

# National Framework for Social Prescribing

Connecting people to community based support



Llywodraeth Cymru  
Welsh Government



This document is also available in Welsh

A community consultation

# Hello

Your health and well-being are important. Being healthy in all areas of your life doesn't just happen. It's something you have to work at and sometimes get support with.

The Welsh Government wants to make sure you get the support you need when you need it.

There's lots of support available:

- **Clinical support** from health services – GPs, nurses, mental health services and other healthcare services.
- **Well-being support** in your local community – activities, groups to join, advice, information, and other support.

Most people know how to get clinical support from health services. But they don't know as much about getting community-based support through social prescribing.



This tells you about our plans for a

## National Framework for Social Prescribing.

The framework will have guidance, information, standards, and advice for all professionals working across services so they know how to connect people to community based support.



We want to know what you think, so we don't leave out anything important.



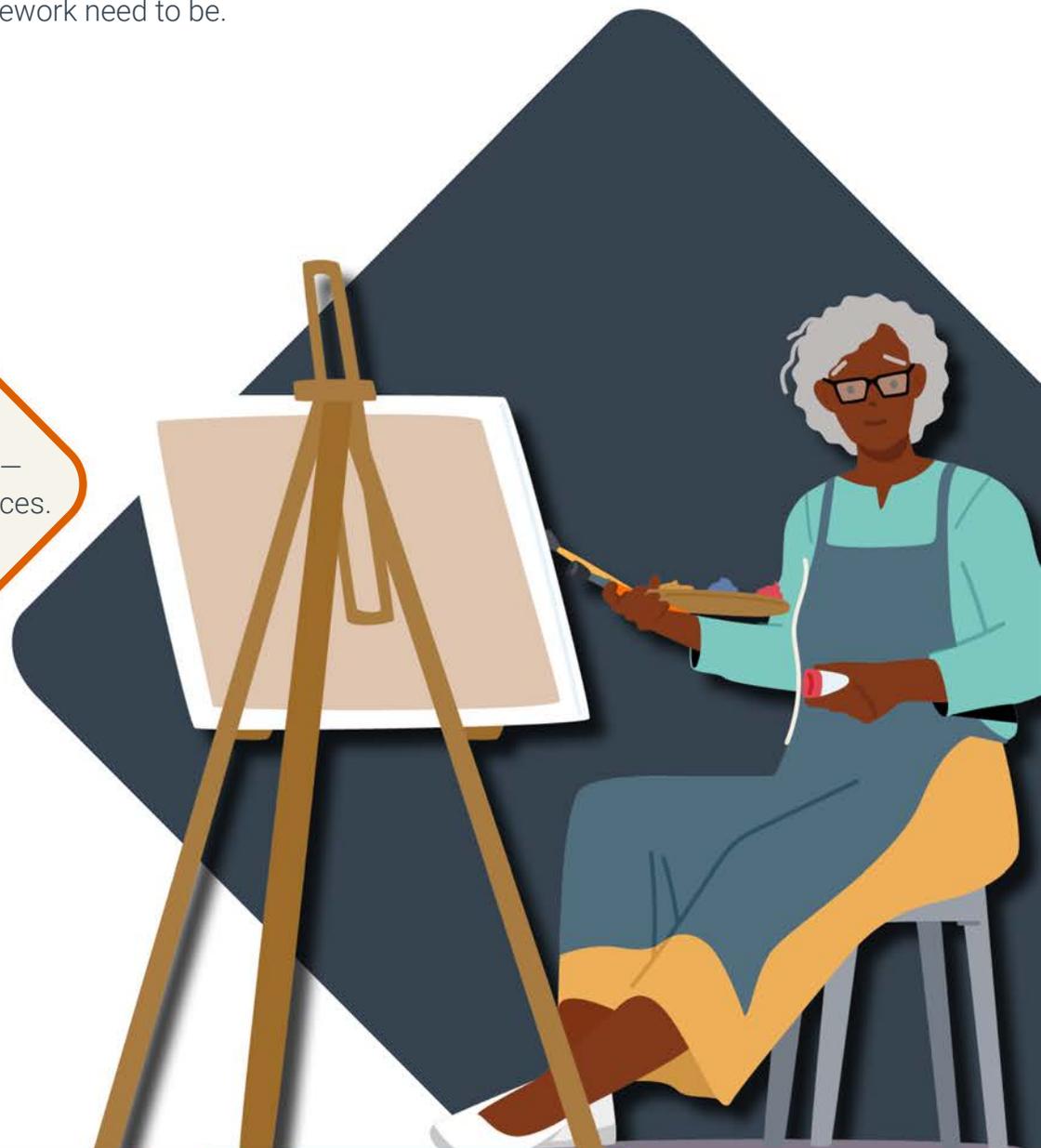
## Why is social prescribing important?

### Social prescribing:



### About this framework

We've worked with people to develop a Welsh model of social prescribing and work out what the key themes for the framework need to be.



**All Wales model for social prescribing**



**Person centred**



**Statutory sector**



**Targeted**



**Social prescribing service**



**Healthcare**



**Third sector**



**Self referral**



**Community based support**

## All Wales model for social prescribing

 Social prescribing looks at the whole person and puts them at the heart of everything.

People can connect in 5 ways.

 **Self-referral**  
**Example:** Someone realises they need some help, they know about the social prescribing service, and how to make contact.

 **Healthcare referral**  
**Example:** Someone visits their GP with anxiety. The GP refers them to the social prescribing service who offer them activities in their community.

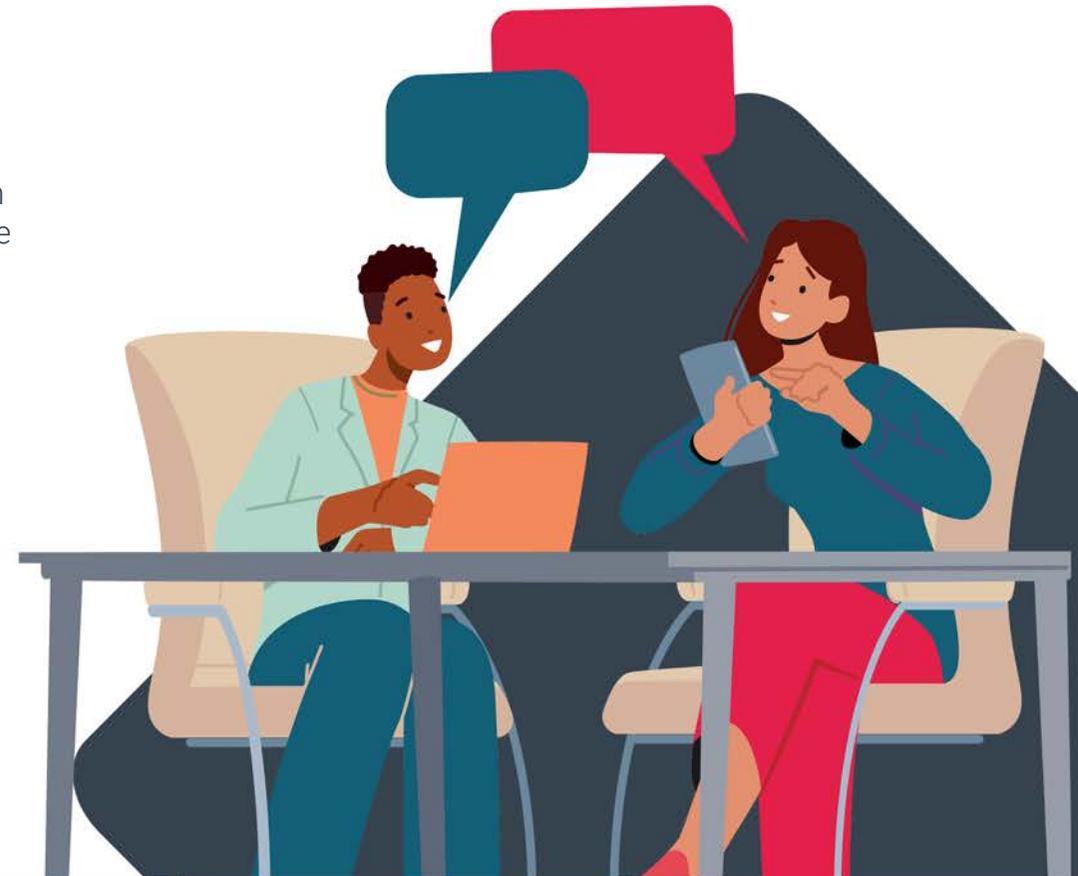
 **A statutory sector referral (Emergency services, social services etc)**  
**Example:** During a fire safety check, the fire service notices a person is isolated and thinks the social prescribing service would be helpful.

 **A third sector referral (Organisations, charities and groups)**  
**Example:** A mental health service recognises someone needs support with their money and benefits so directs them to the social prescribing service for help with accessing support.

 **A targeted referral**  
**Example:** This is for people who have a specific need or condition and offering them social prescribing can help stop things getting worse. For example, someone with a particular health condition or a group of students who might be faced with financial difficulties.

Social prescribing services could be run by public sector organisations, charities, or voluntary groups. They should:

- **build a positive, trusting relationship** with people
- **signpost and connect** people to community support
- **help people reconnect** with their community
- **help develop and build** on community strengths
- **give feedback** to whoever made the referral.



## All Wales model for social prescribing



Community based support can be **face-to-face** or **online**.

It can be **formal** or **informal**.

It can happen **indoors** at places like community centres, health centres or sport clubs.

It can happen **outdoors** at places like parks, cafes or on open water.

It can include **activities** that improve your physical and mental well-being like:

- befriending groups
- financial advice
- healthy lifestyle groups
- youth clubs
- groups for older people
- drama groups
- local choirs
- running or sports groups
- community food projects or gardens.

It can include **well-being activities** to meet specific needs like:

- dance to help older people keep their balance and reduce falls
- art groups to support mental wellbeing.

It can include **peer support**, where people in similar situations or with similar difficulties are introduced/meet/get together. This helps people see that they are not the only ones experiencing difficult emotional issues like grief or loneliness.



Do you think this model is easy to understand?

**Yes**      **No**      **Don't know**

Is there anything missing?





# Talking about language and how we describe things

## We want to check if the title 'social prescribing' is the right one.

When some people hear 'prescribing', they think of a doctor's prescription. We don't want people to think they can only get community-based support if it's medically 'prescribed' to them.



What do you think about the term 'social prescribing'?

## We want to make sure everyone understands what we mean by social prescribing.

It's important for people to understand what we mean so they can get support.



How can we help people understand social prescribing?

## We want everyone to understand the referral pathways.

It can be difficult for people to understand what support is available and what the best options are. Connecting to community based support must be easy to do.



How can we help professionals to refer people to a social prescribing service?

How can we help people to know about and contact a social prescribing service?

How can we help a social prescribing service to target groups who need support?

## Talking about raising awareness of support

We want the social prescribing service to know about support in the community.

Support and activities need to be advertised so people know what's available. Also, when organisations, charities, or voluntary groups know about each other, they can work together better.

**?** How can we make sure this happens?

We want people to get the right support at the right time.

Sometimes people need specialist care. Organisations, charities, or voluntary groups can support people alongside specialist support, but they can't ever replace it.

**?** How can we make sure people get the help they need?





# Talking about leadership and making sure services are high quality and fit for purpose

## We want strong, clear leadership.

Good leadership helps people feel confident that the support will meet their needs. This framework will have guidance, so everyone understands their roles and responsibilities.



How can we support leadership and make sure services are of a high quality?



How can we get communities involved in decisions on commissioning services?

## We want to make sure local authorities and other partners pay for the right support services.

Local authorities, health boards, Police and other public sector organisations run services, but they also pay businesses, organisations, and groups to run services for them. We call this commissioning. It's important that it's good value and meets people's needs in their area.



# Talking about information and making sure people can access services fairly

## We want to make sure people have information about community based support.

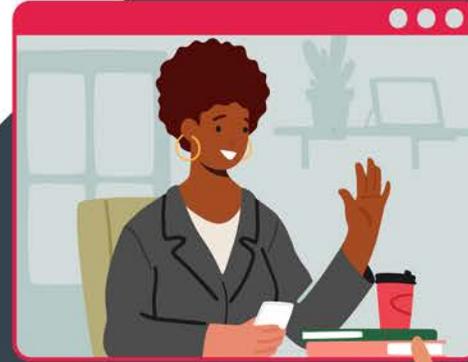
Information about community based support needs to be clear, up-to-date and available for everyone. This includes online, social media, and spaces like libraries or youth centres.

There are some online national directories, but they don't always have information about local support.



What online directories or sources of information do you use?

Does the online information you know about give you what you need to make decisions about community based support?



## We want to make sure vulnerable and disadvantaged groups can get community based support.

No one should be held back or stopped because they:

- have a disability
- are deaf or hard of hearing
- are blind or partially sighted
- don't speak Welsh or English
- or they face other barriers.

**?** How can we make sure everyone can get community-based support?

## We want everyone to feel safe using services.

There are already standards for services to keep people safe. But we are thinking about developing new standards for this framework.

**?** Should we develop new safeguarding standards?

## We want to make sure people can get community-based support online.

Covid-19 meant lots of support moved online. But some people missed out because they didn't have internet, technology, or confidence. Others just found it harder to engage with.

**?** How can we help people overcome barriers to using technology?



## Talking about sustainability

**We want to make sure community based support can help people now and in the future.**

Support services need to be secure and trustworthy. We have funds available to help make services more sustainable. But we need to work together, across all of Wales, to bring funding together.

**?** How can we help local authorities, organisations, and services work together to secure long-term funding?

**We want to make sure we protect the environment.**

Climate change is a real issue. As more and more people need support, there will be more pressure on communities. This includes pressure on their roads, buildings, and the natural environment.

**?** What can we do to reduce this impact?

**We want to gather evidence to see how social prescribing is making a difference so we can plan for the future.**

Other countries have seen social prescribing improve health and well-being. Collecting information and getting feedback will help us see how it works in Wales.

**?** How should we measure how well social prescribing is working?



## We want to make sure the workforce is stable, skilled and supports people in the right ways.

There are lots of professionals and staff who deliver high-quality community based support. There is a 'Once for Wales' skills framework being developed. It will help professionals, staff and volunteers improve and develop their skills. There are also ways to share good practice and learn from each other.

**?** What else could we do to improve skills in the social prescribing services workforce?

## We want to make the best use of technology.

Technology and online platforms can play a big part in raising awareness of social prescribing and helping people get support. It's important that all technology:

- is safe and follows standards
- is easy to use and accessible
- helps people get support
- can develop and grow into the future.

**?** What is your experience of using technology:

- for a referral?
- for an assessment?
- to get community-based support?
- when giving your information?
- when giving feedback?

How can we improve how technology is used?



## Final questions

**?** Do you think introducing a National Framework for Social Prescribing will affect opportunities for people to use Welsh?

Yes    No    Don't know

What effects do you think there might be? How can we increase the positive effects, or reduce the negative effects?

**?** Is there anything else we need to think about for the framework?

Please send your answers to:

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