



# Hospital and Home

April 1st -  
September 30th  
2024

## 6 Month Report

Volunteer Cornwall, The Chaos Group, and Age UK Cornwall and many local community groups, are working in partnership to provide Hospital and Home Support Services in community hospitals throughout Cornwall. We are proud to connect and work closely with NHS staff, local community hubs and care providers, as we focus on reducing admissions by providing practical solutions, person-centered support, and preventative plans which improve physical, mental, and emotional wellbeing.

### In this Report

The latest 6-month report is a treasure trove of feedback, impact numbers, real-life stories, and testimonials showcasing the magic of: nurturing connections; preventative planning; linking with local community projects/groups; creating a service that's reliable, adaptable, and always there for the person; and sparking meaningful chats that revolve around the individual and finding out 'what matters to them'.

## Impact snapshot

**1,039**

referrals, inc. Discharge, Preventative admissions, and supporting people to stay at home or a place of their choice.

**6,754**

Hours of support provided

**89%**

of people received support plans

CHAOS  GROUP

 Volunteer Cornwall

 Cornwall & The Isles of Scilly ageUK



# East Cornwall - Felicity

Felicity, a 54-year-old resident of the Launceston area, faces several health challenges, including Type 1 diabetes, limited mobility, shortness of breath, and fatigue.

In February, Felicity reached out to the Kernow Gateway. After an initial discussion, she was referred to the Hospital to Home (H2H) team, with whom she had previously been supported. She was advised to contact H2H services should her circumstances change. During her conversation with the team, Felicity expressed that she had not been feeling well and was struggling to manage her home life effectively. The H2H team conducted a guided conversation and arranged a home visit to assess her needs.

The assessment revealed that Felicity had been facing difficulties for several weeks. She was distressed about her inability to maintain her typically tidy home, was not eating properly, and had abandoned her meal plans, all of which exacerbated her anxiety and negatively impacted her health and energy levels. To support her, the team organised meal deliveries from Wiltshire Farm Foods, developed a new meal plan and coordinated home assistance through Age UK Cornwall's Active Living Service, which helped her with light domestic tasks. During subsequent discussions, the team identified that Felicity was eligible for an Attendance Allowance, and they facilitated a referral for her application.

During one of the regular welfare visits, Felicity mentioned that she had not received her medication and had run out of an essential item a couple of weeks prior. The team member, who regularly visited Felicity's pharmacy and had established rapport with the staff, was aware that the delivery driver had been off sick without coverage. Acting promptly, the team member went to the pharmacy to collect Felicity's prescription. This action provided Felicity with immediate relief, as she understood her health would deteriorate without her medication.

After a few weeks, Felicity reported feeling well enough to regain her independence and expressed confidence in the support she had in place. She was particularly pleased that she had not needed to "bother the doctor" and took comfort in being able to remain in her own home, which she referred to as her "safe place."

Felicity's experience exemplifies the importance of building trust with clients and encouraging them to seek help early rather than waiting for a crisis. It also underscores how local knowledge and established relationships with other services can facilitate timely solutions and prevent the further deterioration of challenging situations - resulting in further visits to Felicity's GP or the Hospital.

## Impact snapshot

**29%**

of people were supported to access grants/benefits

**144**

Total number of people who we prevented from admission

**312**

Numbers of clients who on discharge had reduced or no health needs after our intervention

**0**

Safeguarding alerts raised

You don't know how much it means to me to not be a burden and your staff & volunteers are so sensitive to my needs. **Felicity, East Cornwall**

I cannot fault the support you have shown. You asked me what could be better, I said nothing at all, your team are superb. **Roy, Govenek Hub**

I felt listened to, cared for, and connected. I hope to never be in this situation again, but I hope to have H2H if I am. **Claire, Mid Cornwall**

I am a human again, from Hospital to Home and a few places in between - thanks to everyone who supported me. **Bryan, East Cornwall**

I am feeling more hopeful for the future  
**Sue, Mid Cornwall**

What you  
said

Creative Crafts at Govenek Community Hub | Newquay



“  
Your driver not only helped me access the local community hub, but he also shared details of the range of local community groups, and how we could access them in the Lanivet area.

at One 4 All Community Hub - Lanivet

“  
The Food Parcels have been such a blessing, you don't know how much of a lifeline they have been for me, taking the strain away from my family.

delivery service from Wiltshire Farms Foods

“  
I feel forgotten sometimes, and as a Carer I don't always have the support I need. You have found a long term befriending service for Dad, and helped Mum go out to a local hub where she takes part in a Memory Club - but best of all, you have given me back a couple of hours of my life where I can be myself again.

Falmouth Befriending Service  
Memory Matters  
and a loving Daughter

Connecting to  
difference-  
making local  
support

# West Cornwall - Darren

Upon discharge, Darren (64) was referred to the Hospital and Home and Home Care teams. His discharge had been delayed and was at risk of further postponement due to a recent fall, which left him anxious and fearful about returning home. He resided in a top-floor flat with slippery wooden floors.

In collaboration with his landlord and local agencies, arrangements were made for Darren to move to a ground-floor flat, alleviating his anxiety and minimising risk.

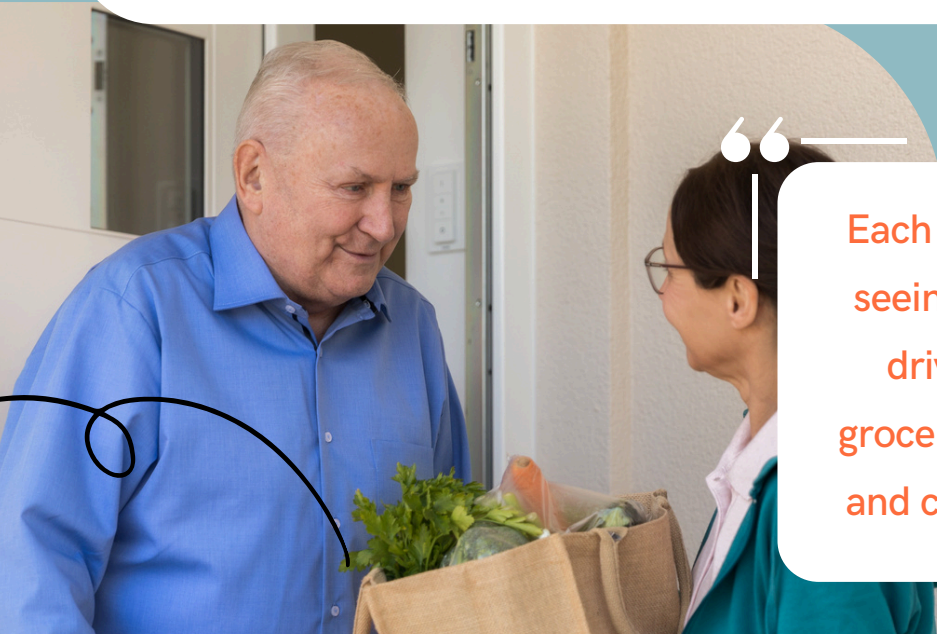
Darren also struggled with poor mental health and receives ongoing treatment and medication to manage his condition. The team had to adapt their approach, providing conversation-based tailored support, and successfully created a rapport that facilitated meaningful connection.

Initially, Darren benefited from Meals on Wheels and volunteer shopping drops to help him gain confidence in navigating his new living space. He experienced feelings of isolation, largely stemming from a reluctance to go outside. Through open dialogue, the team discovered that Darren felt embarrassed due to his limited and outdated clothing. As a result, they assisted him in acquiring new clothes as well as new bedding - further increasing his confidence and mental wellbeing.

Additionally, the team supported Darren in organising essential home administration tasks, such as managing his TV license, while also boosting his confidence in making phone calls to service providers. Before long, he was able to arrange telephone doorstep grocery shopping. For a few weeks, as he regained his confidence and stamina for walking, the team also helped by collecting his weekly prescriptions.

The team conducted regular reviews and adjusted the support plan as needed. As other organisations, including social care, began to engage with Darren, the team gradually stepped back, leaving behind contact information for various support services, if needed.

Darren expressed profound gratitude for the assistance he received, stating that without the team's help, he "would never have gotten through it all."



Each week, I look forward to seeing the special volunteer driver who drops off my groceries, shares a brief chat, and checks I'm okay. Darren

# Survey Results



Information collected between April - July 2024

## Overall Service Rating

**94% of clients** surveyed reported that the Service Rating was Excellent, and **5%** reported that it was good, less than **1%** rated the service average. **71% of clients** reported improved confidence.

## What went well | The Top 6

We asked clients to tell us what went well and what they found most helpful - below are the top recurring answers for this period.

1. Financial Support
2. Meeting People/Connections
3. Food/Meals on Wheels
4. Domestic and Home Help
5. Collecting Medication, Essentials and Shopping
6. Getting out and about

## Even better if...

You had a Dog Walking Service or Pet Support Service

Staff and Volunteers could explain medical jargon

More funding for future services

I wish my family could have done more and been more involved

More time and longer service

## What's on our Agenda



**Building partnerships to provide different models of support, such as 'pop up' reablement/day activity support through the Community Hub Network.**



**Enhancing training on mental capacity, self-neglect and end of life support.**



**A proposal to shift from reaction to community prevention - from referral to engagement - from silo working to place-based teams - from the process to the person, putting the person at the centre of everything we do.**



# We couldn't do it without our Community

Although not exhaustive, this list shows why partnership working is essential. With help from local agencies, carers, charities, and communities we continue to create personalised prevention plans that mitigate readmission and increase confidence and feelings of wellbeing.

Volunteer Cornwall, The Chaos Group, CN4C, Pentreath, Humans, Social Services, Community Hospitals, Kirsty's Kitchen, Wiltshire Farm Foods, Deli Deli, Parsley Box Ltd, Averlea, Victoria Inn, Maxine Lamb and Helping Hands, Ta Da, Sportsmans Valley Hotel, Pengarth Day Centre, Alcohol & Detox Services, Miss Molly's Tea Room, Camborne Wesley Methodist Church, Bickers Locksmiths Ltd, Jeff's Property Maintenance, Miners Arms, Macmillan Cancer Support, Maria Curie, Devon & Cornwall Fire Services, The Community Gateway, CrimeStoppers, Stuart & Sylvia at Waves, Hidden Help, Windy Ridge Eating House, and Yellow Cabs Newquay.



## Kernow Community Gateway

Kernow Gateway is open 8am to 8pm, seven days a week, 365 days a year - including Christmas day.

As well as offering a lifeline for members of the community, the Gateway will also offer access to voluntary sector support for people arranging support on behalf of others such as GPs, other healthcare professionals and community groups.



[welcome@kernowgateway.org.uk](mailto:welcome@kernowgateway.org.uk)



01872 266383



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