



Northern Health
and Social Care Trust



Connect North

Your Pathway to Wellbeing

PENA 2025
Partnership Working to Improve
the Experience

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What is Connect North?

Social factors such as **work, money, housing problems**, the challenges of **managing long-term conditions** or feeling **lonely or isolated** are just as important to our health and wellbeing as our physical needs.

Connecting people with the right help and support to address these social needs is called “**social prescribing**”

Connect North is an **integrated, co-designed, person-centred & needs-led** social prescribing service within the NHSCT area aiming to connect clients to the right help and support to address these social needs

Connect North is delivered in partnership between Age NI and the NHSCT working collaboratively with other agencies to provide compassionate care with our community, in our community



People as Partners

Effective 1st
point of contact

To know what's
available and have
easy access to it

To look at the whole
person, not a single
issue/condition

Integrated,
accessible and
responsive service

A single directory
of services for all

Consistency – I
don't want to
repeat my story

To have it all
in one place

Not getting
passed from
pillar to post





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A Single Shared Directory

www.connectnorth.co.uk

Training and Resources

[Connect North Directory -
Training & Resources](#)



Connect North can help connect you to the right help and support to meet your social needs.

To find out about activities, services and supports available near you:



- 1 Scan QR code using the camera on your device
or type:
www.connectnorth.co.uk
into your web browser
- 2 Open the link
- 3 Select 'Activity type'
- 4 Insert your postcode
- 5 Click 'search'

Email: connectnorth@northerntrust.hscni.net for more information.

HSC Northern Health
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>1,100
services

Publicly
available

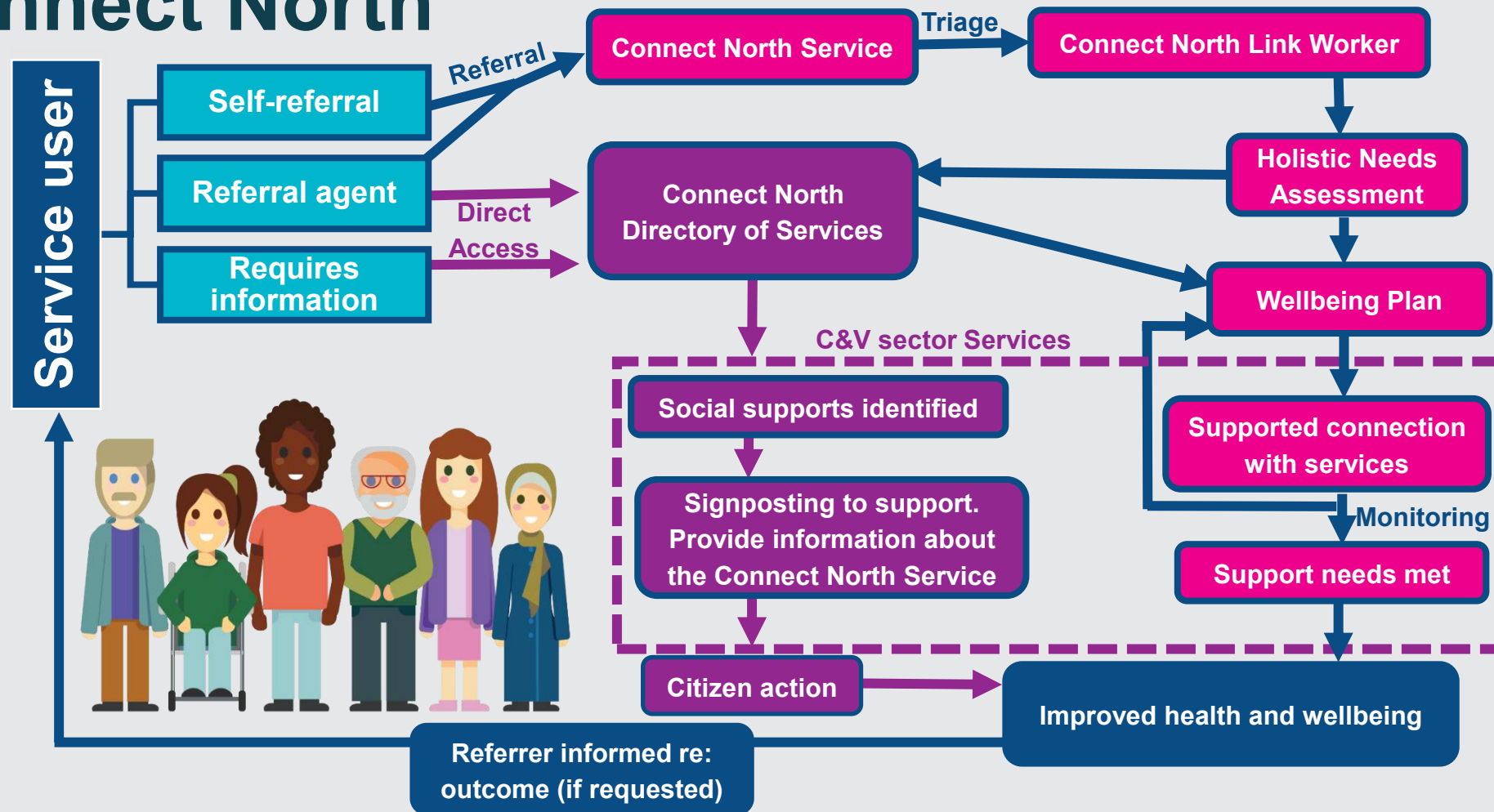
Shared widely
across NHSCT area

Maintained as
close to source

Improved
access

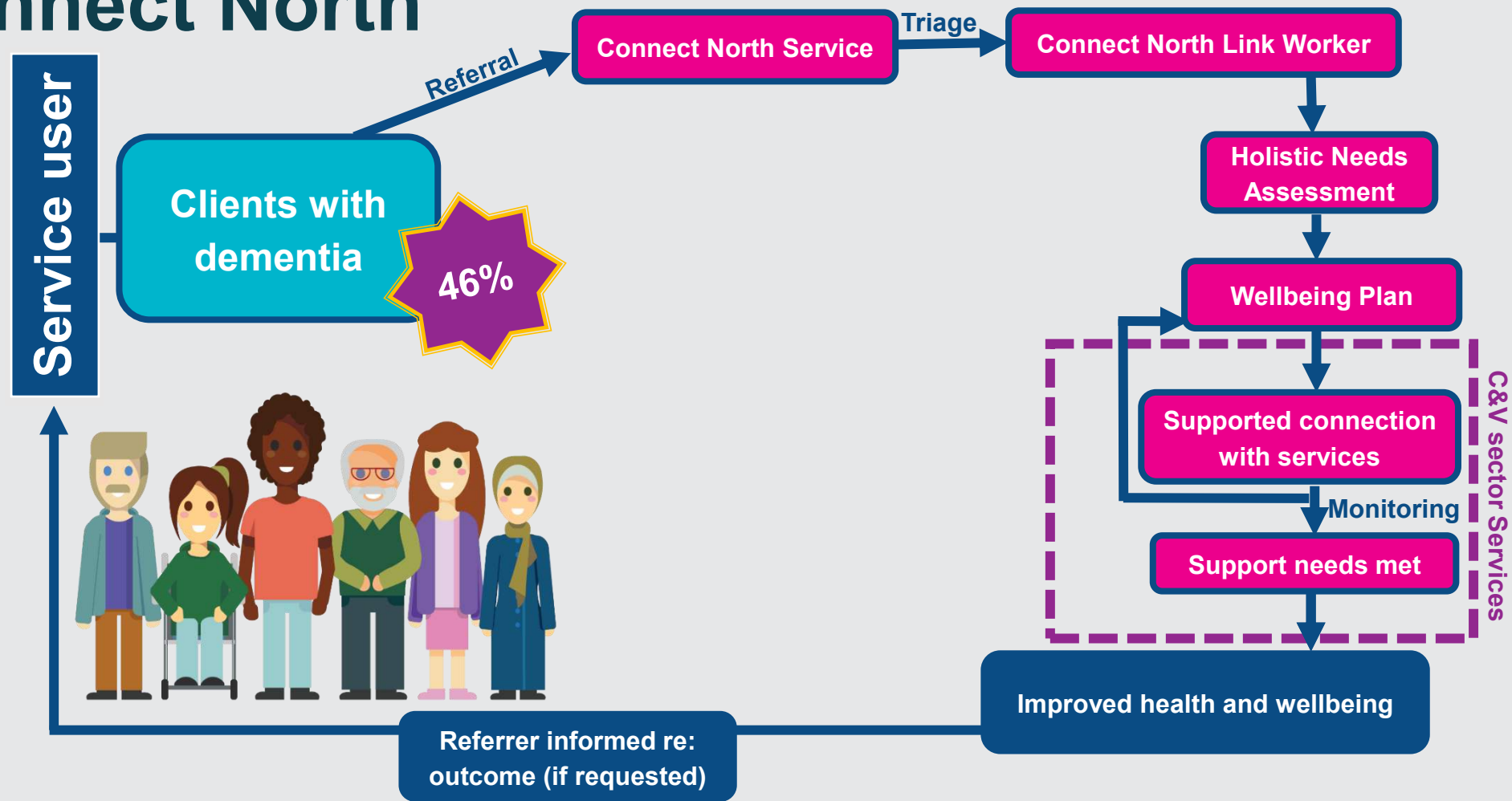


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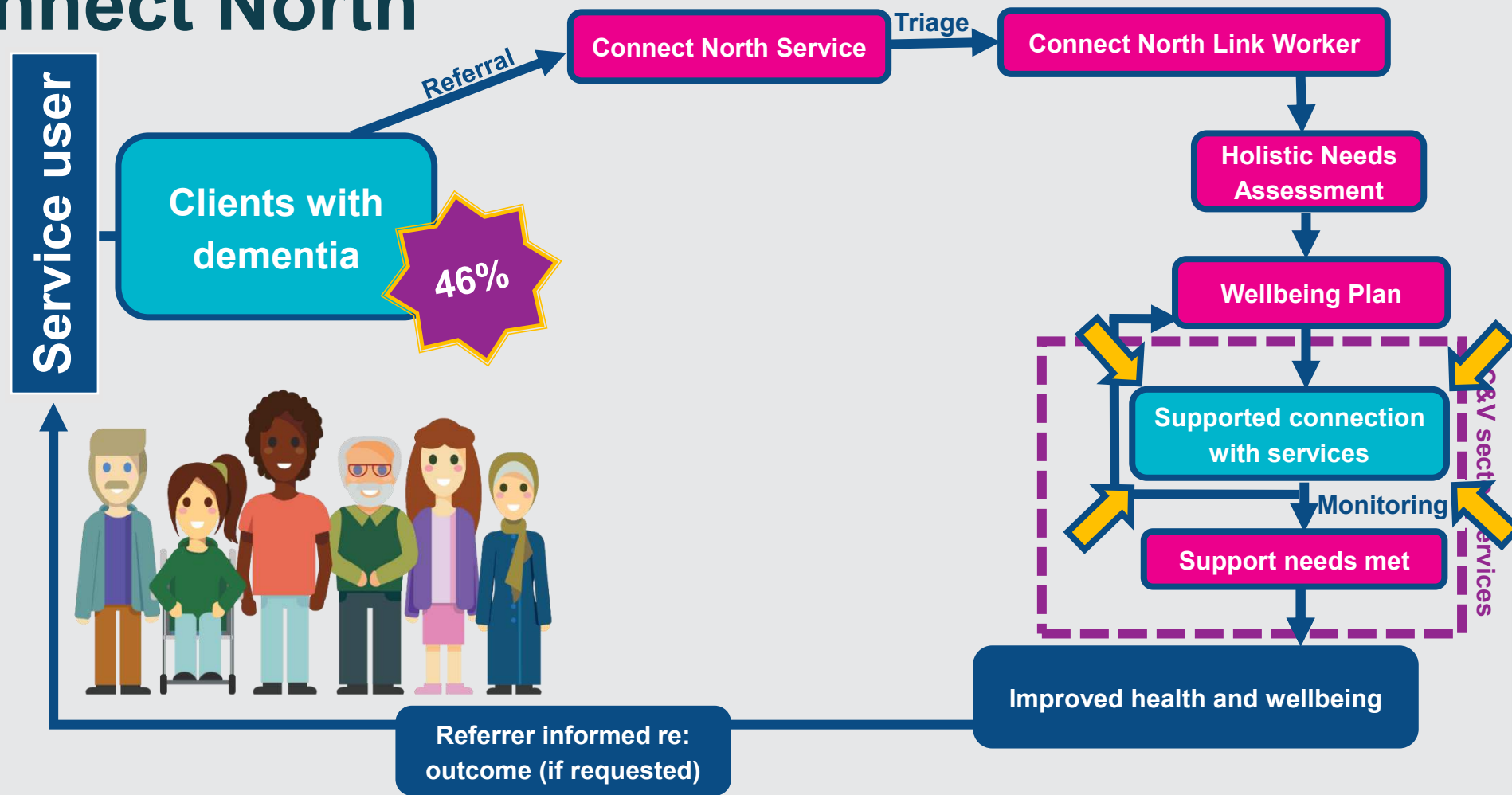


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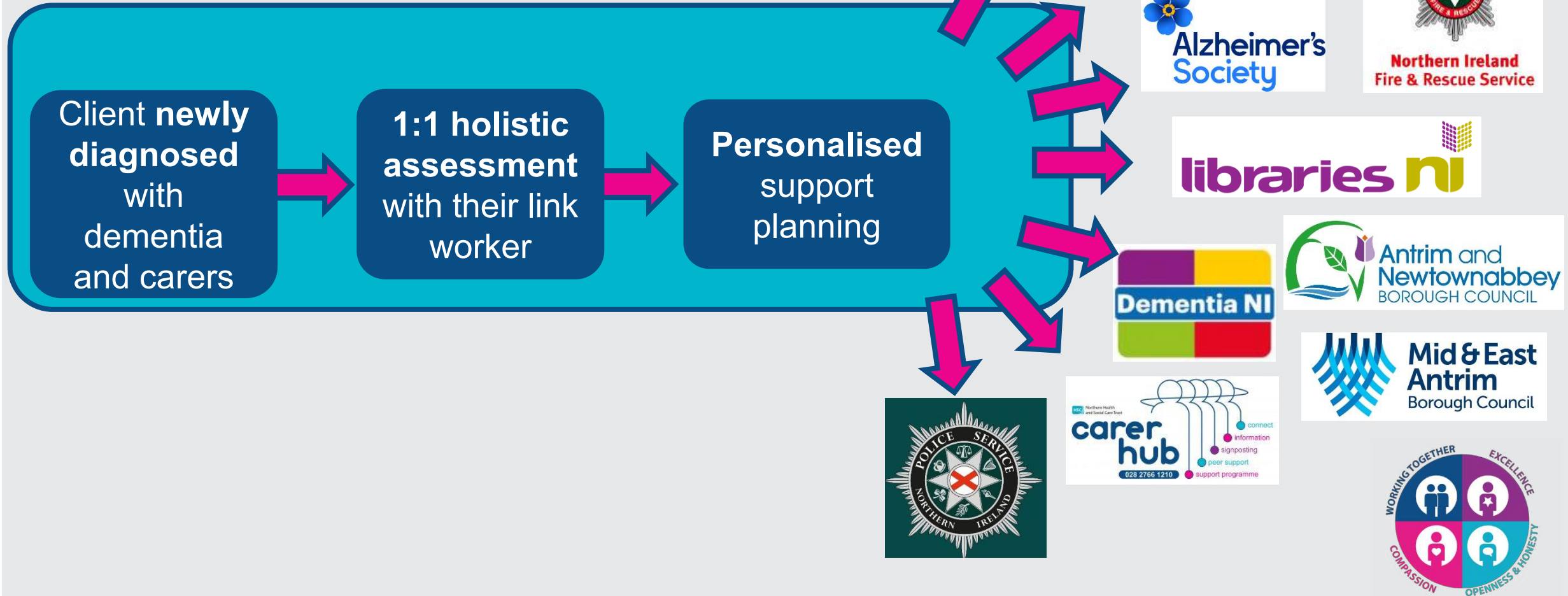




Connect North



Usual care



The Goal

Single/ Same Day Appointment

Client newly
diagnosed
with
dementia
and carers

1:1 holistic
assessment
with their link
worker

Personalised
support
planning

Information Hub



CAD Outline

Single/ Same Day Appointment

Client newly
diagnosed
with
dementia
and carers

1:1 holistic
assessment
with their link
worker

Personalised
support
planning

100%
Positive
experience
and
feedback
from all

Maximised
link worker
capacity

Additional
capacity in
hub

Enthusiasm
to
continue....
and grow!

Protect
person
centred
care

Targeted
approach

Coordination
to maintain
integrity

Information Hub





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Our Community Appointment Day

Single/ Same Day Appointment

Client **newly diagnosed** with dementia and carers



1:1 holistic assessment with their link worker



Personalised support planning



Client/ Carer affected by dementia (known to CNLW)



Offered appointment to attend information hub



Information Hub





Outcomes per CAD (average)

10 Community providers
43 Clients/carers invited

74% Uptake (Usual care = 51%)

65 People affected by
dementia
supported at each
CAD



Average
engagement time
= **90 mins/ client**

£20.18
saving/client



Average 12
Connections/client*

Reduced delays

Streamlined client journey

Improved experience



* vs 7 on usual care

207
Signposts

**6 signposts/
client**
(usual care =
6/client*)

180 Social
prescriptions

**6 social
prescriptions/
client**
(usual care =
1/client*)

I'm so impressed with
the tenderness of it all –
it's been wonderful

20/10!

Extremely helpful

They are
like a hug

We found numerous
possibilities & contacts

You feel you are on
your own – now we
have support





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