

## Case study template

### for Social Prescribing VCSE benefits realisation project

<b>Name of organisation</b>	Living Well Sefton / Sefton CVS
<b>Contact (name, email, telephone number)</b>	<a href="mailto:Gemma.Boardman@seftoncvcs.org.uk">Gemma.Boardman@seftoncvcs.org.uk</a> Living Well Sefton Programme Manager 0300 323 0181
<b>CASE STUDY</b>	
<b>Summary</b>	<p>Sefton Clinical Commissioning Group provided ring fenced funding for Social Prescribing activity to address gaps in provision that were systematically identified by Social Prescribing Link Workers. This information was fed in monthly through direct gaps analysis by individual Social Prescribing Link workers and PCN area, collated by the Social Prescribing manager in the host organisation, and analysed to better target this funding.</p> <p>It became clear during the later stages of Covid that bereavement counselling was needed and yet difficult to access due to waiting lists. The CCG have made available a pot of £45,000 to Social Prescribing Link Workers, though their host organisation, Sefton CVS, so that they can refer clients for individual counselling support sessions, through increasing capacity within community bereavement services. When the money is spent, the project will be evaluated and potentially more funding identified to be used on identified gaps and priorities.</p>
<b>Ambition</b>	<p>Based on information held on EMIS, the client management system used to monitor Social Prescribing referrals, in use in Sefton, individual SPLWs reported monthly on a template specifically designed to highlight reasons clients were kept on active lists for more than 12 weeks, in an effort to address waiting lists in some areas. This quickly allowed a picture to emerge of recurrent themes and gaps in the provision available for SPLWs to refer onto. Bereavement counselling was the first of such gaps identified and clients were being supported while on waiting lists for this specialised service, which caused a backlog in the SPLW case load.</p> <p>Three community-based organisations have delivered the additional bereavement support service, increasing their capacity with the funding available and scaling up their service quickly with existing therapists; Reach Men's centre, SWAN Women's centre and Parenting 2000 (P2K).</p> <p>Clients received six counselling sessions, although a small number have had some additional sessions based on the recommendation of the counselling</p>

	<p>provider. This was a person-centred approach to truly meet the needs of the clients.</p>
<p><b>Action taken</b></p>	<p>The whole £45,000 was transferred to the host organisation Sefton CVS through a grant agreement, to be administered closest to need.. This made funds available quickly, without undue processes for either the organisation delivering the counselling or Sefton CVS.</p> <p>Collecting intelligence directly from the Social Prescribing Link Workers monthly, and the ability to act quickly to address the gaps with available funding, meant a better outcome for clients. The ability to target resource more effectively so clients received the service they needed and were able to move on from the support of the Social Prescriber more quickly, lessening the need for waiting lists.</p> <p>There were no lengthy application processes as Living Well Sefton already had good relationships with the community organisations able to increase provision and from a quality assurance point of view, all were trusted providers. A direct referral process was set up from Social Prescriber to the counselling organisation and feedback, monitoring and evaluation was provided by Living Well Sefton, to not add additional burden to the organisations, all small independent charities themselves.</p>
<p><b>Result</b></p>	<p>140 clients have benefited from the referral process so far. 850 counselling sessions have been provided, with a spend of approximately £42,000. Some clients have needed more than the six sessions, which are the standard allocation.</p> <p>A quote from a Social Prescriber:</p> <p><i>“One of the things that shocked me as a social prescriber during the pandemic period was the number of people I worked with who had lost more than one person in their family to Covid. I had never worked with so many bereaved people before in any of my former roles. Being able to directly access bereavement support for clients was immensely helpful for people; the funding meant the wait was short and the support was available almost immediately. The availability of support may have helped to prevent further mental health issues developing, given the pressure NHS mental health services were under before the pandemic began.”</i></p> <p>This Counselling Project illustrates the usefulness of the gaps reporting by Social Prescribing Link Workers and also is a good example of partnership working across the CCG, local voluntary sector and Living Well Sefton.</p>

<p><b>Next steps</b></p>	<p>The counselling funding is coming to an end. This process has proved to be extremely successful and well received, not only by clients and their Social Prescribing Link Workers but also the partner organisations who have supported us by providing the bereavement counselling.</p> <p>Bereavement peer support groups are now running in the North and South of the Borough in order to give some continuation to this work and it is hoped that Social Prescribing Link Workers will refer into these groups. Although not an alternative to one-to-one counselling support, these groups do give the benefit of enabling people to feel that they are not alone in struggling with bereavement issues. Living Well Sefton staff are currently facilitating these groups.</p> <p>South Sefton PCN have developed a Trainee Assistant Psychologist Service (TAPS) which will be able to provide some counselling input to clients in this area. A Health and Wellbeing Trainer role is being developed in one surgery in the Southport area, and this role will be able to provide longer term support to clients with more complex needs.</p> <p>The SPLW gap analysis will continue to provide valuable and timely insight into the needs of the community.</p>
<p><b>Any other information</b></p>	<p><a href="https://seftoncvcs.org.uk/project/socialprescribing/">https://seftoncvcs.org.uk/project/socialprescribing/</a> <a href="https://seftoncvcs.org.uk/project/living-well-sefton/">https://seftoncvcs.org.uk/project/living-well-sefton/</a></p>