

Cardiff and Vale University Health Board;



Cardiff; Healthy & Active Partnership

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Rationale; The project aims to target services at preventing unnecessary entry into statutory health and social care services or to prevent or delay an increase in existing care package interventions. This will be achieved by supporting people to live as independently as possible, for as long as possible, in their own homes.

The project seeks to encourage community participation, through contributions from volunteers, in supporting older people to access existing services within the community and to provide companionship and low-level support via a befriending service. The focus will be to address the social isolation of older people.

Project Details; Volunteer Support Programme - Reducing isolation & linking isolated older people into the community

Project Details; Provider: Age Connects Cardiff & Vale; **Funder:** Cardiff Council; **Coverage:** Cardiff.

Older people are particularly vulnerable to social isolation or loneliness owing to loss of friends and family, mobility, or income. The **Healthy & Active Partnership** aims to empower and enable older people to continue to live independently by providing access to services which reduce social isolation. **If you know someone who is isolated and lonely**, the Healthy and Active team will work with them to explore how they can be supported to stay socially active in a way that is right for them.

We provide;

- "Befriending" volunteers **to visit or support someone to get out** to activities they may want to do in their community
- Regular phone calls for a chat and to check that everything is ok
- The project's **focus is to reduce isolation** and cannot help with shopping or one-off transport for appointments.

The project is aimed at supporting older people who are **isolated and most in need**, i.e.: those who **don't have many family members or friends visiting** or don't get out of the house very often and feel isolated. If somebody is not isolated and already going out to activities or having more than 3 visitors each week they are unlikely to meet the criteria for accessing the service.

When we look at the number of visitors we exclude any formal paid carers from the calculation. Informal carers are reviewed on a case by case basis

Intended Outcomes; The key outcome of the project is a decrease in the number of older people who enter statutory health and social care services.

However, it would prove problematic to directly attribute this outcome to the provision of the HAP project. The project is preventative in nature and therefore the efficacy of the project will be demonstrated by the effect it has on loneliness and isolation of the clients.

To provide an effective measure of this, the organisation will apply the Campaign to End Loneliness Measurement tool (see appendix 1 to this specification, further information is available from <http://www.campaigntoendloneliness.org/measuring-loneliness/>).

Partners; Age Connects Cardiff & Vale & Cardiff Council

Time-frame; Permanent

Future Development Planned; The project currently covers the whole of Cardiff and there are no plans for future expansion apart from a constant need to recruit more volunteers to meet demand for the service

Commissioning / Funding; currently by a Direct Grant until March 2018 with an optional year extension

Evaluation / Reporting Reports are provided to Cardiff council on a quarterly basis. Below are some KPI's but also attached is our end of year report for 2016 into 2017.

Key Statistics

- Total number of clients over the year – 330 supported by 211 volunteers
- 15% of clients request Community Link; a volunteer supporting them to leave the house and join activities & 85% a Befriending volunteer to visit their home.
- 75% of Clients were aged 80 plus

Outcomes

- 77% show an improvement in their experience of loneliness, 7% no change and 15% experience of loneliness has gotten worse even after we placed a volunteer.
- *"It's made such a difference to my life - I so look forward to Avril coming. When I go Out it's always for hospital appointments - it's lovely to go out for enjoyment!"*
- *"It's somewhere to go, people are very friendly. It means I go and meet people. Otherwise would just be at home because I can't go out on my own anymore because of unsteadiness on feet and breathlessness. I met a lady there I used to know when attending art class many years ago"*
- *"All I can say is you've made my life a hell of a lot better"*
- *"It helps no end - it has great meaning. It's nice to know I have someone I can turn to if I need them"*
- *"The service has helped to bring the outside world in..."*
- *"It's fantastic. Someone to look forward to every week as I'm housebound."*

"Look forward to seeing her- very warm person, I call her my little angel. She now brings baby George born Oct 15 as well and I love to see him. She bought him to see me when he was four days old."

Supporting Documentation;

Acknowledgement; As above



Age Connects HAP
end of year report 20

Project Status; Due to funding uncertainty this service will cease at the end of March. A further bid for funding has been made but currently it is unclear whether this has been successful.