

Voluntary and Community Sector Hub

Case Studies following Referral to VCS Hub

A free, confidential and supportive social prescribing service offered face to face or over the telephone to help you to gain improved health and wellbeing. Support is offered in a way that suits the individual and their needs and can be formal or informal.

Referral: A referral was taken for a 91 year old patient, being treated for ulcerated legs who lived alone and who was socially isolated and who was in need of support to access social activities.

Outcome: The VCS Hub spoke to the gentleman, found out he was previously in the armed forces and made contact with the Veterans Centre in Newcastle. They arranged to go and collect the patient to enable him to attend the centre. Whilst there, he met the recruiting officer who had taken him into the forces and who he had not seen since that time – he very much enjoyed the experience.

Case Study - Social Isolation

Case Study - Debt/Family Support

Case Study - Support Groups

Referral: A referral was received for a 58 year old patient, with lung cancer/gastric problems and other associated difficulties. This gentleman's son had come to live with him unexpectedly and he was struggling with finances, particularly leading up to Christmas and particularly as own health is poor.

Outcome: VCS Hub was able to access the Christmas present appeal through Salvation Army who gave a number of presents for the son. Also arranged for Warm Zone to visit the home to complete full benefits check and Beat the Cold to visit to complete heating/energy assessment.

Referral: A referral was made to the VCS Hub for an 85 year old patient following a stay at Brighton House due to a fall. The gentleman suffers from Parkinson's Disease and was seeking support.

Outcome: Provided information about the Parkinson's Information and Advice Officer and details on a local support group to attend.



Referral: A 30 year old man, off work due to anxiety and depression called the VCS Hub following a visit to his GP Surgery. He had outlined feeling concerned and worried about a number of debts he had which he did not know how to deal with and which were making him feel very anxious.

Outcome: The Hub phoned CAB in Newcastle and requested an appointment for this gentleman. Organised a quick appointment to suit, so that he could have specialist support to help deal with his debts.

Referral: A 79 year old lady with a heart condition and who is the main carer for her husband contacted the VCS Hub. This lady had some issues with the care agency she was using; she had leg ulcers which had been treated by the District Nurses and once they withdrew she privately paid for an agency to continue dressing changes. The issues were around cost of the service and being told minimum service provision would be twice per week

Outcome: The VCS Hub contacted an agency local to this lady, discussed issues and was told service could be provided. Fed this back to the patient who contacted the agency. They began to visit that week and continue to go once per week, which patient is very happy with.

Referral: An Occupational Therapist based within an Intermediate Care Team contacted the Hub regarding a 45 year old patient who had a fractured hip. The lady reported feeling very anxious and concerned about being unable to work and was unsure how to deal with her situation.

Outcome: The VCS Hub made contact with the patient and discussed needs. Provided information on how to claim short term benefits, to help with mortgage/council tax. Also arranged for a support service to go out to the home to help support with managing finances during this period.

Referral: The VCS Hub took a call from Duty Team at Newcastle, following a conversation with a 90 year old lady living in the Newcastle area – who contacted the team and mentioned she was feeling isolated and lonely. This lady lives alone and has poor mobility and doesn't leave the home.

Outcome: VCS Hub rang RVS for face to face befriending and provided details. The befriending service was set up very quickly.

Case Study - Debt Management

Case Study - Care Support

Case Study - Money Management

Case Study - Social Isolation

