specialist Caseworkers. Our Caseworkers can provide the intensive support that's needed to help patients to engage effectively with the community support that's available, and in doing so, achieve more sustainable improvements in their wellbeing.

As well as being able to support presenting issues, we have robust systems and technology in place to enable us to proactively keep in touch with a large number of clients on a regular basis – whether through mailings or telephone wellbeing checks. This means we can intervene early, helping people to avoid a crisis.

Supporting patients with a breadth of issues



Money

- Benefit checks
- Support benefit applications
- Debt management
- Access grants e.g. winter warmth
- Power of attorney



Social

- Network of social & exercise
- Find suitable social activities
- Find accessible transport & routes
- Support to start attending activities
- Befriending options



Home

- Find cleaners & domestic support
- Manage repairs and maintenance
- Organise a housing transfer
- Find suitable accommodation
- Help organise & manage a move



Health

- Exercise options for e.g. pain relief
- Help to find mental health support
- Re-engage with health services
- Support for substance misuse
- Support to keep warm



Independence

- Carers assessments - identify needs
- Obtain telecare monitoring
- Fall risk assessments
- Direct payment support
- Support following hospital discharge



Work

- IT skills for keeping in touch & practical matters
- Help find volunteering & employment
- Finding education & training

Wellbeing in One: providing a broad range of support at different levels of intensity

© Age UK Islington