What do we offer?

- A single point of contact to access local health and wellbeing support services.
- Face-to-Face visits at a convenient time and place for you.
- Person-centred support based on your individual needs.
- A holistic needs assessment which explores a range of factors that impact your health and wellbeing.
- Facilitate connections to support services in your local area.
- Follow up contact to ensure you accessed the services mentioned.
- Collate feedback to demonstrate the impact of the service to influence local community planning structures.

Am I eligible?

- You must be aged 18 or over.
- You must be registered with a GP in the Belfast Trust area.





How can I access Connected Community Care?

Self-referral

You can self-refer by email: **referral@ccchub.co.uk** or **028 9590 1407.**

Health Service Referrals

For GP info only

Please refer via CCG system. In drop-down menu select 'Integrated Care Partnerships/Federation Services' - 'Belfast Integrated Care Partnership' - 'BICP Connected Community Care'.

ENCOMPASS – BHSCT staff only

Please refer via Encompass using our 'pool' BT Connected Community Hub - Department Speciality is Multidisciplinary Service.

Contact us

For more information on the service and how our Wellbeing Coordinators can help, contact **info@ccchub.co.uk** or **028 9590 1407**.

Follow us

@ccc_hub
@ConnectedcomcareBelfast

Connected Community Care

Empowering Local Wellbeing



Wellbeing Coordinator Service

What is Connected Community Care?

Connected Community Care is a social prescribing service which enables you to take an active role in your health and wellbeing. Using a comprehensive holistic needs assessment, a local Wellbeing Coordinator can work with you to identify main concerns and help address these through meaningful conversations, and connections to local support services.

Connected Community Care has four Wellbeing Coordinators across the city – North, East, South, and West Belfast.

How can we help?

Wellbeing Coordinators offer specialised support to:

- People with chronic conditions, such as Diabetes, COPD, and chronic pain.
- People who are at high risk of developing chronic conditions, such as Diabetes, COPD, and chronic pain.
- People who feel socially isolated and lonely.



Types of support we can offer

SOCIAL SUPPORT

Client was referred to a service for social support. Client had low mood/anxiety and as such struggled with the upkeep of their home. This client was aged under 25, which made them eligible for a referral to a service, who provided housing and wellbeing support. To help this client integrate socially they were referred to volunteering opportunities with another service. This allowed the client to feel a sense of fulfilment and personal growth. Client was concerned about childcare arrangements when volunteering. A further referral addressed this issue and they were linked to local family support services.

SELF MANAGEMENT PROGRAMMES

Client was referred to a service for self-management support. Client had chronic pain which was greatly impacting their daily activities. Referred client to a voluntary service for pain management course, support, and advice. To address the emotional distress caused by their condition, this client was referred for emotional wellness courses hosted by a further service. Client was signposted to yoga classes in their local area to support with stress and anxiety.

EMOTIONAL SUPPORT

Client was referred to a service for emotional support. Client was socially isolated. This client was referred to a service for one-to-one emotional support. This service connected the client to a volunteer who visits weekly for an hour for coffee and on occasion accompanies them on a shopping trip. For peace of mind this client was referred to a further service who provide daily check in calls, alerting the next of kin should an issue arise. To help the client manage more difficult emotional issues they were referred for 6 sessions of counselling.

Note - These are only some examples of the services we connect people to. There are many other ways we can support clients.

