

## Health Connections - Sarah's Case Study – easy read version.



“I’m really proud of how far I’ve come with the travel training and getting my placement. I’ve learnt a lot and have really enjoyed Health Connecting”

Sarah

### Community Connections

Sarah first came to Breakthrough UK from a referral to our Community Connections service from her Social Worker. Sarah was extremely shy and lacking in confidence and found it very difficult to engage with people and take part in any local activities.

Working with her Community Connector, Sarah joined a dance class and became a volunteer at a local foodbank. Her confidence soon grew and with it her desire to fill her week with even more new activities and goals.

One goal was to become more comfortable using public transport and to become familiar with useful routes on the trams. Another goal was to learn about health, nutrition and ways to manage her weight.

Sarah was assigned a Health Connector from our Health Connections service.

“My advice is never give up on what you want to do. You must look at your dreams and be able to say ‘I’ve done it.’

## **Health Connections**

After Sarah had explored her interests and goals with her Health Connector, she decided to apply for a voluntary work placement at a popular cafe. They worked on travel training together and Sarah had meetings at the café, which helped her to get comfortable with the setting and journey whilst independently completing her application.

## **Volunteering**

Sarah is now volunteering at the café once a week. She is very proud of getting her placement and is learning a lot. She had been anxious about the prospect of working on the tills, but after training on her first day she soon got the hang of it.

Sarah said: “Working at the café will give me the experience I need for the job I want. Once I have done that I can apply for a job. When I tried to do this for myself, I couldn’t do it, but Breakthrough came up with the idea of volunteering that really helped me. This is a chance for me to move forward.”

## **Simply Cycling**

Seeing exercise bikes at gyms gave Sarah the idea of trying cycling. Her Health Connector suggested trying Simply Cycling, a community organisation where everyone is encouraged to have a go at cycling. With the support of her Health Connector Sarah became familiar with the tram route before attending her first cycling session. She thoroughly

enjoyed it, cycling 4 laps, one mile, and having a go on a three-wheeler and four-wheeler. She could see for herself the benefit that cycling sessions would have on her health and wellbeing and later came back to the centre on the tram independently for more sessions.

## **Travel Training**

Training to use public transport was key for Sarah. She built her confidence gradually, first getting the tram with her Health Connector to her cafe placement. They planned the route, how to read the tram maps, practised keeping safe and staying calm whilst scanning in and out and getting on and off the trams. The next step was to take the tram independently and meet her Health Connector off the tram. This led to her becoming fully confident in the route and being able to travel independently to her interview and volunteering placement.

Sarah told us: “Never in a million years would I have thought that I would have been able to get trams, I found them really scary. I love that the training has given me this confidence.”

She said: “I feel great now I can do these things on my own. I feel proud of myself. It’s made me feel I can do even more things.”

“My advice is never give up on what you want to do. You must look at your dreams and be able to say ‘I’ve done it.’

## **Health**

Sarah already had a good understanding of Covid and just needed a little support with doing lateral flow tests and reporting her results online. She was keen to set goals for her health. Her Health Connector

introduced her to the NHS easy read information on a balanced diet, as well as YouTube recipe demonstrations and health apps. They also explored other wellbeing services and where to find advice about health and wellbeing online.

## **Digital**

Sarah took part in digital training, both in person and remotely, including support to use helpful apps such as a pedometer, and demonstrations and support to independently book her cycling sessions. Sarah also received ad-hoc support such as how to independently obtain technology support at home.

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Sarah was pleased with her progress and asked to be referred on to the Digital Inclusion service, which will be offering her regular support online to find paid work. To be continued.....

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