



Connected Community Care

Empowering Local Wellbeing

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 area.

How can I access Connected Community Care?

Self-referral

You can self-refer to the Wellbeing Coordinator Service by contacting referral@ccchub.co.uk or **028 9590 1407**

GP referral

Alternatively, you can ask your GP (or social worker if you have one) for a referral to the Connected Community Care service.

For GP Info only

Please refer through CCG system. Connected Community Care can be found under the Belfast Integrated Care Partnership/GP Federations drop down.

Contact us

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

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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 support:

- People who are at high risk of developing a chronic condition.
- People with chronic health conditions.
- People who feel socially isolated and lonely.



Types of support we can offer

SOCIAL SUPPORT

Client was referred to service for **social support**. Client had mental health problems and as such struggled with the upkeep of their home. This client was aged under 25, which made them eligible for a referral to MACS, who provided housing and wellbeing support. To help this client integrate socially they were referred to volunteering opportunities with Volunteer Now. This allowed the client to feel a sense of fulfilment and personal growth. Client was concerned about childcare arrangements when volunteering. A referral to Sure Start addressed this issue and helped them access affordable local childcare.

SELF MANAGEMENT PROGRAMMES

Client was referred to service for **self-management support**. Client had chronic pain which was greatly impacting their daily activities. Referred client to Versus Arthritis 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 the Recovery College. Client was signposted to yoga classes in their local area to support with stress and anxiety.

EMOTIONAL SUPPORT

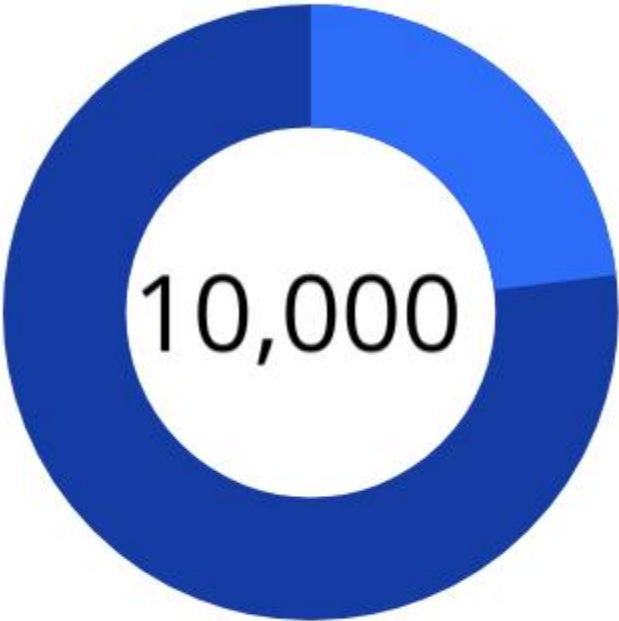
Client was referred to service for **emotional support**. As a result of Covid19 pandemic restrictions this client became socially isolated and withdrawn. This client was referred to Red Cross Befriending service for one-to-one emotional support. This service connected the client to a volunteer who visits 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 Good Morning 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 examples of the types of support we can offer. There are many other ways we can support you.

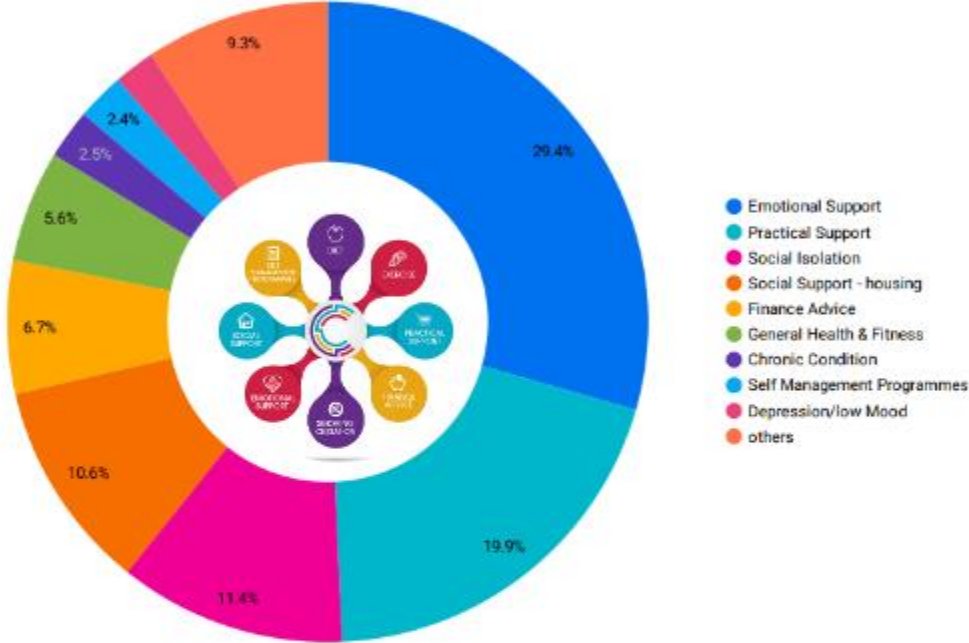


[Connected Community Care Animation from Connectedcare Hub on Vimeo](#)

Service launched 2018



CLIENTS SUPPORTED



HOLISTIC NEEDS ASSESSMENT

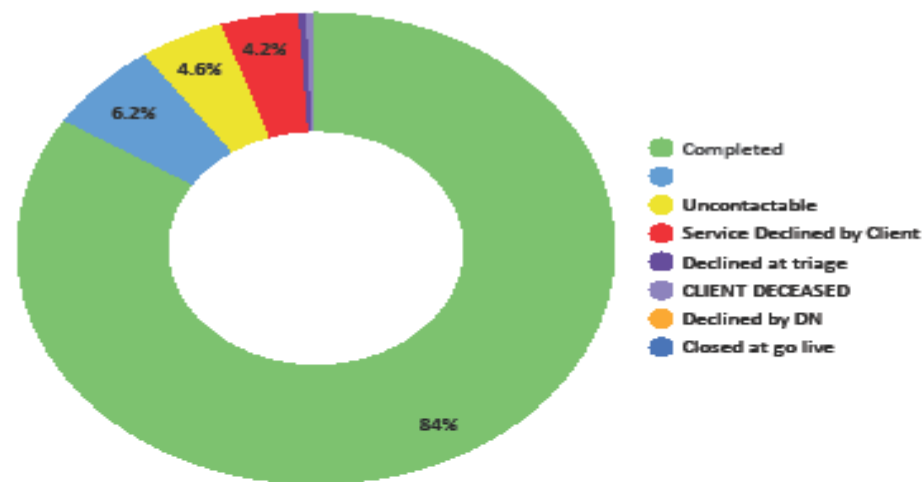
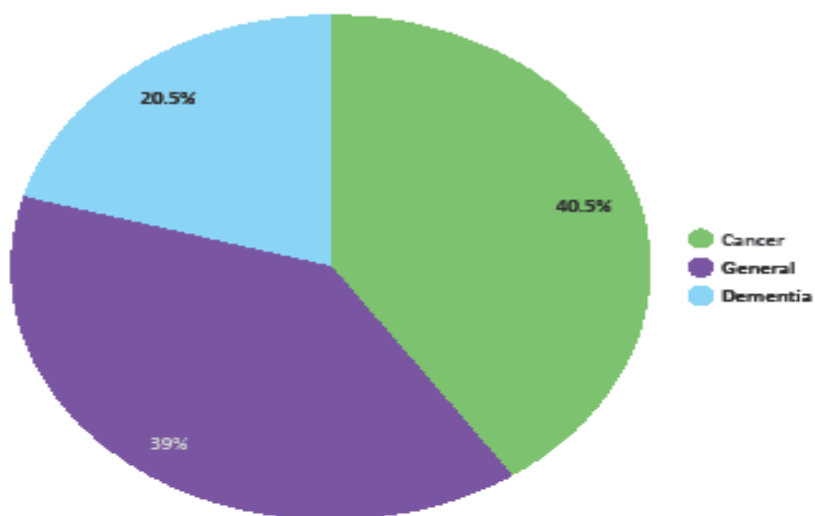
Link Worker Caseload Data - Service access

1 Jan 2022 - 13 Dec 2022

	Referral Category	Record Count
1.	Cancer	796
2.	General	767
3.	Dementia	404

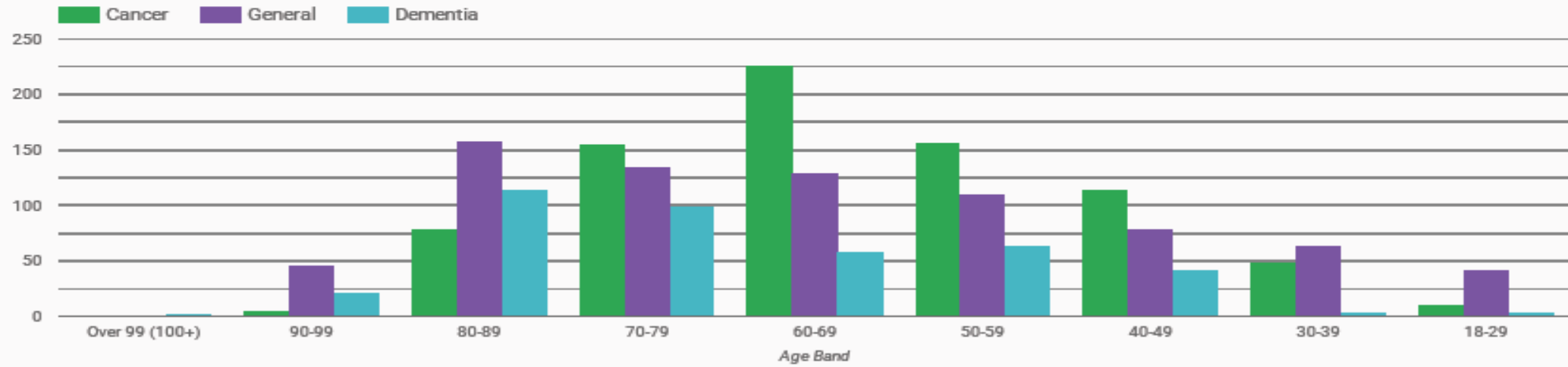
Record Count
1,967

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Age by Strands

1 Jan 2022 - 13 Dec 2022



Age Band	Referral Category	Record Count
60-69	Cancer	225
80-89	General	160
50-59	Cancer	155
70-79	Cancer	155
70-79	General	135
60-69	General	130

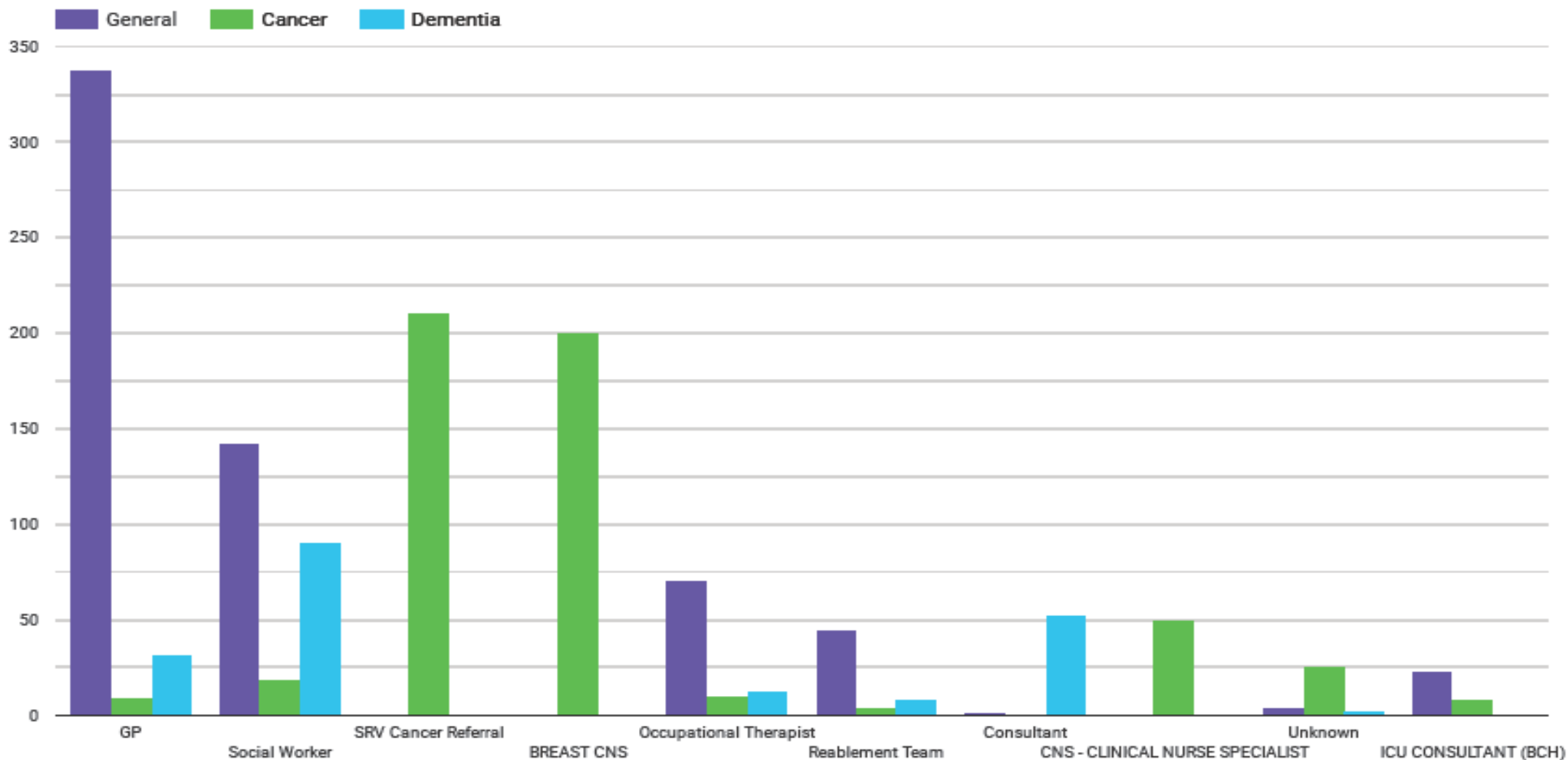
0 50 100 150 200

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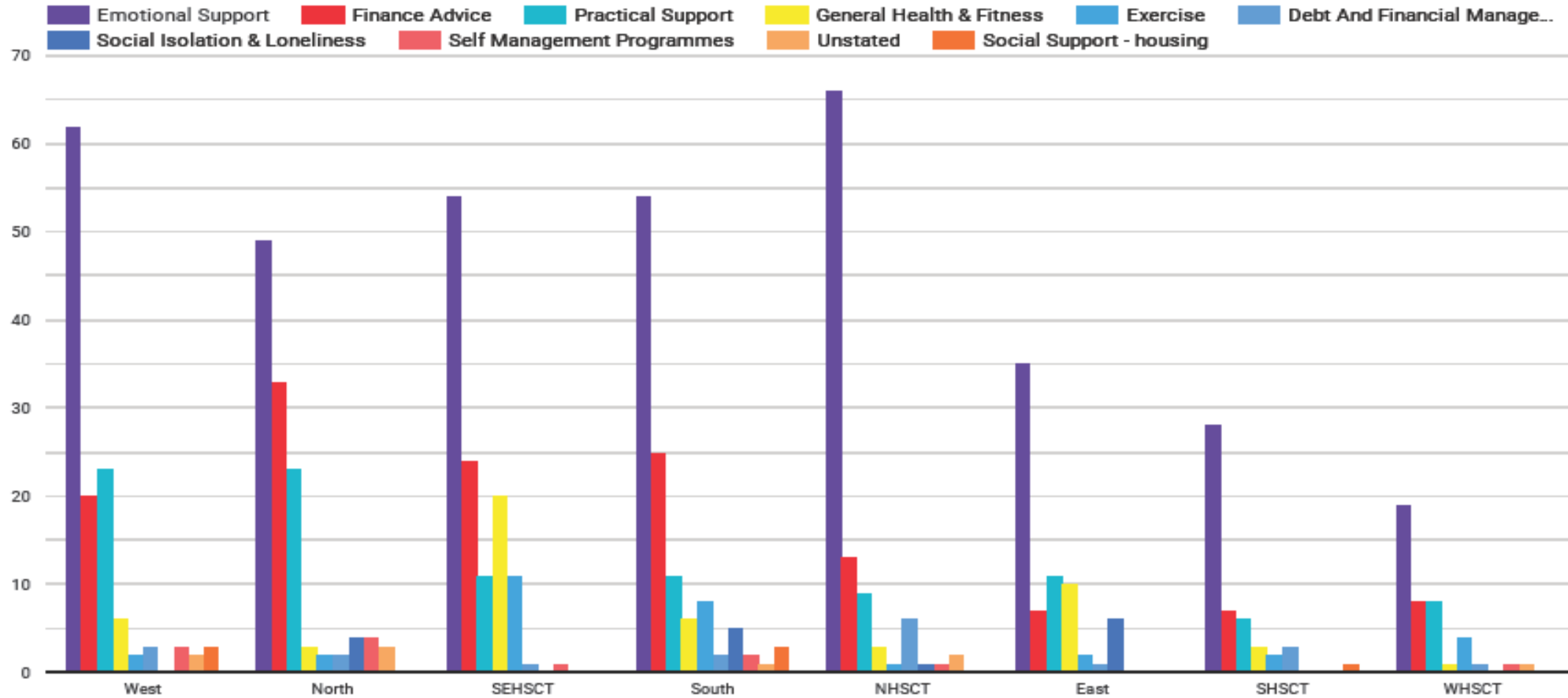
Client Routes

1 Jan 2022 - 15 Dec 2022



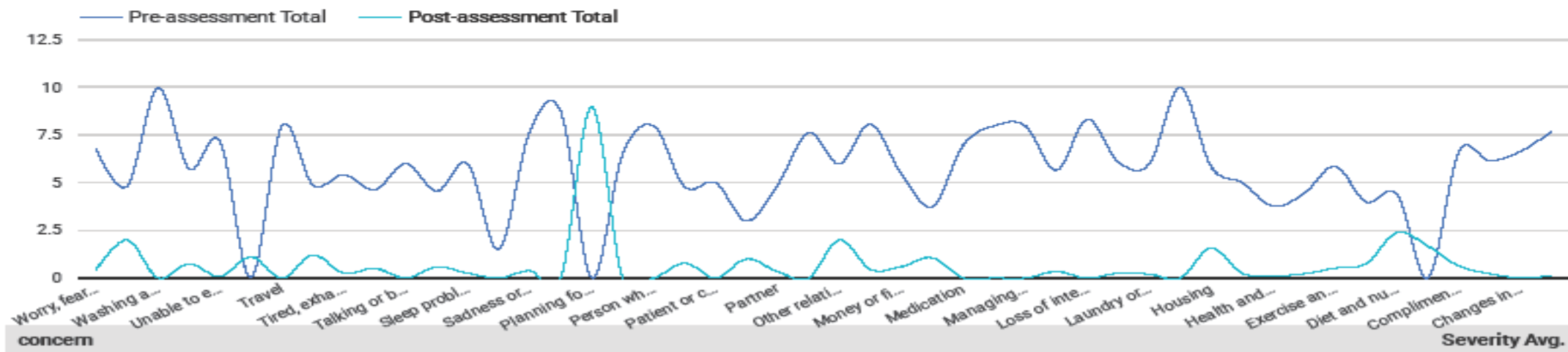
Referral Reason Local

1 Jan 2022 - 13 Dec 2022



Assessments by Severity Avg. X Strands

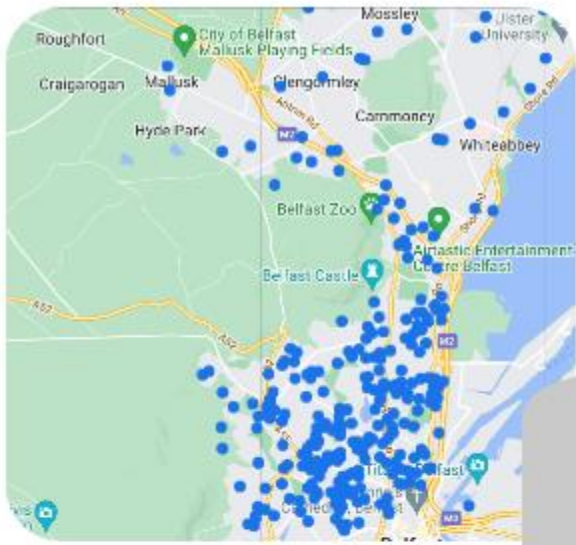
1 Jan 2022 - 12 Dec 2022



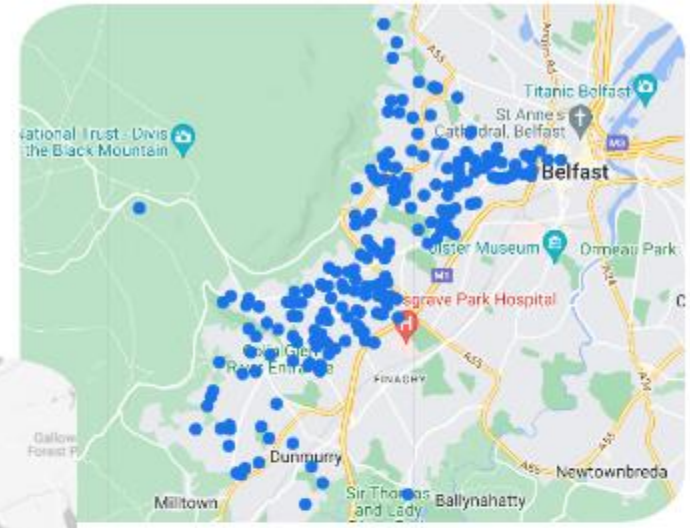
concern	Severity Avg.
Washing and dressing	10
Independence	10
Anger or frustration	9
Moving around (walking)	8.9
Problems with alcohol or drugs	8.75
Making a will or legal advice	8.5
Loss of interest in activities	8.33
Worry, fear or anxiety	8.21
Sadness or depression	8



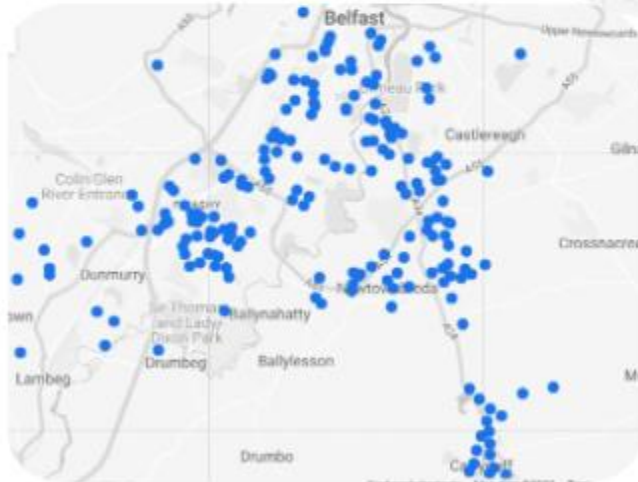
North



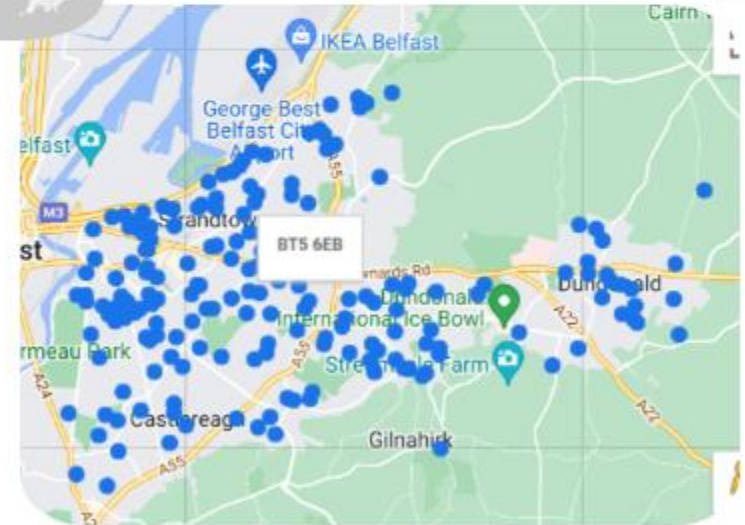
West



South





East



Onward Referral

1 Jan 2022 - 31 Jan 2022

	name 	Record Count 
1.	Action Cancer	265
2.	British Red Cross - COMMUNITY CONNECTORS	222
3.	Macmillan Benefits Service	202
4.	MSIC - Macmillan Support and Information Centre	186
5.	Alzheimer's Society NI	174
6.	Volunteer Now - BELFAST	170
7.	CHARIS CANCER CARE	164
8.	Engage with Age	143
9.	Connected Community Care	136
10.	Cancer Lifeline	121
11.	HEART Social Prescribing	119
12.	Cancer Focus - NI Cancer Helpline	115
13.	Bringing Hope to People With Cancer	110
14.	MOVE MORE BELFAST	90
15.	Make the Call	78
16.	Macmillan Cancer Support Line	78
17.	MOVE MORE - CANCER	70
18.	Healthwise - OLYMPIA LC	57
19.	Good Morning - NORTH BELFAST	57
20.	DATS - Disability Action Transport Scheme	55
21.	Versus Arthritis (Arthritis Care)	54
22.	Belfast Central Mission	53
23.	HEART Project, The	51
	Grand total	4,819

1 - 300 / 300





'I am so grateful for the service, it has been so beneficial. My link worker was so professional and friendly'



'The Wellbeing Co-ordinator went over and beyond what they needed to do, its the best healthcare service I have received in a long time'



'Excellent service, great at listening, secured a place at Hemsworth court based on recommendation of Dementia Navigator'

73%

People reported their health and wellbeing improved

38%

Reported significant improvement in their health and wellbeing

0%

People reported a decline in their health and wellbeing

