

Case study template

for Social Prescribing VCSE benefits realisation project

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Case Study illustrating Cross Sector Approaches to Social Prescribing and System Level Funds to Support Retention	
Summary	<p>Redbridge Council for Voluntary Service (CVS) Social Prescribing (SP) service delivers a community based SP service with a team of 4 SP advisors and SP Buddies, funded by London Borough of Redbridge Public Health and the Clinical Commissioning Group (CCG). Redbridge CVS supports the PCN Social Prescribing Link Workers (SPLWs) through training and development, peer support, community asset building. The service is a joint initiative by Redbridge CVS, Redbridge Council and the previous Redbridge Clinical Commissioning Group and have good links with Redbridge Health and Wellbeing Board.</p> <p>SP Advisors and SP Buddies are employed and managed by Redbridge CVS but the Social Prescribing Coordinator also supervises and offers networking opportunities for the PCN hosted SPLWS, with funding from the Local Authority Public Health department and CCG (now part of ICS) to support induction, training and networking opportunities for SPLWs.</p>
Ambition	<p>A pilot was undertaken in 2017 to provide sessional Health and Wellbeing Buddies, (HWB Buddies) hosted at Redbridge CVS, who received clients through GP referral across 42 practices. In 2018, following a successful bid to the Department of Health, and in response to the demand of service, 4 Office based SP Advisors were built into the team. This allowed for a robust model with caseworkers and flexible sessional workers. The Coordinator proactively identified services, established referral pathways while the team focused on supporting clients intensively in a person centred way, to improve their health and wellbeing. Existing relationship with commissioners was key to this GP guided, population health approach.</p> <p>The wider NHSE Social Prescribing model, with PCN funded and hosted SPLWs coming into post then came on track. Redbridge</p>

	<p>CVS Social Prescribing was seen as key to the successful delivery of a cohesive cross sector approach to Social Prescribing.</p>
<p>Action taken</p>	<p>Redbridge CVS Social Prescribing Service is funded by London Borough of Redbridge (LBR) and what was the CCG. Last year they were sub-contracted by the GP Federation to support learning and development for the PCN SPLWs and this year, this was extended by an increased funding envelope by LBR.</p> <p>The HWB Buddies receive triaged referrals from the PCN SPLWs and work more intensively with clients who need more direct support than the PCN SPLWS can provide.</p> <p>Quarterly stakeholder meetings are chaired by Public Health Leads and monthly team meetings hosted by RedbridgeCVS offers networking opportunities for all SPLWs and SP Advisors and SP Buddies are offered, resulting in a shared vision and understanding and good links to the wider sector.</p>
<p>Result</p>	<p>This joined up approach benefits the SPLWs, and SP Advisors and SP Buddies as they get consistent, sustainable support and are able to develop relationships that enhance their work. Training offered across the partnership includes Introduction and next level eLearning, Social Prescribing course, Motivational Interviewing, Behaviour Change and Adult Safeguarding Level 1.</p> <p>An example of the benefit to clients is seen in this recent case where a client was referred to a PCN SPLW, who made referrals to services but the client was not attending and continuing to present at the surgery. The client was then referred on to RCVS SP service for more intensive support and the SP Advisor worked through the client's barriers and challenges which included financial issues and lack of confidence in accessing services, and supported him by attending the services with him. He is now attending and actively participating in groups.</p> <p>"Having someone say to me that it is ok to be afraid to use the bus and willing to come on the bus with me helped me realise that I was not being silly by feeling like this. The time and patience I was given made such a huge difference to me." Redbridge CVS Social Prescribing client</p>

	<p>One of the key benefits to the wider Social Prescribing system is the ability for Redbridge CVS to identify and support small sector organisations who are receiving Social Prescribing referrals, that may test the capacity or comfort level of the organisation, by offering a range of input including:</p> <ul style="list-style-type: none"> • Streamlining the referral pathway including creating a tailored referral form • Joint assessment of client as part of referral pathway • Fundraising support from Redbridge CVS Fundraising Officer • Volunteer recruitment support from Volunteer Centre Redbridge • Redbridge CVS training offer including Adult Safeguarding and Understanding Mental Health • Redbridge CVS Information Officer support with website development
<p>Next steps</p>	<p>The joint approach with several partners, including PCN Link Workers and Redbridge CVS Social Prescribing Service, has had its challenges. A workshop was hosted by the director of Public Health recently which involved all stakeholders for Social Prescribing in Redbridge and discussions were based on the future model of SP in Redbridge with the focus of overcoming these challenges. The follow up work on this is in progress.</p>
<p>Any other information</p>	<p>https://www.redbridgecvs.net/content/social-prescribing</p>