GP Referral Route Case Studies:

Ingeus Working Well: Personalised Support Service

GP’s are a crucial partner in identifying clients who would benefit from more holistic support to address issues that are impacting health and wellbeing. The following examples show how GPs have approached clients, enabling the Working Well team to mobilise appropriate wrap around support.

DR. P.W.V. Thomas, GP Partner at Redbank Group Practice in Radcliffe, states:

“Long term unemployment is a result of multiple health and social problems for individuals. Contrary to widely held beliefs, many of these individuals do want to work. Unless all the barriers to work are addressed, often there is little prospect of these individuals achieving their goal.

An integrated team approach with expertise in housing, mental health, benefit support, physical therapy and access to work opportunities can support their pathway back to work. Paramount to this is the individuals GP supporting the programme to achieve successful outcome with employment and improved overall well-being of their patient. The “Better Life for You Programme” has already established proven success of this pilot project.”

Lee aged 27 was referred via his GP and Link Worker in Bury, and joined us with significant mental health needs. Having previously suffered abuse, Lee had no confidence and expressed feelings of being suicidal. He found it challenging to face anyone to discuss his current circumstances, and was referred by his Key Worker to Working Well Talking Therapies. We worked at his pace, and at the depth he wanted to. Lee feels we helped him to find the confidence to change his mind set about returning to work. Having been out of work for a long time, and claiming ESA, Lee was known to Police and Domestic Violence team in the borough. Although he found it difficult at times to engage, we maintained contact to ensure he knew he had support to become successful. After intensive 121 support from his Key Worker, Lee has returned to work in a full time permanent position and continues to receive contact and support.

James aged 32 was referred to Working Well PSS in complex personal circumstances. He had lost his business, following his mums death. He returned to live with his grandmother and younger brother and became a carer for both. James’ confidence was shattered through the loss of the business, and shortly afterwards, his Grandmother also passed away. James has a visual impairment, and required a lot of encouragement around his self-esteem and confidence. His Key Worker supported with a number of issues surrounding his personal circumstances, including supporting with budget planning and sorting benefit and housing support following his grandmothers passing. He also had a pending court case following a D&D charge. His Key Worker wrote supporting statements to the court and
solicitors to explain James’ caring commitments, and helped to arrange food parcels to James when he was struggling to cope financially. James maintained weekly attendance and started to make significant progress. James has no other family network or support, but has since moved into full time work, a solution that has helped him to remain stable, have a focus, and to care for his younger brother.

**Sally, aged 33**, was in a stable environment with her husband and 3 children all under 16. Sally went through a traumatic and sudden family breakdown, as her husband left, and Sally was unable to cope. After attempting suicide, her children were removed and Sally was unable to pay the mortgage. Court proceedings have been started to repossess the property, and Sally is at risk of being evicted on 1st January. Her husband isn’t supporting financially, and housing teams are unable to help until Sally is officially homeless. Her Key Worker has arranged and attended housing team meetings and case conferences, and sees Sally twice a week for moral support. Sally knows she can contact her Ingeus worker at any time. We have supported with food parcels, debt advice including budget planning and benefits advice. We have contacted Sally’s creditors and supported to arrange payment plans. Sally is mentally fragile, however was previously unable to leave the house at all. We continue to support Sally with high frequency and intense appointments. Sally has no other family or support network, and we feel that in the New Year when housing and family circumstances are clearer, Sally will be able to consider gaining new skills. She is a bright and capable woman, however she currently needs a high level of support, which we are proud to provide.

**Sue, aged 43**, was referred via her GP and Community Link Worker into Working Well this year. She is recovering from breast cancer, and following surgery, her arm is affected and she needs to wear a rubber sleeve to protect and support it. Sue’s husband committed suicide 3 years ago, and her mental health has understandably suffered a great deal. Her son was consistently in trouble at school and Sue was unsure which way to turn to be able to cope with the situation. Her Key Worker has supported the conversations and attended meetings with the school to agree a plan. Sue has considered the support through Talking Therapies, however at the moment can find it difficult to engage and is very tearful. Sue has no extended family or support network, and has praised the support through her Key Worker, stating she wished it had been available sooner. We have supported with budget planning, confidence, managing anxiety, food parcels and financial support. Her Key Worker has contacted creditors and arranged payment schedules for existing debts, including some having interest charges frozen. There has been improvements in her son’s circumstances and attendance at school. Sue will be able to progress closer towards work in the New Year, once her personal circumstances are more settled.

**Natalie aged 19** was referred via her GP due to additional support needs being identified. Her severe anxiety meant that she would find it difficult to attend without her mum’s support, and at first found it difficult to open up and engage. Her Key Worker had frequent appointments and focusses on positivity and encouragement, and states “the difference for Natalie was that someone believed in a positive future for her, even when she found this difficult to see for herself”. Natalie knows she can contact her Key Worker at any time, when she feels she’s struggling or having a bad day. This belief and confidence is central to Natalie’s progress, who went on to engage with Talking Therapies, and Ingeus worked alongside the therapist through case conferencing. After identifying the right environment, Bury Council have been able to assist in sourcing a Traineeship in Childcare, giving Natalie an exciting and supported environment to start her career in the New Year.
A spokesperson from the Greater Manchester Working Well Programme Team stated ‘We welcome the support from Doctor Thomas and his team. Good health and good employment go hand in hand, we look forward to working with health professional in Bury and hope to enable individuals to live healthier, economically independent lives.’

Cllr Trevor Holt Chair of Bury’s Health and Well Being Board stated ‘Bury Council are an integral partner in the Working Well Programme, we completely understand the links between good health and good employment. This is a fantastic example how working together can make a difference to peoples lives’.

**Quote from a new Working Well client:** “nobody has ever encouraged me to go into work – I have been at home with 4 children and this is life changing, I am excited about the future.”