

# Embedding Advice in Health

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Welfare Advice Service Facilitator

# Demand

- Increased Demand on Services - Welfare Reform
- Clients Struggle to Engage With Services Until Socio-Economic Problems Resolved
- Staff Being Asked to Assist with Issues Relating to Social Welfare Problems
- £1 in every £5 of all spending on public services is needed because of the impact and cost of poverty on people's lives

# Services Provided



- Benefits and Tax Credits
- Problem Indebtedness
- Housing
- Income Maximisation
- Employability
- Deals with Socio-Economic Problems Early to Increase Chance of Engagement

# Getting Started

- Links with health services validates service and provides context
- Housekeeping
  - Access to appropriate interview space
  - Access to equipment
  - Referral mechanisms (keep it simple)
  - Timing of service
  - Booking Appointments / Drop-in
  - Get it Right From the Beginning

# Making it Work

- Embedded Model
  - Access to Systems and Records
  - Welfare Rights Adviser Part of Team (sharing information / integration / nights out)
  - Use Experienced Advisers (SNSIAP & FCA)
  - Identify and Fix Problems Early
  - Partnership Working
  - Team Meetings / Training to feedback on success and emerging issues.

# Quote

‘The impact on our general practices has been huge and some of our group have felt it to be crippling, with the increased workload diverting us from essential clinical care. Increasing numbers of consultations are being taken up either focusing on the practical support of patients through the appeals procedure or, more disturbingly, trying to help patients cope with the mental ill health effects of the process.’

Lothian Deprived Interest Group

# Case Study

Client is ex-forces. Discharged from army suffering from mental health problems. Became homeless / sleeping rough. Client wouldn't fully engage with health services as preoccupied with getting his benefit and housing problems resolved.

GP referred to WRA who ensured all benefits due were paid (PIP & ESA SG and backdates = £200 p/w), secure accommodation achieved / furnished with payments from charitable grants and referred for ongoing support.

Client now fully engaged with health services and other support services – addressing his mental health issues and attending courses to increase his employability.

# Impacts

- Reduces Health Inequalities
- Frees up Staff Time
- Reduction in Prescribing
- Improved Health
- Increased Income
- Clients Engage With Treatment
- Early Intervention



# Thank You

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