

Hyndburn Mental Health Hub

From Primary Care



Social Prescribing Link Workers

IT'S OK TO NOT BE OK
Your Mental Health Matters

Many things in life can make us feel unwell and a medical prescriptions is not always the answer to make us feel better.

Social Prescribing can help you to take control of your own health and wellbeing by giving you time to think about what matters to you and how the service can work with you to improve your health and happiness.

What is the role of a Social Prescriber?

Social Prescribing can help to reduce health inequalities by supporting people to unpick complex issues affecting their wellbeing.

They enable people to have more control over their lives, develop skills and give their time to others, through involvement in their community groups.

Your Link Worker

Your link worker is someone who will listen, support and explore 'what matters to you' and work with you to create a personal plan; highlighting your needs.

Your link worker can provide support, information and signpost you within the local community by linking in with voluntary, community sector organisations and other agencies.

Aim of the Social Prescribing Link Workers (SPLWs)

The aim is to provide you with non-medical interventions; taking a holistic approach in supporting you to overcome barriers and achieve goals. They will help increase your confidence in managing your own health needs and to have more choice and control of your health and wellbeing through involvement in the local community.

Who is the service open to?

This service is available to anyone **aged 18 years** and older with mild or long-term mental health problems, people with complex needs, people who are socially isolated and those with multiple long-term conditions who frequently attend either primary or secondary health care.

What can I get help with?

You can talk to your Social Prescribing link worker about what is important to you. They can look at a range of topics including:

- Family and home life
- Housing
- Money, Benefits and debt
- Work and Volunteering
- Social connections and activities
- Loneliness and Isolation
- Physical Health and emotional wellbeing
- Practical support
- Help with care and caring

How can I make an appointment with the SPLW

You can call your GP practice and discuss your concerns with the Care Navigators; explaining your current needs.

You may also be given an appointment following discussion with your GP, practice nurse, mental health practitioner, advanced staff practitioner, health visitor or any other clinical staff attached to the surgery.

Appointments are offered Mon-Fri

What can I expect from the SPLW?

You may receive a phone call where the SPLW will have a personalized conversation with you to understand what really matters to you and to consider the wider needs that are impacting your health, such as social and economical factors. Following this, you are likely to be offered a further detailed appointment with the SPLW to further assess your mental health needs. This appointment can last up to 45 minutes and can be a:

- Face-to-face appointment in your GP surgery or in a community setting
- Telephone appointment if you are unable to travel to the surgery or feel unable to do so
- Video link appointment via MS Teams or ZOOM

Following assessment, the outcomes may include

- The SPLW will work with you to create a personalized support and care plan; setting goals for you to work towards. They will meet with you over a 12-week period at a place that is accessible or familiar to yourself.
- Signposting/referral to potentially useful online/self-help resources.
- Connect you to local communities, groups and organisations for practical and emotional support.

Where will the SPLW be based?

The SPLW will be based in the Hyndburn Central Locality; accessible to patients from the following GP practices:

- Richmond Medical Centre
Telephone – **01254 282460**
- Oswald Medical Centre
Telephone – **01254 369123**
- Peel House Medical Centre
Telephone – **01254 964974**
- Accrington PWE
Telephone – **01254 733977**
- Blackburn Road Medical Practice
Telephone – **01254 287180**

Confidentiality

All information you have provided will be held in manual and electronic formats and only be used in line with the Data Protection Act 2018. The information will be kept 'live' on the information systems for as long as you are registered with the service and will keep archived information for the length of time required by funders for audit purposes only or for 7 years.

In certain circumstances we may be required to share your information with other professionals and agencies. Your consent would be sought if a request to share information was made unless impossible due to urgency and necessity.

If support is required in crisis out of hours, call NHS 24 on **111**

They can connect you to a nurse, GP or other local services. They can also send out an ambulance if necessary.

Or

The Initial Response Service (IRS) on **0300 029 0500**

They can provide you with mental health care, advice, support and treatment 24 hours a day

You can also call the Samaritans for free on **116 123**. You don't have to be suicidal to call for help.

Information and Advice

- **NHS**
www.nhs.uk
- **Mental Health Foundation**
www.mentalhealth.org.uk
- **Mind Infoline**
Call **0300 123 3392**, Text: **86463** or email: info@mind.org.uk
- **Breathing Space**
Call **0800 838 587**
- **Rethink Mental Illness**
Call **0300 5000 927**
www.rethink.org

Ask for help

If you're concerned about your state of mind and feeling low or anxious, it's a good idea to start by talking about your feelings with friends and family.

Don't be ashamed of your feelings

Worries about mental health are the second most common reason for visiting a doctor. So you're not alone.