

Case Study

Listening to her concerns helped Krysta* move forward in her life

Background

Krysta's GP had identified that she was suffering greatly from social isolation, which was exacerbated by a 'one size fits all' approach being adopted by her care agency staff.

Krysta had spent a lot of time in Eastern European war zones in the 1980s and had consequently developed a fear of outside spaces and strangers. Her health condition, COPD, meant that she felt particularly vulnerable as she was unable to move quickly. This led to her being unable to go outside the front door. Her care givers were unable to grasp this, and their fairly robust approach led to a situation where the patient couldn't even come downstairs

How we helped

Krysta was visited at home over several weeks by the Social Prescriber, when the issues that had led to her situation were discussed. During those visits the notion was explored that being reluctant to leave the safety of your house when you are fearful of what might be outside is, in fact, a rational reaction.

Once that fear had been recognised and to some extent validated the patient was able to start to move forward and become more engaged with her situation.

Things are still not perfect and the prevailing COVID situation brings another level of anxiety to vulnerable patients. This has slowed Krysta's progress somewhat. However, she does feel that her concerns are recognised and that she has support to move forward in her life.

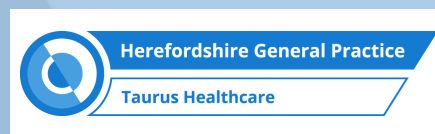
This is an interesting example of how taking time to really listen to complex reasons for behaviour was effective. The Social Prescriber wanted to understand what 'really mattered to Krysta' in order to help her to improve her situation.

Issues on referral

Social isolation

Agoraphobia

Health conditions



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* Not her real name