



South Western Sydney
Local Health District

Keeping Well in Community Care Navigation and Coordination Program & Social Prescribing Pilot

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Who can we support?



Individuals with at least one unmanaged chronic or complex health condition



Individuals who will engage with support via telephone



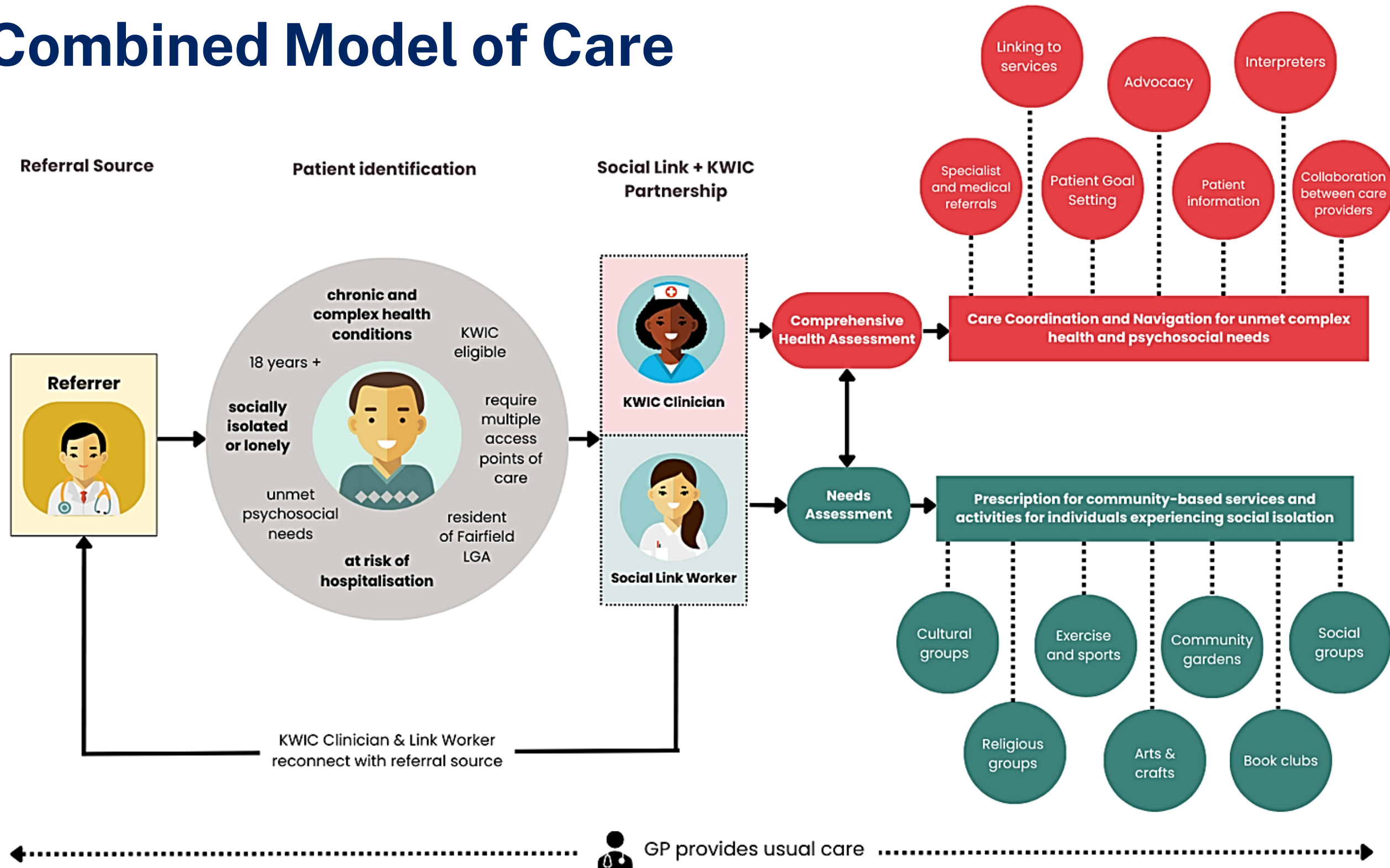
Carers of individuals with chronic or complex health conditions who are at increased risk of carer stress by assisting them to navigate health and social care



Individuals with limited social support who may greatly benefit from **social prescribing** to enhance their wellbeing through linkage with community-based resources



Combined Model of Care



The KWIC CNCC program aims to empower clients with the tools, support and motivation to independently manage complex chronic and psychosocial conditions in the community



The Social Prescribing component of the program will link clients to community-based activities and programs to improve their overall health and wellbeing



What is Social Prescribing?



Identifies psychosocial and environmental factors impacting health and utilises non-medical health interventions to improve overall wellbeing



Recognises how social connection, meaningful activities and addressing the social determinants of health can have positive impacts on quality of life



Addresses underlying causes of health issues such as loneliness, social isolation & lack of physical activity



Utilises a Link Worker to develop a person-centred care navigation plan that aims to better connect the individual with community based activities, programs or services



Client Story

Background

- 64-year-old female living alone from non-English-speaking background
- Uncontrolled pain and poor pain management (arthritis) with ongoing sleep issues
- Previous mental health concerns such as anxiety
- Minimal supports available with daughter living in regional NSW
- Feeling house bound, socially isolated and lonely



Care Navigation & Coordination Support

- Initial home-based comprehensive assessment with an interpreter
- Pain management with health education to support client's ongoing pain concerns
- Referral to occupational therapy for management of carpal tunnel syndrome
- Provision of information regarding future services available such as My Aged Care and Carer Gateway
- *Referral to the Link Worker for social prescribing support*



Social Prescribing Strategy:

- Initial phone based social prescribing assessment with an interpreter
- Follow up in person meeting in the community to discuss social prescribing opportunities
- Support to register and connect to Heart Foundation Walking group to encourage social engagement and physical activity
- Regular phone and in person check-ins to support successful engagement with activities
- Support to connect to library based English Conversation group



Client Social Prescribing Outcomes:

- Attended walking group and independently returned to swimming for pain management and physical activity
- Independently reassessed her perceptions and existing social connections leading her to re-engage with existing friends and neighbours
- Increased her confidence and capacity to independently reassess other needs or wants such as increasing conversational English skills and Care Finders
- Attended English Conversation group at local library



Identifying Loneliness and Social Isolation

Loneliness and social isolation are terms used to describe a person who may be experiencing a **lack of meaningful connection with others - socially, emotionally, or both.**

Did you know?



A person can be socially isolated without feeling lonely **OR** feel lonely while still being surrounded by people



Sometimes loneliness and social isolation can be difficult to recognise as individuals may come to accept those feelings as normal and may not realise the impact they are having on their overall wellbeing



Exploring Loneliness & Social Connection: What to ask?



How do you usually spend your spare time?



Are you involved in any social groups, clubs or activities?



Are there any activities that you used to enjoy that you have stopped doing?



How often do you have contact with family or friends?



Do you have someone you feel you can easily talk or reach out to when you are feeling down?



For more information

Please contact the Keeping Well in Community (KWIC) Care Navigation and Coordination Program

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