

Case Study

K's story

Wellbeing Matters

WorkWell support

Date: Sept 2025

Background

K was referred by their GP practice to WorkWell at Wellbeing Matters due to ongoing stress and fatigue impacting their ability to manage work tasks. They had a long term health condition, fibromyalgia that hadn't been disclosed to their employer, as well as a history of bereavement and a significant health events, which had led to social withdrawal and low energy outside of work.

WorkWell support

The Wellbeing Matters WorkWell Community Connector provided the individual with a safe and supportive space to talk openly about her difficulties. Motivational Interviewing techniques were used to explore her ambivalence about disclosing her health condition at work and to encourage her to consider the potential benefits of seeking support. Through six sessions with their Community Connector, the individual was supported in opening up about their challenges, exploring workplace adjustments, and building confidence to discuss their health condition with their employer.

” K reported feeling more positive and less stressed at work after disclosing their health condition and receiving reasonable adjustments. They felt the support provided had been instrumental in guiding them toward the right support. They expressed confidence in managing their health and work balance independently and were satisfied with the progress made. They particularly valued being listened to and supported with sensitive issues such as long-term conditions and bereavement, highlighting the importance of a compassionate, personalised approach throughout their journey.

WorkWell in Salford

Practical outcomes

Reasonable adjustments were successfully implemented, reducing workload and improving wellbeing.

During conversations, the Community Connector picked up on the individual repeatedly mentioning their physical exhaustion, tiredness, and loss of strength. Exploring this further, the Community Connector discussed how physiotherapy could support them in gradually rebuilding muscle and improving her confidence in movement, addressing both fatigue and fear of making their condition worse.

This reassurance helped them feel more comfortable with the idea of a referral and opened the door to engaging with physiotherapy as part of their recovery. The Community Connector also facilitated access to emotional support through counselling, and peer networks for those with similar health issues.

These interventions contributed to a significant improvement in wellbeing, which was reflected in an increased Wellbeing score (SWEMWBS score),

Read more:

See our **Wellbeing Matters pages:**
www.salfordcvs.co.uk/wellbeing-matters