

Neighbourhood Connect - Tackling isolation and loneliness of residents 50 +

The purpose of the Neighbourhood Connects pilot was:

- To increase use of activities and services currently available from the statutory and community sector
- To contribute to reducing isolation and loneliness that can be experienced in later life
- Promote self management and choice for older people
- Preventative and early intervention of individuals' health and social care needs

The pilot was launched in December 2013 and completed in March 2014

Living Under One Sun (LUOS) and AGE UK were each commissioned to recruit a team of one part time team leader and six neighbourhood connectors to work 15 hours per week. AGE UK worked across West Haringey and South East Haringey collaborative and LUOS worked across Central and North East Haringey collaborative.

Outputs

- Number of held interviews with older people was 539 (the target set was 200)
- Partnership working involving more than 30 organisations
- Hosted 'Get Connected' events which were attended by local older residents, carers, volunteers, local councillor, council officers and health professionals
- Reached out to 2000 residents in total
- Mapped services, activities and opportunities available to 50+ residents for residents, communities and statutory services
- 51 Drop in sessions at libraries and health centres, 14 pop up events, 10 sessions at sheltered and supported housing.

Outcome:

Initial findings using data from 32 individuals show that 40% perceived that both their health and community connectedness had improved.

Impact

- Individuals have identified and are pursuing activities and services that help them to be proactive in their health and wellbeing.
- Created strong partnerships with other organisations to deliver better health outcomes for older people

Evaluation:

Analysis of conversation showed that people wanted information on:

- fitness (including accessing local classes / opportunities)
- Finance- Fuel poverty advice , money saving , debt avoidance and management

Home From Hospital (HFH)

The offer to patients/residents was for:

1. Being accompanied home from hospital and an immediate 'settle in' service;
2. Up to 3 follow up visits and up to 3 weeks support including: assistance with basic food shopping; ensuring patients/residents are safe and well with access to amenities- e.g. heating and lighting; offering companionship and confidence building through friendly and motivational conversation; providing information and links to community initiatives and Haringey's Neighbourhood Connectors.

Home from Hospital was a pilot run from December 2013 to March 2014.

The offer was based on two organisations delivering the service; AGE UK worked across West Haringey and South East Haringey collaborative and LUOS worked across Central and North East Haringey collaborative

LUOS recruited and trained a team of 8 self-employed local residents and 4 back up volunteers as HFH Visitors. AGE UK provided 1 Home Visitor and also received referrals.

Output

- 72 residents were supported by the scheme in total. LUOS received 50 referrals, an average of 1.1 per day of which:
 - 26 were female and 24 male from a range of Haringey postcodes;
 - 20 from the North Middlesex, 23 from the Whittington and 7 from other hospitals, GPs & Adult Services
- Made 128 home visits, including accompanying 10 residents home;
- Made 217 supportive telephone calls and conversations;

Outcome:

Home from Hospital feedback score sheets were completed by 14 residents and showed that satisfaction with the offer was high. Across four indicators most scored 4 or 5 out of 5 ie agreeing or strongly agreeing that the intervention had made them feel safe, comfortable, was friendly, provided useful information and enabled them to know how to ask for help.

Evaluation

The main reason for referrals was domestic and shopping support due to poor mobility. On conducting visits, emerging themes were around mental health, alcohol, and social isolation.