



Welcome to another edition of the South Tyneside newsletter. It's been a busy month for us as we welcome new staff into the team. As well as more social prescribing link workers, we are also joined by health and wellbeing coaches and care coordinators. Together we form a personalised care team around each individual we work with. We are really excited by these developments as we are always striving to provide the best support possible. In this month's newsletter we'd like to share a story of a person who we supported to reduce isolation during the ongoing pandemic, some new faces who have just joined the team, feedback from people we have worked with, and a few numbers to sum up a very successful and exciting year for the South Tyneside team. Best wishes from us all and Merry Christmas!

## The Impact - Our People

As a person-centred organisation, the positive impact of our work is best illustrated through the people we support and the changes they see in their day-to-day lives.

### Meet "Gladys"

#### Background:

A 97-year-old lady was referred by her social worker for support to reduce social isolation. The referral stated that this lady could not hear on the phone and was not an internet user. We were unable to offer home visits due to Covid-19 risk so we weren't sure how we would be able to support her, but we were determined that our service would leave no one behind.

#### Support:

Her link worker got in touch with a local befriending service ask if their volunteers would be able to do face-to-face visits. We were delighted when they said yes, as charitable visits to homes are still permitted by law. Her link worker arranged a joint home visit for the befriender to visit Gladys at home with the social worker to set up the befriending arrangement.

Later on, the befriender got in touch with the link worker to share some concerns about Gladys' care. We immediately informed her social worker, who arranged a home visit for the next day. The social worker asked us to thank the befriender for thinking on her feet and being observant of potential concerns.

#### Achievement:

Gladys has been able to access regular social interaction and has developed trust with her befriender, enabling her to share the concerns she had about her care. As a result, the concerns were reported and appropriately dealt with. The befriender has supported her to get online and video call her relatives. She has also been able to adjust her care package to reduce the number of calls she gets per day.

## Referring into the Personalised Care Teams

- Money worries or debt
- Housing problems
- Bereavement
- Social isolation
- Anxiety, stress
- Involved with multiple services
- Low mood
- Low confidence
- Low motivation
- Chronic pain
- Carer

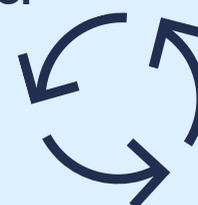


**Refer to the Personalised Care Team to triage**



**Social Prescribing Link Worker**

**Health and Wellbeing Coach**



**Care Coordinator**





**FIRST CONTACT CLINICAL**  
ENABLING HEALTHY BEHAVIOUR CHANGE

## Some of our new team members!



Hello my name is **Paul**. I have recently joined as a **Link Worker Coach** in the **East** team. I have a varied background, including a stint in Trading Standards and, most recently, Employment Coaching. As a proud resident of South Tyneside, I am keen to offer members of my local community the support and guidance they need to overcome their challenges and live more fulfilling lives. My passions outside work include amateur photography, walking (beach or countryside, both are good), music (anything from jazz to rock), films and gaming (board games or video games).



Hi, I'm **Jasmine**, the new **Care Coordinator** for the **West** team. I previously worked in the Military as a Royal Military Police Officer and gained some brilliant life experiences doing so. After welcoming my beautiful daughter, Lily into the world, we decided it was time to move back to the North East. I am extremely passionate about well-balanced lifestyle choices, I play quite a lot of sport myself and enjoy going to the gym. I have two lovely cocker spaniels who love coming on long runs with myself. I am looking forward to working with all my colleagues who have given me a warm welcome to the FCC Team!



Hello my name is **Andrew** and I have joined as a **Health and Wellbeing Coach** in the **South** Team. My job is to listen and talk to patients and to help them come up with a personalised care and support plan that is important to the patient and is built to help them make sustainable improvements in their quality of life. I have over 13 years coaching experience in other organisations and have a qualification in workplace coaching. I am passionate about respect and opportunities for all and in my spare time I enjoy long walks with my dog, spending time with family and friends, cycling and listening to music.



I'm **Katie** and have recently been employed as a **Care Coordinator** in the **South** team. I am very excited about this new role as I have worked in healthcare settings for several years and want to put my skills to use in encouraging positive wellbeing and a healthy lifestyle. I am a keen gym goer myself as it keeps my mind and body healthy as well as this is where I made some strong friendships. I also love live music, reading and taking my dog Dexter on adventures.

## 2020 in numbers

**1332**

total  
referrals

**796**

successful  
discharges

**3 months**

average length of  
engagement

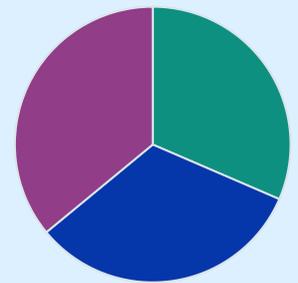
## What's keeping us busy?

We are currently supporting 467 people across our services in South Tyneside. Here is a breakdown by PCN area!

**East 147**

**South 152**

**West 168**



## In the words of the people we work with:

"I couldn't have made these changes without your support."

"It was so lovely that someone took the time to listen to me rather than talk at me."

"Getting in touch with you is the best thing I've done this year."

"Thank you so much for all the support. I feel much more confident when dealing with doctors. You've really helped me."

[www.firstcontactclinical.co.uk](http://www.firstcontactclinical.co.uk)

@FirstConClin

