



## Gloucestershire Village and Community Agents

2015-16

Helping Older People in Gloucestershire feel more independent, secure and have a better quality of life.

Village and Community Agents offer a unique preventative service offered to older people and communities in Gloucestershire. Offering one to one support and guidance and being a point of contact for people to go to for information, but also acting as a link to others that may be able to provide help and advice. All Agents ensure that they are approachable and available and importantly up to date with the most relevant and accurate information in order to help the older people with whom they work to make informed choices about their wellbeing.

2015/16 saw:

**2,115** Individuals helped  
across Gloucestershire

2015/16 saw:

**1,381** new clients accessed the  
scheme during 2015/166

2015/16 saw:

**6,791** 'Gateway' forms  
submitted

In 2015/16:

**1,338** clients were seen at  
home or face to face

In 2015/16:

**670** (32%) clients were male, a  
traditionally hard to reach group

In 2015/16:

**550** individual groups were  
visited by Agents

**“The positive approach, non-judgemental attitude of the Agent together with the practical help made it easier for me to develop a more positive approach to the future and look at small steady steps forward to realistic goals”** Client in the Forest of Dean

Gloucestershire Village and Community Agents are managed by GRCC and funded by Gloucestershire county Council.

## **Gloucestershire Village and Community Agents**

Gloucestershire Village and Community Agents provide information and support to help people gain access to a wide range of services and to keep them connected to their local communities. Agents visit people at home and offer a free, facilitated signposting service, able to refer directly to services that are able to offer help but also to community led solutions.

Increasingly, the Agents are asked to see people with complex needs and information provision is a small part of the support work that they are involved with. In order to help people to make informed decisions, a trust has to be established. Agents have built a reputation for not only being the place to go to for information but also for knowing the best route to take in order to allow a client to maintain their independence, either through a community solution, a referral to a support agency or back into statutory services if necessary. Agents provide a vital 'handholding' service that as a short term intervention can result in a person getting back on their feet quickly and being able to maintain their independence in a way that they would not have been able to achieve alone.

Through attendance at lunch clubs, social groups, community groups and local community events the Agents are able to promote their service to ensure that older people and those who are vulnerable are aware of what they can offer. Building relationships with key members of the areas in which they work has become an integral part of the role that they play, through these relationships Agents have a reach into communities that other agencies do not have and are able to help the most vulnerable, those who are housebound, lonely and isolated and those who have become disconnected from the communities in which they live.

Village and Community Agents receive referrals from the Adult and Social Care Helpdesk for clients who need assistance in becoming more engaged with their communities and to help them to navigate through paperwork and information sent to them, they then may make referrals on to other organisations but will try and find community led solutions for people where possible. Agents can also act as a bridge between services, ensuring that their clients are receiving the help requested and positive outcomes. Other referral routes are GP's, District Nurses, OT's, Telecare assessors, Stroke Services, Alzheimer's Society, Gloucestershire Fire and Rescue Service, Gloucestershire Police, Managing Memory Service, GCC locality offices and from word of mouth direct referrals.

Working as part of the GRCC team, the Agents are independent, neutral and able to engage with those who are reticent about engaging with statutory services. Drawing on the experience and knowledge and services that GRCC offers is integral to the work that they do, working closely with In Touch and Friends for You as well as the Community Advice Team and the projects that GRCC deliver around funding advice, community led planning, project development and community and social enterprises.

Village and Community Agents work 10-15 hours per week and are paid members of GRCC staff.

**Village and Community Agents in the words of their clients:**

**Friendly**

**Outstanding**

**Resourceful**

**Positive**

**Wonderful**

**Amazing**

**Kind**

**A Tremendous help**

**Flexible**

**Encouraging**

**Lifesaving**

**Attentive**

**“I really liked my Village Agent Penny as soon as I met her, she was able to sort out what I wanted to know, Penny put me on the next steps for claiming benefits and in no time it was sorted. I received extra money and am now able to afford a cleaner for 2 hours a week. Penny also sorted out another problem by putting me in touch with the Citizen’s Advice Bureau and that was also sorted out.”**

## **Aide memoire**

**A gateway form** is filled in every time an agent sees a client, goes to a lunch club/social group or conducts any engagement with a client or community to enable GRCC to record and monitor performance and activity.

**A referral** – any gateway form filled in that requires a referral to an agency or organisation to help maintain a client's independence

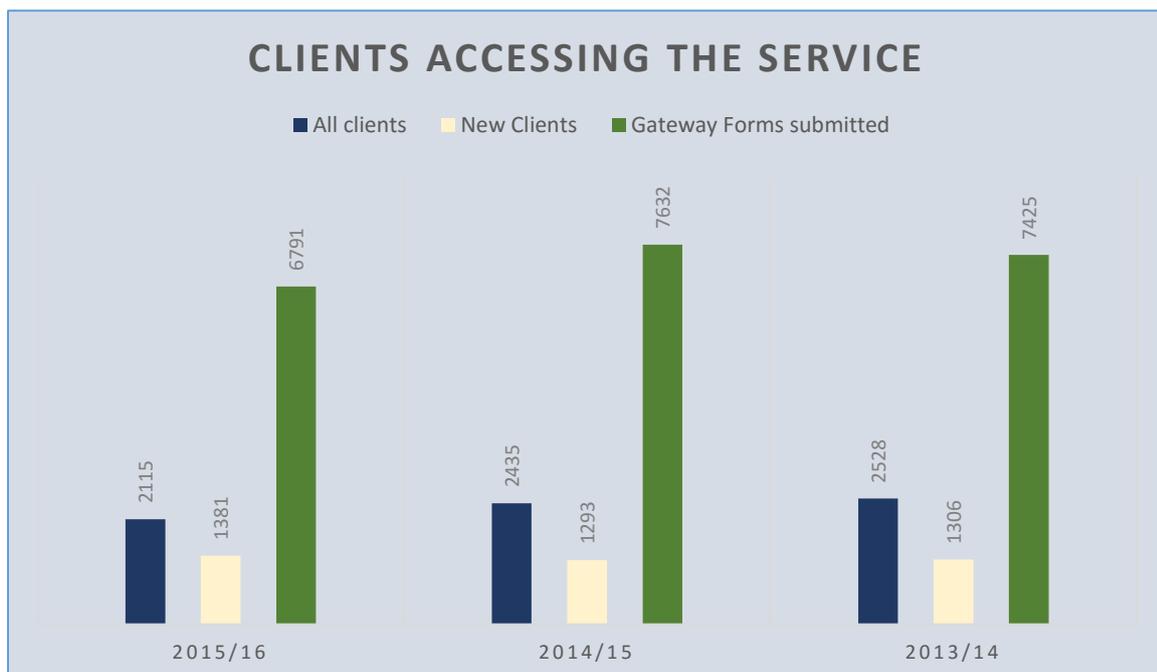
**A contact** is anyone that an agent has been in contact with in the course of their role either as a client or to promote the scheme, i.e. if an agent has seen a person living alone at home that is one contact, if they have seen the clients carer as well that would be 2 contacts. If an agent has visited a lunch club and spoken about the scheme that may be 20 contacts for example. This is recorded via their timesheets and not via the gateway form.

## Scheme Statistics – April 2015-March 2016

2,115 individuals were helped and assisted by Village and Community Agents during 2015/16, with 1,381 (65%) being new clients to the service. The number of new clients accessing the service has grown steadily year on year and is reflected in the chart below, testament to the high profile the Agents maintain within the county.

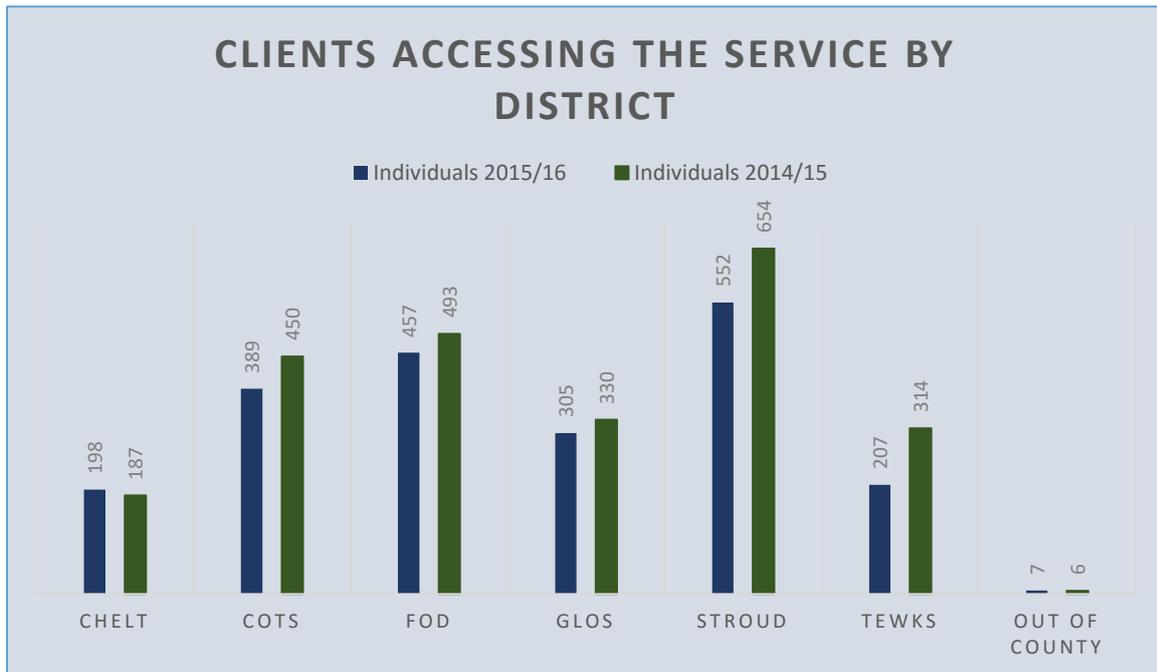
From April 2015 to March 2016, **6,791** gateway forms were completed by Agents, a decrease on the previous year. This decrease can be attributed in part to a shift in the complexity of the clients that the Village and Community Agents have seen over the year, also reflected in a slight decrease in the number of individuals seen, time constraints result in fewer clients coming through the service because of the aforementioned complexities of some clients who inevitably take up more time and require, for a short time frame greater input. However, for 2015/16 a greater level of engagement with partner agencies can be reported, referrals have been received from a vast array of external sources and impressive outcomes have been received for clients.

For case studies and examples, see Appendix 1. Year on year comparisons are shown in the chart below.



The individual breakdown of clients accessing the service by district is shown in the chart overleaf.

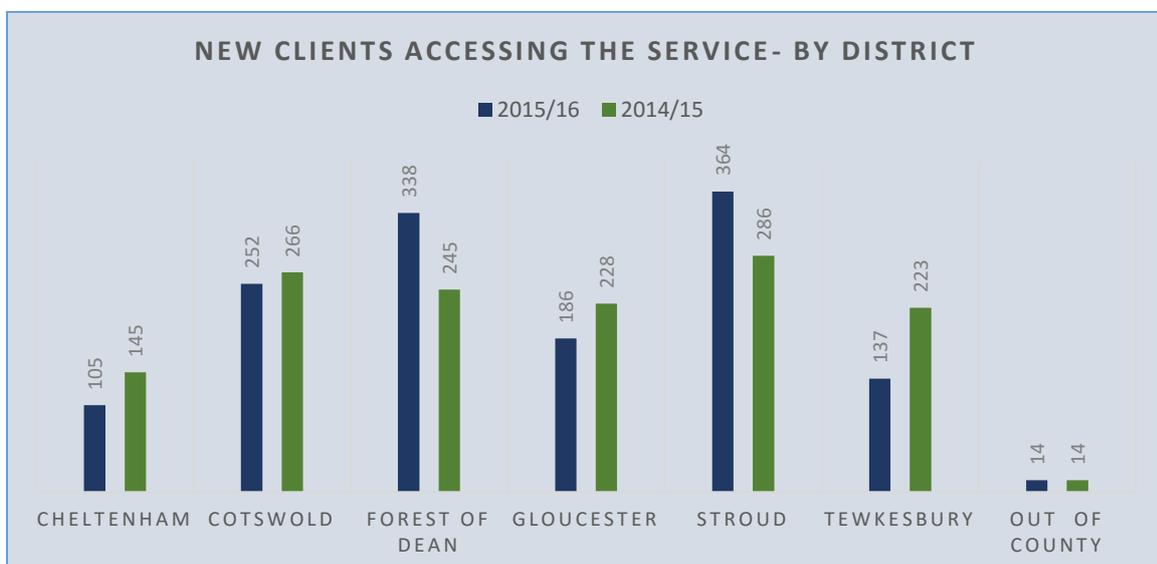
Stroud and the Forest of Dean Districts continue to have the highest numbers of people engaging with Village and Community Agents. Cheltenham saw an increase in the number of individuals being seen in the area.



The number of new people being seen by Village and Community Agents continues to be high year on year (1293 in 2014-15, 53%). With more people becoming aware of the service and with the Agents not only increasing their knowledge but becoming the 'go to place' for information and support out in the community. The scheme is recognised as being trusted, independent and reliable and therefore more people are contacting Agents for information as their reputation grows.

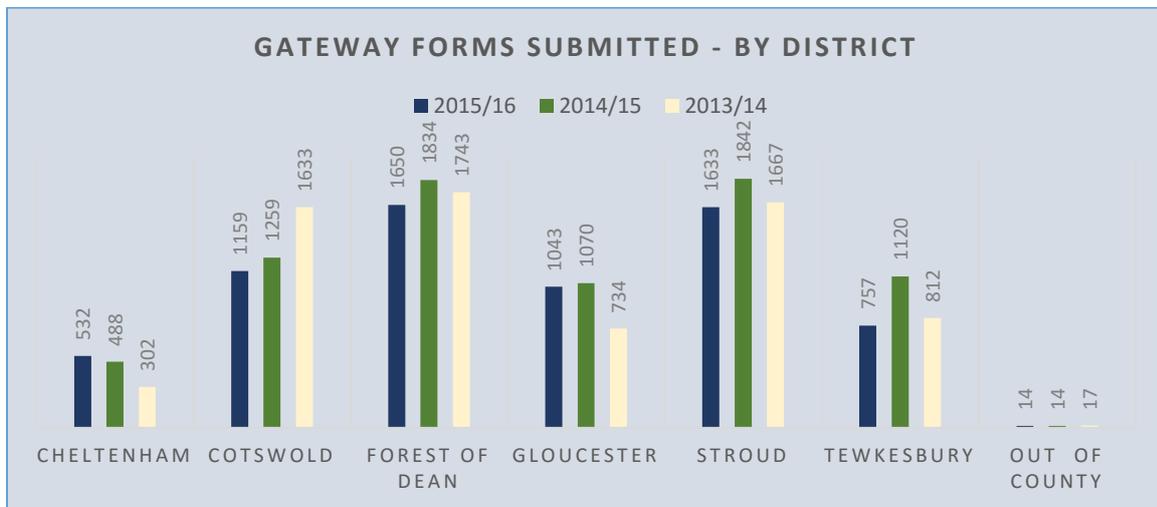
New clients accessing the scheme increased in both the Stroud and Forest of Dean Districts, in other areas there was a slight decline, however, overall 65% of clients were new to the scheme in 2015/16.

**“We don’t feel on our own with things any more.....”** Client in the Forest of Dean.



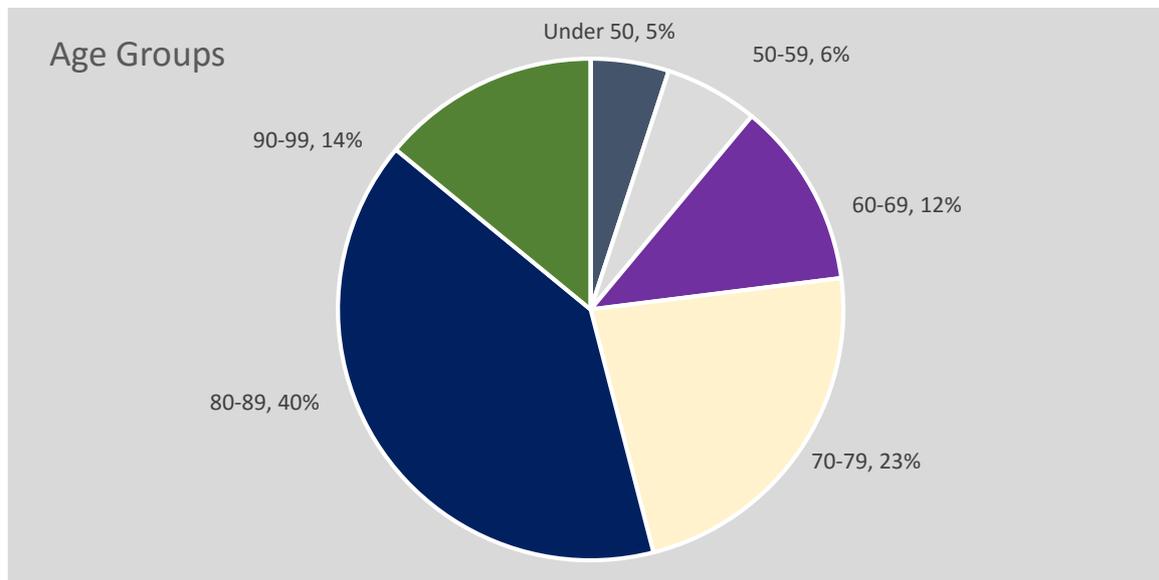
As the chart below shows, gateway forms submitted for clients in Cheltenham have increased steadily since 2013/14, this indicates a greater level of activity per client, Cheltenham and Gloucester Agents tend to encounter more complex and time consuming issues relating to their clients as the lower numbers of clients but higher numbers of gateway forms suggest.

Village and Community Agents have an ethos of maintaining independence and not creating dependence, some clients however will need more ongoing support than others resulting in a relatively high proportion of individuals having seen a Village or Community Agent before. The Agent will, and has become in many cases a key point of contact for a person or community who would like to know where to go to for help and assistance or if they are worried or unsure of a situation they may be facing. The Agent will then signpost to the most appropriate assistance and support the client through the process ultimately preventing that client reaching crisis point.



## Age Groups

The average age of a client engaging with the Village and Community Agent service during 2015/16 was 77. The majority of clients were aged over the age of 60. Cheltenham and Gloucester saw the highest numbers of under 50's, highlighting the differences in client base in these areas. A large proportion of younger clients were from BME communities.



The table below shows the breakdown per district.

	County	Cotswold	Cheltenham	Gloucester	Stroud	Forest	Tewkesbury
<b>Age Groups:</b>							
Under 50	68 (5%)	2 (1%)	20 (13%)	34 (17%)	10 (3%)	2 (1%)	*
50 - 59	71 (6%)	9 (4%)	15 (10%)	19 (10%)	14 (5%)	5 (3%)	9 (6%)
60 - 69	149 (12%)	25 (10%)	23 (15%)	26 (13%)	31 (10%)	26 (14%)	18 (12%)
70 - 79	284 (23%)	61 (25%)	22 (15%)	43 (22%)	71 (23%)	48 (26%)	39 (25%)
80 - 89	496 (40%)	107 (43%)	53 (35%)	57 (29%)	138 (44%)	76 (41%)	65 (42%)
90 - 99	177 (14%)	44 (18%)	18 (12%)	17 (9%)	46 (15%)	29 (16%)	23 (15%)
100 and over	4 (*)	*	*	1 (*)	1 (*)	*	2 (1%)
<i>Not known</i>	866	141	51	108	241	271	54

**“Asked her advice.....Response and contact of other agencies amazing! Wish I had known her earlier”**

## Origin of Referrals

Village and Community Agents receive referrals from a number of different sources, however, almost half (49%) of referrals were generated by word of mouth, friends and family members contacting an Agent directly or an Agent visit to a lunch club or social group, highlighting the importance of the Agents involvement and visibility in their community networks.

Referrals made into the scheme by GP's and social prescribing co-ordinators increased during 2015/16 to 225 and other 'health' referrals (195) came from a variety of sources including OT's, district nurses, Stroke nurses and mental health teams.

Social Care referrals made up 5% of all referrals made to the Village and Community Agent scheme. Other major referrers to Village and Community Agents included Gloucestershire Police and Age UK Gloucestershire.

<b>Origin of Referrals to the Village and Community Agent Scheme 2015/16</b>	
Word of Mouth/Self-Referral/Neighbour/Friend/Family	908
Visit to Group or Club	138
GP's	174
<i>Social Prescribing (Forest of Dean &amp; Cheltenham predominantly)</i>	51
Other Health Inc: District Nurses, 2Gether Trust, OT's, Let's Talk, Stroke Nurses, Acute & Community Hospitals	195
Social Care	102
Gloucestershire Police	70
Age UK	62
<b>Other Agencies</b> including: Alzheimer's Society, Barnwood Trust, CAB, Cotswold Friends, District Councils Friends for You, Gloucestershire Fire & Rescue, GDA, Gloucestershire Young Carers, Gloucestershire Libraries, Greensquare, Headway, Healthwatch, Insight, Lifeline, Neighbourhood Wardens, P3, Red Cross, , Salvation Army, Victim Support.	415

**“On a local level in the Forest of Dean, officers regularly work alongside their Agent. We’ve had an example recently of an elderly lady with limited mobility. After she was the victim of a walk in burglary, I contacted the officer dealing with the case to make sure she was given the relevant crime prevention advice and any other support she may need. A key part of this was referring her to the Village Agents in case they weren’t already working with her. This means we’ve been able to provide appropriate support to those who need it most.” –**

Forest of Dean Police

## Referral Partners and Gateway Breakdowns

Village and Community Agents have a wide knowledge of services available for their clients. As much as possible they try and find community led solutions for people and refer/signpost to voluntary sector organisations and community groups where a service is available.

The expertise and knowledge that the Agents have built up about services available to their clients is vast, the peer support given to assist Agents to make appropriate referrals and to allow clients to make their own choices is incredibly varied and the Agents own backgrounds help with this. The Agents build up relationships with agencies and staff and are able to have a constructive dialogue to determine the best possible outcomes.

During 2015/16, 21% of gateway forms submitted for clients were to an agency in Gloucestershire, the remaining 79% (83% in the previous year) were for support, building relationships with their clients and liaison and attendance at community groups, promoting the scheme and giving out information.

The table below gives a breakdown of the numbers of gateway forms submitted for their clients to each agency during the year.

	County	Cots	Chelt	Glos	Stroud	Forest	Tewks
<b>Agency Referred to:</b>	<b>Number of gateway forms:</b>						
<b>Statutory Organisations</b>							
Adult & Social Care Helpdesk	359	39	33	90	65	72	60
DWP	51	30	8	3	1	6	3
Gloucestershire Fire & Rescue	134	14	20	29	22	44	5
<b>Non Statutory &amp; Community</b>							
Age UK	174	8	20	26	61	27	32
Carers Gloucestershire	87	20	10	5	28	3	21
Befriending	98	16	21	23	21	*	17
Careline/Linkline/Lifeline	67	18	11	*	17	21	*
Mears Safe at Home	73	12	13	11	15	20	2
GDA	13	2	2	6	3	*	*
Insight	9	4	2	3	*	*	*
Red Cross	14	*	2	5	*	*	7
Stroud Care and Repair	24	*	*	*	24	*	
Alzheimer's Society	28	5	6	4	11	*	2
Citizen's Advice	13	*	*	6	6	1	*
In Touch	11	*	4	1	3	1	2
Healthwatch Gloucestershire	22	1	2	9	7	*	3
Warm and Well	15	1	1	7	1	2	3

Village and Community Agents are able to 'refer' into any agency or organisation that they feel could help a client, this could be statutory, third sector or community based. Examples of 'other' agencies referred to over the year include (this list is not exhaustive):

- Volunteer transport providers
- Victim Support
- Trading Standards
- Royal British Legion
- Crossroads
- Positive Caring Programme
- P3
- Greensquare
- Gloucestershire Police
- Let's Talk
- Cotswold Friends
- Gloucester Mobility Scheme
- Bereavement Groups
- Barnwood Trust
- Chipping Campden Community Trust
- Wiltshire Farm Foods
- Fairshares
- Guideposts
- Lydcare
- Memory Clubs UK,
- CCP
- SEAP
- Sovereign Housing
- Age Concern Forest of Dean
- Churn Good Neighbours

## Partnerships and Training

**“I have never known anyone (Village Agent) to move and work so quickly”**

Agency in Stroud District

Successful partnerships make the Village and Community Agent scheme strong and 2015/16 has seen the consolidation of existing partnerships and new ones being established. Training and awareness sessions have been provided on a monthly basis and referrals and communication between Village and Community Agents, agencies and organisations has been effective. See p8 for referral numbers to and from agencies.

Training and awareness sessions have been provided to Agents at monthly meetings from the following over the course of the year, as a result information on services provided by these agencies and more have been cascaded out to communities across the county:

- Adult & Social Care Help Desk
- Age UK
- Alzheimer’s Society
- Carers Gloucestershire
- CCG – Joining up Your Information
- Christians against Poverty
- DWP
- Friends for You
- Greensquare
- Gloucester and District Citizen’s Advice
- Gloucestershire County Council – The Care Act
- Gloucestershire Fire & Rescue
- Gloucestershire Police
- Healthwatch Gloucestershire
- Keepsafe
- Longfield
- Mears Safe at Home
- P3
- Pension Wise
- Pharmacy Services
- SSAFA
- SWEA Telecare
- The Care Advice Line

### Community Dementia Links

All Village and Community Agents have completed the Community Dementia Links programme, held over a six week period, the modules covered included: Understanding Dementia, Supporting people to live life with dementia in the community, Come into my world.....Is it okay to lie? & a bespoke session generated from Agents interest over the duration of the course.

Village and Community Agents are actively promoting dementia friendly communities and engage in activity provided by other organisations. In the Forest of Dean, Agents have worked closely with the Forest of Dean District Council to ensure the distribution of 'Twiddlemuffs' and have been involved with additional training and awareness sessions in order to pass the information on to lunch clubs and communities with whom they work.

### **Alzheimer's Society**

The Alzheimer's Society Dementia Advisors and Village and Community Agents have developed an effective partnership over the course of the year. Joint meetings have been held and in the North Cotswolds, drop in sessions are being run on a regular basis on a collaborative basis.

### **Gloucestershire Police**

Village and Community Agents continued their support of Gloucestershire Police during the third year of the badger cull in the county, working closely with officers in the cull zone to identify and assist vulnerable people with knowing who to go to and to contact should they need to. During this time (September to October) attendance at multi agency meetings was also required to maintain links and to ensure that referrals were being made through appropriate channels, i.e. Police, Victim Support and CAB. Agents also supported community engagement events within the cull zone.

In June 2015 workshops were held with officers across the county (including PCSO's, reception staff and neighbourhood watch co-ordinators) to meet the Village and Community Agents in their areas and to establish better links, this was followed up between January and March 2016 with short refresher sessions to individual shifts to ensure that appropriate referrals were being made into the scheme. 'Champions' have been nominated in each district to maintain links between the Village and Community Agent team and within the Local Policing Areas to keep communications strong.



Subsequently 70 referrals were made into the scheme for vulnerable people over the course of the year, almost 6 a month from across the county.

Gloucestershire Police have also provided support to training sessions for new agents to give crime prevention guidance and work is ongoing to ensure that Village and Community Agents are able to feed back into the constabulary about things happening within their areas, for example cold callers, distraction burglaries or suspicious incidents.

**“The policing approach to the government’s pilot badger cull in Gloucestershire is very different and very much focused on our communities. Police take a proactive involvement in understanding particular issues affecting individuals and introducing measures to stop incidents from happening again. Some actions can be taken by police, some by other agencies and some by individuals themselves. The partnership with Village and Community Agents covers all three solutions and primarily gives affected individuals the power to make choices for themselves and feel safe again in their own homes. Countywide, this work has been continued and simple working practices have been established through awareness sessions held throughout the year. These are effective for both organisations and achieve significant outcomes for vulnerable people.”** Sgt Paul Simmons Gloucestershire Police

## **Gloucestershire Fire and Rescue**



2015/16 has seen a consolidation of a strong partnership between the two organisations, with the introduction of the Fire and Rescue ‘Safe and Well’ visits Village and Community Agents have played an important role in receiving referrals as well as attending some visits ‘jointly’ with Fire and Rescue colleagues.

Stroud Fire Station continues to host the Village and Community Agent for the town.

Sessions have been held with Village and Community Agents and Local Risk Managers to ensure a close working relationship, discussions held around duplication, development of services and communication. In June 2015 the partnership between Village and Community Agents and Gloucestershire Fire and Rescue effectively came into practice after a fire fatality in Northleach in the Cotswolds. The Fire and Rescue Service launched an awareness campaign in the hours and days after the fire and Village and Community Agents provided support for this, accompanying Fire staff on visits and supporting the campaign. Village and Community Agents were able to bring their local knowledge and expertise to, ensure that vulnerable people were directly contacted.

**“With your (Village and Community Agent assistance, we were able to very quickly assemble a multi-agency response to the local community”**

Stuart Edgar, Chief Fire Officer

## **Social Prescribing**

Social Prescribing and Village and Community Agents work effectively alongside each other with Village and Community Agents able to respond to the needs of the clients that the social prescribing hub co-ordinators refer on. Village and Community Agents are able to visit people at home following an initial meeting with a hub co-ordinator, are knowledgeable about local services and facilities and are also able to make referrals on using their partner networks. Village and Community Agents have existing relationships with GP practices and continue to receive referrals directly from practices across the county.

Village and Community Agents have developed a partnership with CCP to deliver social prescribing within Cheltenham Borough. Since October 2015 a Village Agent has been part of the social prescribing team acting as a hub co-ordinator. Village and Community Agents receive referrals from all hub co-ordinators across the borough and have established a good working relationship.

This good working relationship has been echoed in the Forest of Dean where the hub co-ordinators and Village and Community Agents have proved a good partnership both in receiving referrals and signposting on.

## **Healthwatch Gloucestershire**

Regular workshops have been held to enable Village and Community Agents to signpost effectively to Healthwatch Gloucestershire, and to understand fully the role that they play within Gloucestershire. Referrals are also received from the Healthwatch Team directly to Village and Community Agents.

## **Hamper Scamper 2015**

Village and Community Agents were again involved in helping to distribute hampers to the older and vulnerable residents across the county as administered by CCP at Christmas.

## Community Engagement & Social Networks

Gloucestershire Village and Community Agents are trusted members of the communities & parishes in which they work, all have good local knowledge and links and are aware of those people whom they may need access to help and assistance. This knowledge and relationships with communities has been built over time. Agents visit lunch clubs, social groups, community events and get to know 'key players' through parish councils, WIs and Community groups, therefore if an older person requires help, the community knows that the Agent is the person to contact. During the course of 2015/16 over 550 different groups and events were visited and attended by Agents, many of these were visited multiple times during the months and year and Village and Community Agent 'surgeries' are held on a regular basis. The visibility of the Agents within their parishes and communities ensures that they are accessible and are seen as the 'go to place' for information.

Village and Community Agents use parish magazines to publicise their service and to convey key messages. Through these local connections the agents have become widely known as a single point of contact to go to for trusted, accurate and timely information.

Able to make home visits, the agents have become widely known by word of mouth as well as more traditional means of advertising through local publications, leaflets and posters.

Agents work closely with the GRCC's In Touch Project to encourage and enable communities to start new groups and to support those already in existence. During the course of the year, several new opportunities have been identified and as a result new activities have emerged. In Touch hold a database of almost 500 older people's clubs and activities and the Village and Community Agents are integral to helping to keep this up to date, as experts in their local areas.

**Lower Swell Lunch Club** was formed after a Village Agent identified a need for such an activity in the area. Working with In Touch, the community was able to identify volunteers, a venue and to access funding from both the Barnwood Trust Small Sparks Grant and the GRCC Activities Fund.

The Club is primarily for older people but attracts other local community members as well and has a truly intergenerational feel, with over 40 people attending on a monthly basis. The community buy in and involvement ensures sustainability for the future.

### Befriending

Village and Community Agents work closely with Friends for You, GRCC's befriending scheme to offer their clients, a large proportion of whom are socially isolated access to a visitor, someone who can sit and chat on a regular basis. The visitors increasingly bring the community to people who have had little or no social contact in their life as well as a greater sense of wellbeing

Agents have also been integral to recruiting volunteers through their community networks. Currently 109 volunteers are active across the districts of Tewkesbury, Stroud, Cheltenham and Gloucester. Agents liaise with existing befriending schemes in Cotswold and the Forest of Dean.

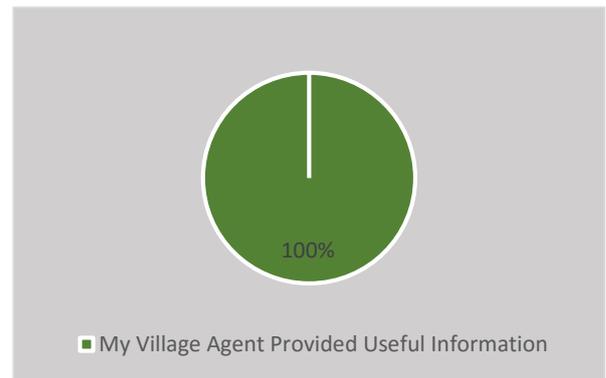
## Evaluation – Engagement with Clients and Community

As part of the ongoing evaluation of the scheme, a feedback questionnaire was introduced in July 2015. Clients were asked about the effectiveness of the visit from an Agent and how having a Village and Community Agent in their area make them feel about living independently.

The overwhelmingly positive results showed that:

100% of people responding 'Found their Village and Community Agent Helpful'

100% of people responding thought their Village and Community Agent 'Provided Useful Information'



Respondents were asked, on a scale of 1-10 How does having a local Village and Community Agent make you feel (1, it makes no difference to me' up to 10 'I worry less, and feel more confident about being able to stay in my own home'.

Results were collected from 76 participants – **The average score was 8.8.**



Village Agent talking to clients on a trip arranged by Stroud Agents utilising the Willow Boat Trust facilities.

## Appendix 1 Case Studies

### Case Study 1:

**Origin of Referral:** Self-Referral

**Background:** Mrs D had a nasty fall in the shower which resulted in a back injury and a loss of confidence and reduced appetite. Lady had become very frail and withdrawn.

**Action:** Village Agent made a home visit to discuss the difficulties and any possible solutions. As a result, an OT visited the lady and arranged for a seating bench to be placed in the shower and grab rails fitted to the walls. A physiotherapist was also contacted to issue a mobile walker with a seat and to ensure that this equipment could be used appropriately by the client.

**Outcome:**

1. Lady can now shower safely
2. Increased confidence
3. More mobile in the home
4. Less likely to have falls
5. Appetite increased

### Case Study 2:

**Origin of Referral:** GP

**Background:** Gentleman aged 90 in significant pain and suffering with nausea and bowel condition. Although very independent, he feels isolated as he is now unable to leave the home. GP requested help in finding a possible Befriending Scheme.

**Action:**

1. Home Visit
2. Discussed Befriending Schemes available
3. Referred to Fire Service for Home Safety Check
4. Referred to Age UK for Telephone Befriending
5. Referred to GRCC for Befriending Scheme
6. Discussed Care Homes and arranged for a Care Directory to be sent out to him
7. Discussed Power of Attorney and arranged for Age UK to send information booklet
8. Contacted Adult Helpdesk to discuss possibility of installing a shower

**Outcomes:**

1. Mr L signed up for GRCC Befriending Scheme and telephone befriending
2. Received Care Directory and has been looking at Care Homes
3. Adult Social Care to look at safer bathing
4. Received lots of helpful information from various agencies
5. Arranged for local PCSO to visit regularly

**Case Study 3:****Origin of Referral:** Gloucestershire Police

Background: Mrs H is 94 yrs old. Police had visited this lady after being contacted by a concerned neighbour saying she couldn't get into her house and looked very confused. After a visit by police they were concerned there were possible memory problems and local children were possibly harassing her and perhaps she could do with some help in the home.

**Action:**

1. Home Visit and Identified possible hallucinations/delusions, Client not eating properly and unable to clean house and take pet out
2. Contacted GP
3. Made urgent Referral to Social Services via AHD
4. Identified a family member who was no longer in contact
5. Liaised with SW and Reablement Team
6. Liaised with Community Mental Health Worker
7. Supported on visit to hospital
8. Updated CMH Worker/ family member regarding the outcome of hospital appt
9. Liaised with local police

**Outcomes:**

1. Reablement visiting 3 x per day
2. Mixed Dementia diagnosis - contact with Community Dementia Nurse
3. Community meals being delivered

4. Local vet to provide support
5. Family member has been contacted and now visits and offers support
6. Reablement looking into new dentures and eyesight problems
7. Family member helping to find a cleaner
8. Police make regular visits
9. Eyesight to be checked

## **Case Study 4:**

### **Origin of Referral:** GP

Mrs R lives alone and has problems with osteoarthritis and has great difficulty standing. As a result, Mrs R has become increasingly housebound and reliant on a family member for support. GP requested visit from Village Agent to identify some help in the home and social interaction.

### **Action:**

1. Home visit
2. Referral for Blue Badge
3. Referral for Home Fire Safety Check
4. Referral to GRCC Befriending Scheme
5. Referral for Personal Alarm
6. Referral to Social Care for mobile walker and grab stick
7. Referral to Age UK for Benefit Check
8. Information given on local groups/day centres/activities

### **Outcomes:**

1. Smoke alarms x 2 installed in the property
2. Mobile walker with tray makes Mrs R feel much safer now she can safely bring her meals from the kitchen.
3. Grab stick issued which helps to pick up items safely.
4. Attendance Allowance awarded
5. Awaiting assessment for Blue Badge
6. Befriender now visiting and client very happy with all the help given!

## Case Study 5:

### **Origin of Referral:** Self Referral

Mrs H contacted me for help in getting a fold up seat in her shower as she was unable to stand due to her medical condition.

### **Action:**

1. Home visit and during the conversation, the Agent identified that Mrs H had fallen in the home on several occasions
2. Referral to Adult helpdesk for OT Assessment
3. Contacted District Nurse for commode
4. Contacted Age UK to arrange H/R Attendance Allowance
5. Referral to Glos Fire & Rescue Services for Home Safety Check
6. Provided information on Power of Attorney and Healthwatch

### **Outcomes:**

1. Mrs H now in receipt of higher rate Attendance Allowance
2. Glos Fire & Rescue Service provided 2 x smoke alarms
3. District Nurse provided a commode
4. OT Assessment took place and DFG Grant obtained
5. Perching stool in the shower
6. Chair outside the shower
7. Wet room installed
8. Stannah stairlift installed
9. 4 x wheel walker
10. Mrs H is now able to bathe safely
11. Risk of falls has been reduced due to additional walker, perching stool, chair and commode.

## Case Study 6:

Origin of Referral: Gloucestershire Fire & Rescue Service

Gentleman lives alone in a very cluttered environment, socially isolated and forgetting to take medication. Could we help Mr S to join any clubs or groups?

### Action:

1. Home Visit
2. Identified other agencies involved.
3. Discussed interests and hobbies
4. Discussed any particular difficulties or concerns not being addressed by other agencies.
5. Contacted Adult Social Care to inform of our involvement and to update on our actions.
6. Contacted local craft group and arranged a visit
7. Contacted Fair Shares to organise help in clearing garden and remove unwanted items.
8. Provided a diary to help organise visits and appointments etc

### Outcomes:

1. Client now involved in local craft group and social isolation significantly reduced.
2. Agencies communicating to update on progress.
3. Client now uses diary and is more organised and no longer misses appointments etc.

## Case Study 7

Origin of Referral: Gloucestershire Young Carers

Family struggling emotionally and financially...one parent has MS, diabetes and has become housebound, lost benefits, struggling with finances and now in debt, short of food and children have become carers. The home has become cluttered making the living conditions very stressful

### Action:

1. Home visit
2. Referred to Red Cross for Home Safety check and support with de cluttering.
3. Referred to CAB and CAP for debt and benefit advice
4. Obtained Foodbank vouchers and delivered much needed food
5. Contacted Fair Shares for help in collecting and delivering new furniture

6. Information given regarding Carers Assessment for husband.
7. Assisted with plan of action to keep the home free of clutter

**Outcomes:**

1. Family now in receipt of Working Tax Credits
2. Foodbank supplies provided meals through difficult period
3. Delivery of donated furniture makes the home life more comfortable
4. Support with de cluttering has motivated the family to keep the home much tidier.
5. Support from Red Cross will potentially free up more space in the home and possibly raise some much need cash from helping the family sell their unwanted items.
6. Stress in the home has now been reduced for all the family now clutter has decreased.
7. Parent is much more positive about the future

## **Case Study 8:**

**Origin of Referral:** Self-Referral from Adult with Learning Difficulties

Mr W had received a letter regarding a change in his benefits and wanted help in understanding what he had to do. The gentleman also had no heating in the home other than a small electric fan heater. Mr W is very vulnerable and had been subjected to telephone scams and rogue traders.

**Action:**

1. Contacted energy provider to discuss help with installing central heating.
2. Liaised with Health through Warmth (HTW) to organise a survey of the property.
3. HTW agreed to fund the full cost of the central heating.
4. Applied for financial support from The Barnwood Trust to help fund storage during the installation.
5. Organised volunteers to help collect items for storage and return.
6. Arranged for Fair Shares to collect old furniture and dispose of.
7. Applied to The Barnwood Trust for a washing machine
8. Attended a PIP Assessment with Mr W
9. Contacted Glos Fire & Rescue for a Home Safety Check.
10. Contacted Greensquare to help with benefits.

11. Arranged for gas safety check due to very old gas fire

**Outcomes:**

1. Mr White now has full central heating and enjoys feeling warm.
2. Washing machine will now be installed
3. Mr W has had smoke and carbon monoxide detectors installed.
4. Gas fires condemned due to health and safety risks
5. Pension Credit awarded
6. PIP awarded

## **Case Study 9:**

**Origin of Referral:** Tewkesbury Borough Council

They had received a letter from a couple concerned about the condition of their garden and wanted some help to keep it tidy. Village Agent asked to visit as the member of staff felt that more help may be required.

**Action:**

1. Home Visit to discuss the initial problem and discovered there were multiple medical conditions and discussed help and support that could be accessed.
3. Highlighted potential trip hazards in the home.
4. Provided information on local/national support groups
5. Requested equipment from GDA to help with hearing difficulties
6. Requested OT assessment to help with mobility difficulties.
7. Referred to Age UK for Benefit Check
8. Referred to Fire Service for Home Safety Check
9. Information supplied about Carers Assessment

## Case Study 10:

**Origin of Referral:** Social Prescribing

Could a Village Agent please make contact with Mrs R as she cares for her husband, who has vascular Dementia and is in need of some support.

**Action:**

1. Home Visit
2. Referrals made to Adult Social Care for: Needs Assessment, OT Assessment – chair risers and grab rails and Telecare
3. Referral to DWP for Pension Credit and Attendance Allowance
4. Referral to Carers Glos for Carers Assessment
5. Referral to Alzheimer's Society for visit by Dementia Adviser
6. Sent information on Positive Caring Programme and Arriva Transport
7. Contacted DWP for advice and Council Tax Department

**Outcomes:**

Social Care undertook a needs Assessment and identified that a care package could be provided in the home. Mrs R did not really want carers in the home and refused this care package. The Village Agent re visited Mrs R to discuss the help she would accept and it was agreed that it would give her a much needed break if her husband could visit a Day Centre for one day a week.

Mr R was very reluctant to visit the Day Centre, but the Village Agent offered support and it was agreed to visit together. The Village Agent then spoke with the Social Worker who agreed for arrangements to be made. The Village Agent made all the arrangements for a taster visit to the Day Centre and supported Mr R during the first visit. Mr R now regularly visits the Day Centre and thoroughly enjoys the experience. Mrs R is able to get a much needed break from her caring duties.

2. Grab rails, bannister and chair risers were supplied.
3. Home visit by DWP has resulted in Mrs R receiving AA
4. Mrs R is on the waiting list for a Carers Assessment
5. Visit by Dementia Adviser
6. Not eligible for Telecare at the moment but will be reviewed in the future.
7. Mrs R has applied for a Council Tax discount due to her husband's condition
8. Supported Mrs R during the Financial Assessment
8. Day Centre will now be fully funded by Gloucestershire County Council

**Mrs A told the Village Agent that she didn't know what she would have done without her and will never be able to thank her for all she has done.!**

### **Case Study 11:**

In December 2015 I was asked to visit a lady in a village near Cirencester it was not clear what the problem was until I met her .She was confined to bed with carers attending four times a day ,she has Parkinson's and is a diabetic .The cottage was small and the only toilet facilities were up stairs which were not suitable for a stair lift.

After chatting for a while she said would I make an application to help her get rehoused to a more suitable property nearer Cirencester. I made the application it was accepted and she was on the Home View housing list at bronze level This lady was taken ill and spent 12 weeks in hospital I did advise her family to ask the health professional's if they would write a letter in support of being made "gold" and top of the waiting list for a suitable property, this happened soon afterwards and I am pleased to say that this lady moved into a ground floor apartment in Cirencester during May and is very happy there.

**“I have known our local Village Agent since she was appointed, before I became disabled, and was very impressed by the way in which she made contact with me and found answers to my many questions and solutions to my problems. Now I am feeling my age I have found her advice excellent.....We are fortunate to have such a local service”**