

Case Study

Health and Wellbeing Coach supports Sarah* with weight loss and type 2 diabetes management

Summary and Background

Sarah is a 45 year old patient who was referred to the Health and Wellbeing Coach for support with weight loss and to manage her Type 2 Diabetes.

The Health and Wellbeing Coach realised that rapport building was incredibly important with this patient as Sarah had become overwhelmed and somewhat disillusioned by the number of professionals and appointments she was having to access due to her unmanaged diabetes.

What happened next?

At her appointments with Sarah, the Health and Wellbeing Coach used a number of models to help understand Sarah's priorities and the areas she wished to focus on. These also helped to identify Sarah's motivations and barriers to change. Motivational interviewing techniques were used to explore, reflect and clarify information that Sarah shared during the sessions. Other models were used to review goals, to explore Sarah's position on the 'cycle of change' and to inform and support consultation conversations.

Sarah's mental health presented as a big barrier to change. When in the midst of depressive episodes, she would struggle with motivation and so the Health and Wellbeing Coach supported Sarah to adapt her goals, scaling them back to focus on self-care and managing difficult times.

Sarah's work also proved to be a big barrier to change. Her role involved working away from home for days on end without access to a fridge or cooking facilities, making diet management very difficult.

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* Not client's real name

Case Study (2)

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What happened next? (continued)

Coaching provided an opportunity for Sarah to share her frustrations and to develop specific and sustainable goals that she could work towards with the support of the Coach.

During her time working with the Health and Wellbeing Coach, Sarah was referred to and began accessing treatment from the local IAPT (Improving Access to Psychological Therapies) service. The Coach also worked closely with Sarah's GP and diabetic nurse at her surgery to provide holistic support for her.

Sarah was able to focus on her motivation and build her confidence by setting small, achievable goals, which felt less overwhelming than the previous lifestyle overhauls she had found difficult to maintain.

Sarah engaged with the mental health services to begin addressing her depression and learned strategies to self-manage periods of low mood. She also began re-engaging with her diabetic nurse and was referred to specialist support at the hospital.

Sarah also embraced physical activity and built up her confidence to attend the local gym through an 'Exercise on referral' scheme. She began attending early in the morning, when it was quiet, but as her confidence grew and she got to know the staff, became open to attending at busier times so she could attend on work days too and build regular movement into her routine.

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