

## Isolation and Loneliness Briefing paper

### Meeting with Debbie Wood 25.06.2019

The Hub opened a community café 6 years ago and is managed by Vicki Butchers who is employed By The Hub as a fulltime Family and Children's worker. **Hub Café** – is open Monday to Friday 09.00 – 12.00 and Sat 10.00 – 12.00. There is a volunteer pool of approx. 40 people for this hugely successful initiative.

See below Appendix 1 A comparison of customer number at The Hub 2015/2017/2019 This footfall survey is completed over a two week period one of which coincides with the school half term holiday.

Debbie started work at the Hub 5 years ago she works 28 hours a week – 60% of her outreach work involves people living in Steyning.

She started the **Seniors befriending scheme** in September 2014. Over this time, 76 people have been referred into the scheme and all have been matched with a volunteer befriender – some of the original intake of clients/volunteers still meeting and have formed friendships thereby reducing the isolation and loneliness of those involved. Most befrienders see their matched person weekly. Currently 29 people have a befriender and 22 of these live in Steyning

Debbie is a **Dementia Champion** as part of the Dementia Friends initiative (initiative set up by David Cameron in 2015) and run by the Alzheimer's Society Nationally. She delivers 1.15 hour sessions on understanding dementia and how to be dementia friendly. She has spoken to various people in the community including drivers of the Steyning minibus service, Good Neighbours volunteer drivers, Steyning Parish Church.

**Time Travellers Café** was established 2 years ago for people living with dementia and their carers. Some people in early stages come alone. It is a two-hour drop-in café with a light lunch and an activity. This could be singing, reminiscing, a performance from a local choir. It is a fun two hours and great friendships have developed and informal support groups formed

Debbie initiated a monthly “**Carers Support**” group at The Hub for those caring for a person living with dementia. These sessions are run by West Sussex Carers Support. Debbie provided a volunteer to assist with these sessions and she herself is in the café during the sessions to sit with and chat to the person with the diagnosis whilst the carer goes into a facilitated session. Where they can offload and receive help and support.

The befriending scheme also accepts referrals for people with dementia

**Coffee and Company** - In partnership with the Steyning Community minibus & driver, a maximum of eight people are collected from Steyning to bring them to The Hub for coffee. Debbie manages the collection and chaperons on the minibus. 3rd Monday of the month 9.30 – 12 midday.

The Hub is due for refurbishment and when this happens – the Jungle Café at the Big Plant Nursery in Wiston will be used plus another Venue yet to be confirmed.

**Friendship lunches** - held monthly at the Hub for up to 65 people. A two-course meal for £4.00 and an opportunity to meet with friends and make new ones.

**Afternoon high teas** - quarterly teas for 40 people with a local band or dancing led by Debbie.

**Wellbeing café** – quarterly various charities come along to this session set up by Debbie and offer health screening, hearing checks, assistance with sight impairment etc. etc. Sometimes a taster session for an exercise are offered or the promotion of a service i.e Apetitoe meals on wheels service.

**All volunteers working in café on the day that I met with Debbie at The Hub are from Steyning, but volunteers are drawn from Steyning, Upper Beeding and Bramber. A few travel from Henfield.**

**Steyning and District Community Connectors** - Debbie works one day a week on this as a “**Community Connector**” and has regular clinics at the Health Centre and The Hub with help from **Social Connectors** (peer volunteers) to help people access services and activities. This is a free service for all patients of Steyning Medical Centre.

(NB A new scheme is being set up by NHS England where a Social Prescriber would link into Multidisciplinary Teams in Primary Care in order to direct people to beneficial local services. This is meant to be up and running by July 2019 but training is still to be organised. How this will fit in with Debbie’s post remains to be seen but Debbie is happy to remain flexible. More information can be found on the NHS website - <https://www.england.nhs.uk/personalisedcare/social-prescribing/> )

As mentioned Vicky works Full Time for The Hub as Children & Family worker. Debbie and Vicky work closely together and one particular area where they see a link is in intergenerational activities.

**Evidence of intergenerational work** - Upper Beeding Primary School organised pupils for pupils in Shark class to write a letter to be given to older people alone over Xmas – all recipients responded and in March there was a meeting between most letter writers and the recipient at the Hub. The older folk were encouraged to bring along a memorable object they had kept and to talk to the children about it. The letter writing was repeated over Easter.

Vicky runs :

- **Hub Café** – open Monday – Friday 09.00 – 12.00 and Sat 10.00 – 12.00. There is a volunteer pool of approx. 40 people for this hugely successful initiative.

- **beFriend Families** – younger people can be lonely too. Nine referrals over 2 years. They have benefitted from one-to-one contact with a volunteer who has provided help and including support including help through a “crisis” period.
- **“Positive Play”** session, with two volunteers, for pre pre school age children and their mothers – Wed am
- **Positive Parenting classes.**
- **Who Let The Dads Out** - monthly “fun” session for Dad’s and children on a Saturday 9am -10am with breakfast.
- **“Soulfulness”** best/easiest described as Christian Meditation open for all ages.

#### Appendix 1.

A comparison of customer numbers at The Hub Café 2015 – 2017 - 2019

Customer Survey 2015

|                         |           | Over 50 | 18-50 | Under 18 | Daily Total |
|-------------------------|-----------|---------|-------|----------|-------------|
| 16/02/15                | Monday    | 5       | 5     | 5        | 15          |
| 17/02/15                | Tuesday   | 19      | 5     | 7        | 31          |
| 18/02/15                | Wednesday | 12      | 5     | 8        | 25          |
| 19/02/15                | Thursday  | 12      | 5     | 6        | 23          |
| 20/02/15                | Friday    | 18      | 5     | 7        | 30          |
| 21/02/15                | Saturday  | 10      | 9     | 6        | 25          |
| 23/02/15                | Monday    | 8       | 7     | 5        | 20          |
| 24/02/15                | Tuesday   | 13      | 15    | 11       | 39          |
| 25/02/15                | Wednesday | 18      | 8     | 5        | 31          |
| 26/02/15                | Thursday  | 10      | 15    | 3        | 28          |
| 27/02/15                | Friday    | 23      | 17    | 3        | 43          |
| 28/02/15                | Saturday  | 10      | 8     | 2        | 20          |
| Total no. per age group |           | 158     | 104   | 68       |             |

| Customer Survey 2017    |           |         |       |          |             |
|-------------------------|-----------|---------|-------|----------|-------------|
|                         |           | Over 50 | 18-50 | under 18 | Daily Total |
| 20/02/17                | Monday    | 27      | 5     | 8        | 40          |
| 21/02/17                | Tuesday   | 19      | 3     | 8        | 30          |
| 22/02/17                | Wednesday | 16      | 6     | 5        | 27          |
| 23/02/17                | Thursday  | 16      | 3     | 5        | 24          |
| 24/02/17                | Friday    | 24      | 5     | 11       | 40          |
| 25/02/17                | Saturday  | 14      | 8     | 5        | 27          |
| 27/02/17                | Monday    | 16      | 5     | 1        | 22          |
| 28/02/17                | Tuesday   | 25      | 10    | 5        | 40          |
| 01/03/17                | Wednesday | 25      | 9     | 3        | 37          |
| 02/03/17                | Thursday  | 19      | 6     | 2        | 27          |
| 03/03/17                | Friday    | 25      | 10    | 1        | 36          |
| 04/03/17                | Saturday  | 11      | 8     | 3        | 22          |
| Total no. per age group |           | 237     | 123   | 57       |             |

| Customer Survey 2019    |           |         |       |          |             |
|-------------------------|-----------|---------|-------|----------|-------------|
|                         |           | Over 50 | 18-50 | under 18 | Daily Total |
| 11/02/19                | Monday    | 28      | 13    | 3        | 44          |
| 12/02/19                | Tuesday   | 38      | 19    | 6        | 63          |
| 13/02/19                | Wednesday | 27      | 11    | 6        | 44          |
| 14/02/19                | Thursday  | 35      | 11    | 0        | 46          |
| 15/02/19                | Friday    | 26      | 13    | 11       | 50          |
| 16/02/19                | Saturday  | 23      | 8     | 7        | 38          |
| 18/02/19                | Monday    | 29      | 8     | 16       | 53          |
| 19/02/19                | Tuesday   | 26      | 10    | 9        | 45          |
| 20/02/19                | Wednesday | 36      | 5     | 9        | 50          |
| 21/02/19                | Thursday  | 32      | 6     | 8        | 46          |
| 22/02/19                | Friday    | 50      | 17    | 12       | 79          |
| 23/02/19                | Saturday  | 22      | 6     | 7        | 35          |
| Total no. per age group |           | 372     | 127   | 94       |             |

**Report compiled by Chris Young / Debbie Wood July 2019**