

Healthy Futures

A para-professional service providing social interventions for patients with complex needs



Case Study: Brandon

- vulnerable adult
- unsuitable accommodation
- financial hardship
- social isolation
- low reported wellbeing

Healthy Futures supports people with a broad range of social needs. Gateway's Navigators work alongside other services and organisations to provide patients aged 18+ with one-to-one, tailored support.

GPs can refer anyone who needs non-medical support into the service, so that includes people who need help with issues such as:

- isolation and social support
- benefits, debt and housing
- low mood and wellbeing
- management of long term conditions

Whether someone just needs a cup of tea and a friendly chat to get through the day, or has complex needs that require a range of specialist help, Healthy Futures is a "one stop shop" into which south Birmingham GPs can refer patients.

"I think this service is great especially for the community I am working within. Many of the patients have financial/housing issues and it has been great to re-direct them to you to help."

Dr Jessica Agarwal,
Greet Medical Centre

"We helped Brandon find income and a place to live"

Brandon, 20, was very keen to move out of home because his family life was quite chaotic. However, until his GP referred him to Healthy Futures, he didn't know where to begin.

We matched Brandon, who has a learning disability and related anxiety and depression, with Arlene, a Gateway Navigator, and they began working together straight away. Together they came up with an action plan based on his immediate needs – in this case, applying for PIP (Personal Independence Payments) – and a longer-term plan based on what he would like to do in the future.

Brandon says, "I used to get PIP a few years ago but it had got stopped. I had no income, but didn't know how to fill out forms and I had no-one to help me. I was at rock bottom, but Arlene helped me and now I've got that money coming back in."

Brandon wasn't sure whether he wanted to go to college or straight into work, so Arlene accompanied him to a college for people with learning difficulties to find out more about completing his GCSEs. She also helped him to prepare for job interviews by helping him to find suitable work clothes and bus fare.

Moving out of the family home was a big priority for Brandon, so Arlene put him in touch with Birmingham Rathbone, an organisation that he hadn't been aware of before, who supported him to find appropriate accommodation. Arlene went with Brandon to view the property – a flat with supported living – and he moved in a few weeks later. Now, he's living a lot more independently... and feeling a lot happier.

Arlene says, "working with Brandon has made me feel quite positive about young people! The flat where he'll be living, down the road from his mum's, is perfect. He'll have company from his housemates, and six hours of support a week, with cookery lessons and sports activities available to him. He's finding out what he wants out of life and he's on track to get a warehouse job. It's looking good for him now."

Healthy Futures is provided by Gateway Family Services, a community interest company with over a decade of experience providing one-to-one support to vulnerable people in Birmingham and the wider West Midlands.

Call Gateway Family Services to find out more: 0121 456 7820