



Connected Community Care

Empowering Local Wellbeing



**Connected
Community Care**
Empowering Local Wellbeing

Hello!
I'm Pol
your North
Belfast Wellbeing
Coordinator



Hello!
I'm Jim
your East
Belfast Wellbeing
Coordinator



Hello!
I'm Emma
your North & West
Belfast Dementia
Navigator



Hello!
I'm Rebecca
your South & East
Belfast Dementia
Navigator



Hello!
I'm Daniel
your West
Belfast Wellbeing
Coordinator



Hello!
I'm Danny
your South
Belfast Wellbeing
Coordinator



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**.

Follow us
[@ccc_hub](#)
[@ConnectedcomcareBelfast](#)

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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.

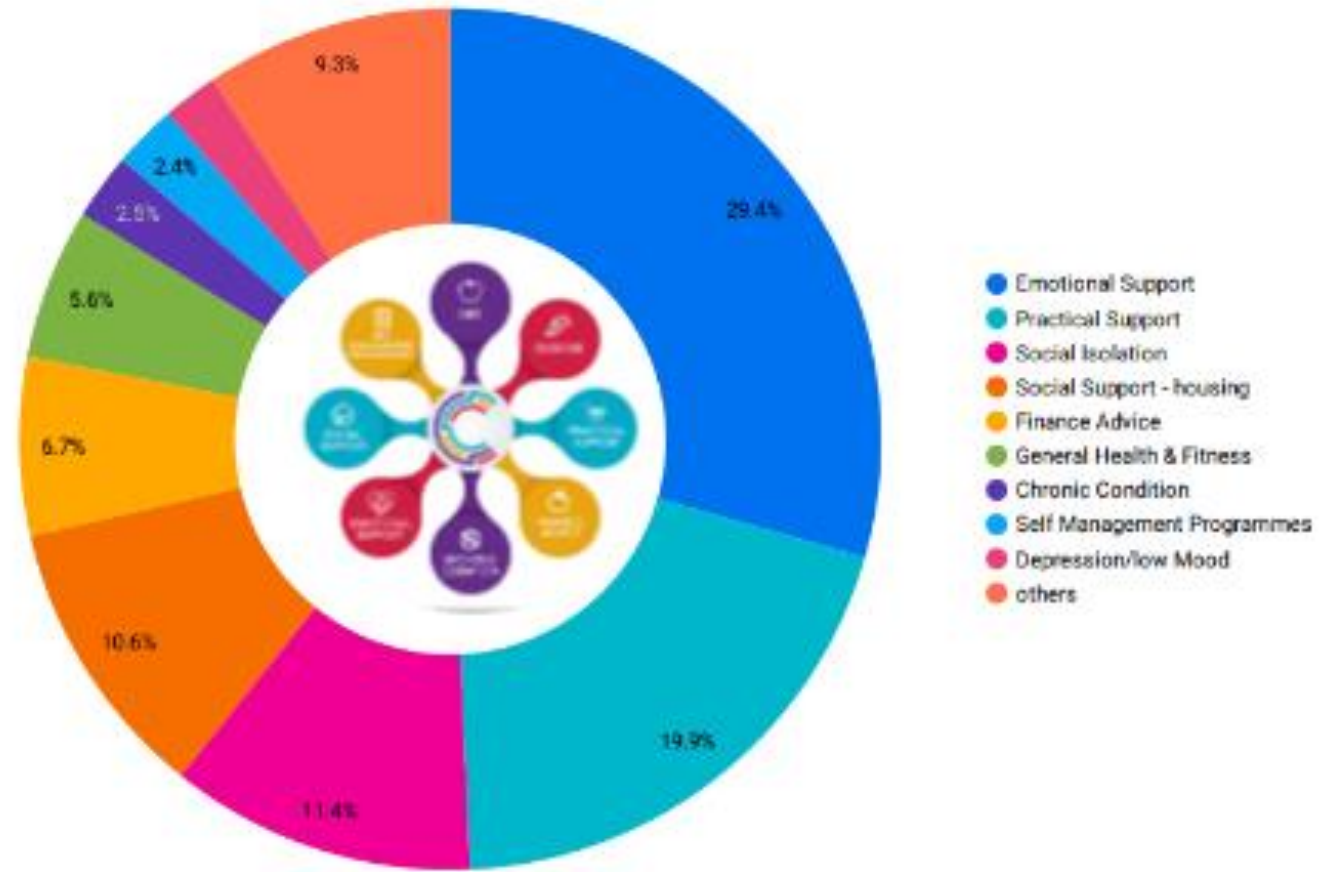
SELF MANAGEMENT PROGRAMMES
Client was referred to service for **self-management support**. Client had chronic pain which was greatly impacting their daily activities. Referred client to Versus Arthritis for pain management course, support, and advice. To address the emotional distress caused by their 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



Link Worker Caseload (Combined)

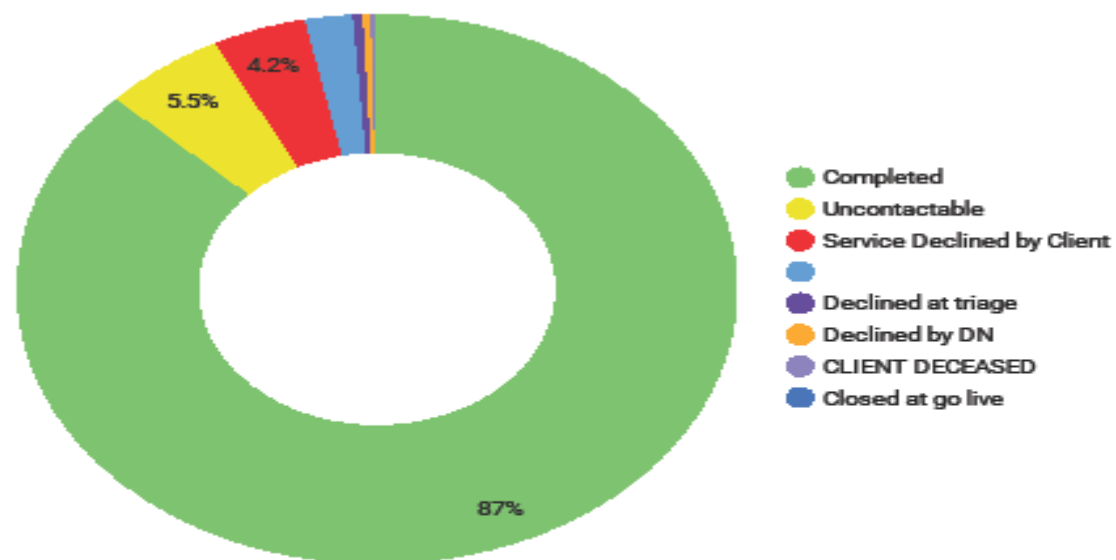
1 Apr 2022 - 31 Mar 2023

	Referral Category	Record Count
1.	General	822
2.	Cancer	703
3.	Dementia	474

Record Count
1,999

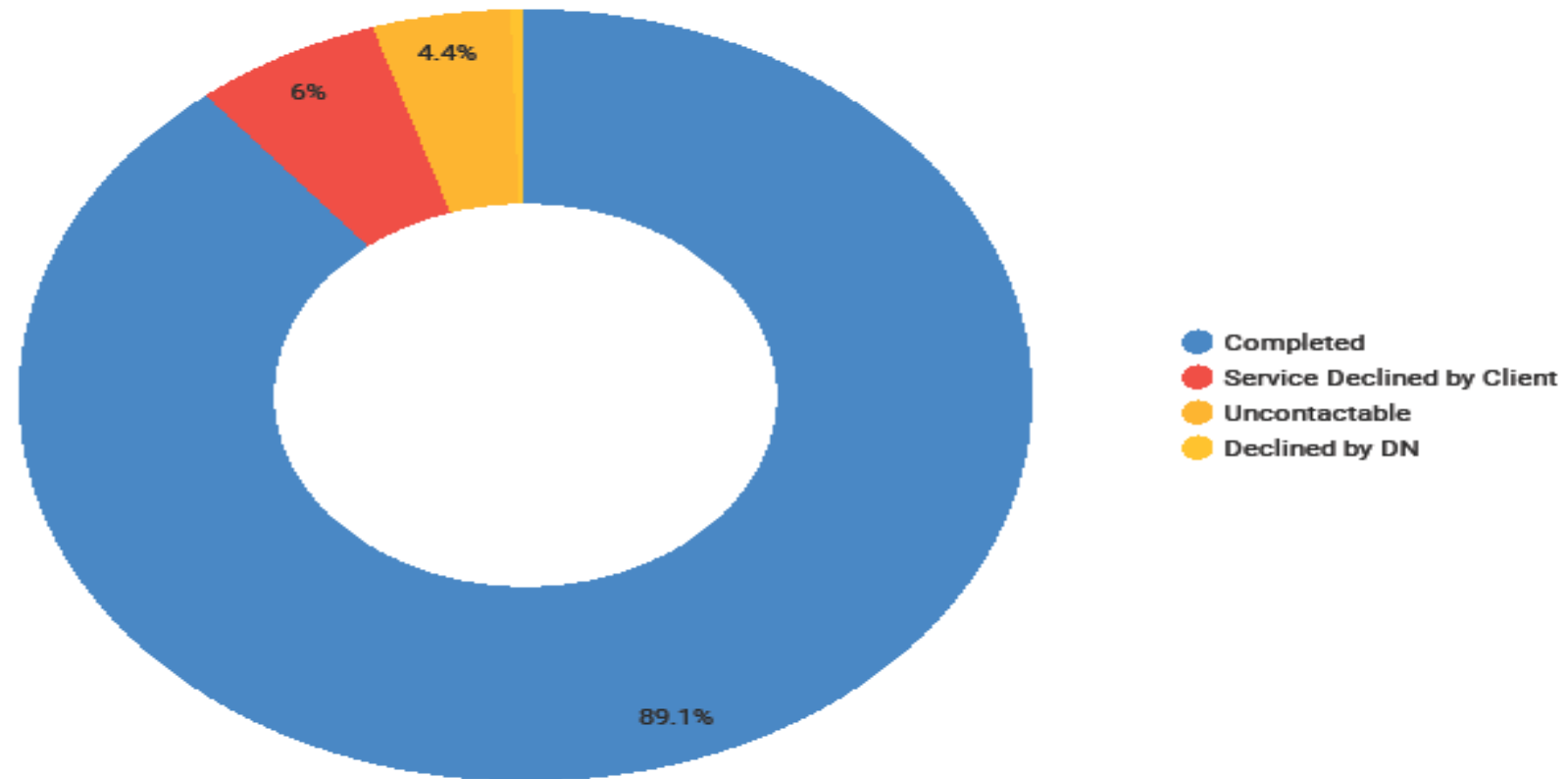
Grand total 1,999

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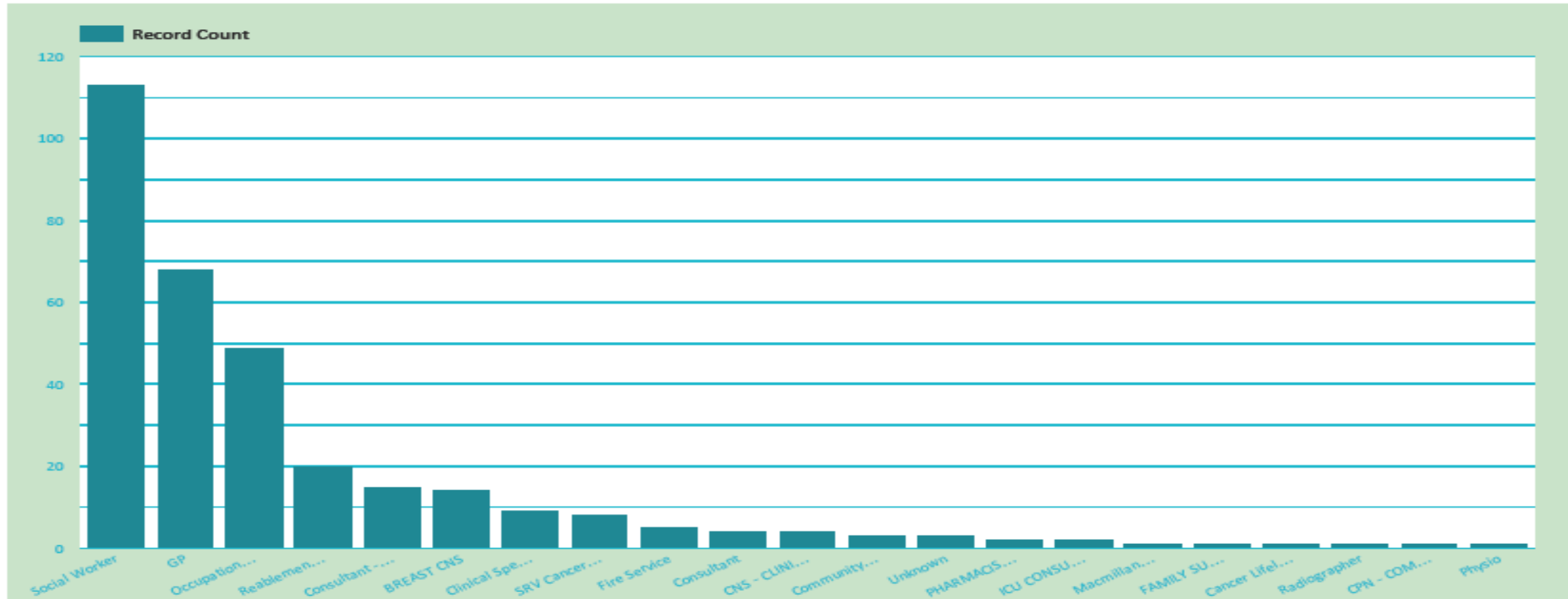
Referral Stats East

1 Apr 2022 - 31 Mar 2023



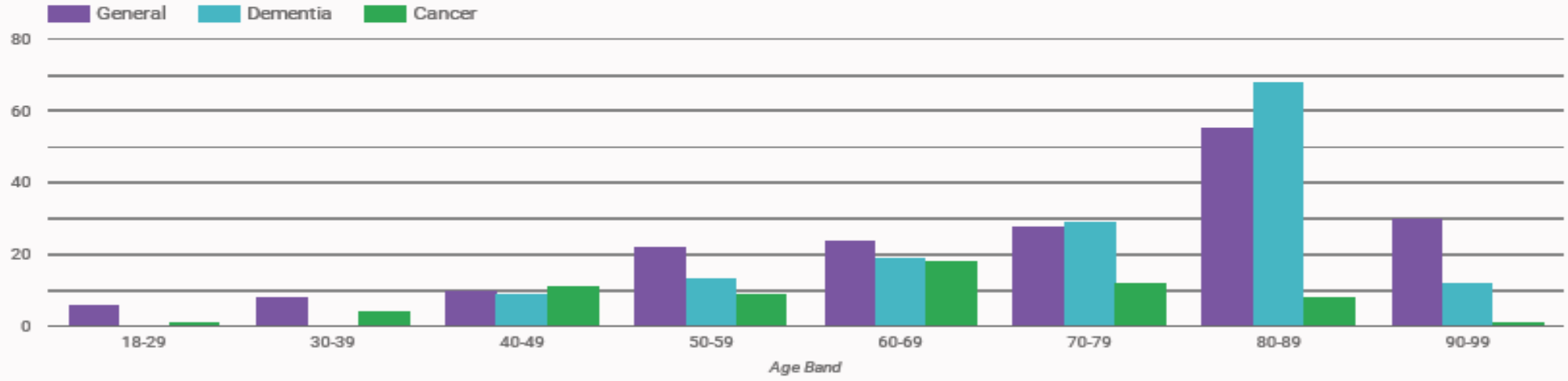
Client Routes East

1 Apr 2022 - 31 Mar 2023



Age by Strands

1 Apr 2022 - 31 Mar 2023



Age Band	Referral Category	Record Count
60-69	Cancer	180
80-89	General	160
80-89	Dementia	160
60-69	General	150
70-79	Cancer	150
50-59	Cancer	130

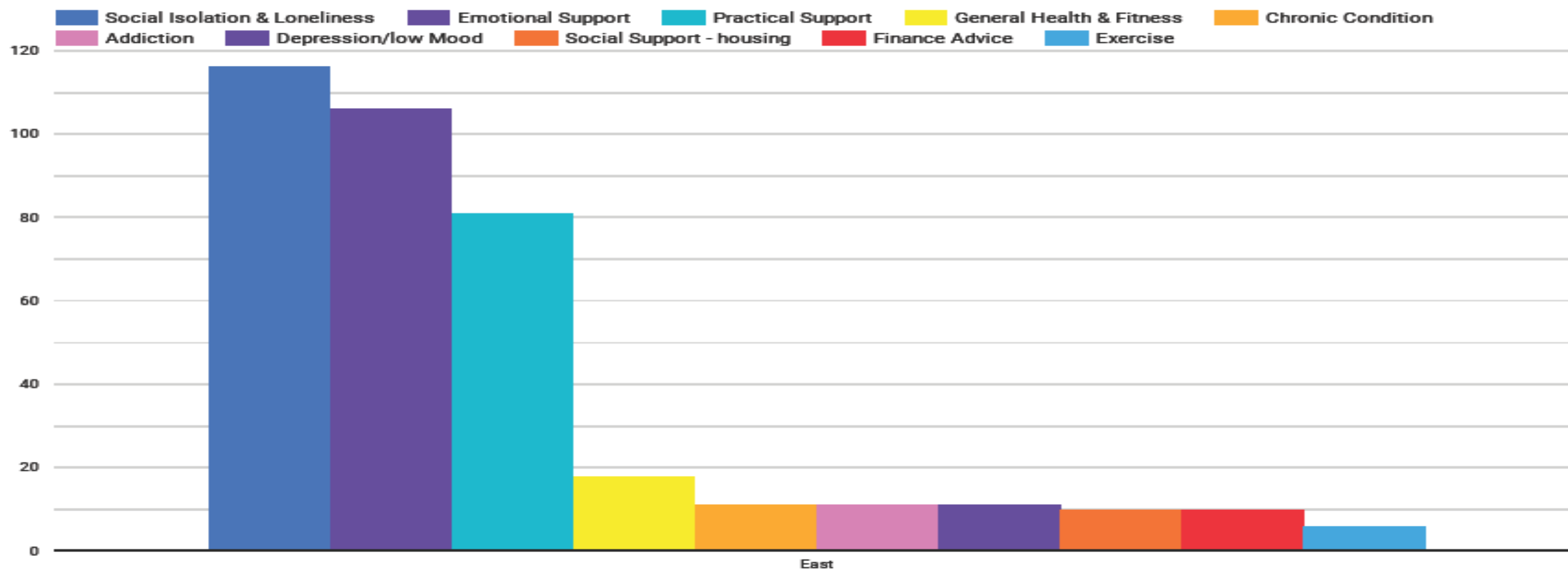
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Referral Reason Local

1 Apr 2022 - 31 Mar 2023



Onward Referral

1 Apr 2022 - 31 Mar 2023

Record Count

2,430

	name	Record Count
1.	Action Cancer	175
2.	Macmillan Benefits Service	136
3.	MSIC - Macmillan Support and Information Centre	117
4.	CHARIS CANCER CARE	109
5.	Alzheimer's Society NI	102
6.	Cancer Lifeline	102
7.	Cancer Focus - NI Cancer Helpline	82
8.	Bringing Hope to People With Cancer	82
9.	Macmillan Cancer Support Line	64
10.	British Red Cross - COMMUNITY CONNECTORS	61
11.	MOVE MORE - CANCER	60
12.	Engage with Age	57
13.	Volunteer Now - BELFAST	46
14.	MOVE MORE BELFAST	45
15.	Belfast Trust Carer's co-ordinator	37
16.	Macmillan Information and Support Service	32
17.	Dementia and Mental Health Services for Older People	31
18.	Belfast Central Mission	30
19.	HEART Project, The	30
20.	Make the Call	29
21.	Exercise Beyond Cancer	29
22.	HEART Social Prescribing	29
23.	DATS - Disability Action Transport Scheme	28
24.	Versus Arthritis (Arthritis Care)	27
25.	Carer's Assessment	26
26.	AWARE - Defeat Depression	23
27.	Good Morning - South and East Belfast	21
28.	NEA - NATIONAL ENERGY ACTION	18
29.	Social Work: North and West	18
30.	Action Mental Health/New Horizons	17
31.	EXTERN NI	17

1 - 100 / 222 < >



'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

