



Quarterly Report for the North East Area Social Inclusion and Dementia Project

January-March 2022

This service is funded by the North East Area Council. There are currently three Social Inclusion Officers (SIO) involved, Carol Foster and Sarah Hulme =1 Full Time equivalent and Natalie Stokes 1 day a week funded by the pre Covid BMBC. Carol and Sarah both retired at the end of this quarter but Age UK Barnsley recruited a very experienced new SIO, Tara Ramsden, to replace them. Tara was able to commence her employment early in March 2022 to ensure a smooth and comprehensive handover along with some work shadowing to ensure a smooth transition with no disruption to the service.

4 Health & Wellbeing Fayres
- 149 slippers distributed

98 Mothers' Day gifts to 2
Care Homes

1 Walking Netball group set
up

119 Attended the
postponed Christmas
event

122 Slippers provided for residents in 4 care
homes

1-1 Working

Supporting 92 Service users 79 Females 13 Males

We have had 18 new referrals this quarter, with quite a number from Social Prescribing Link Workers They have been mainly for befriending. Although it was made clear from the onset that this project's objectives were not focused on being a befriending scheme since Covid there has been an increasing need for such a service. We always endeavour to signpost to our telephone befriending however a number are waiting for a face to face befriender as sometimes the telephone is not appropriate due to hearing problems. Telephone befriending is very labour-intensive and you need a good cohort of volunteers to maintain this which is something our new Development & Project Manager is investigating.

Natalie Stokes has followed up our previous client assessments and signposting where required. We have now completed the task of updating our system fully and all service users that have not been requiring regular support have been contacted to ascertain if they still require any further assistance. The outcome indicators (SWEMWBS & UCLA*) are now being carried out on all service users although we are not yet able to gauge the improvement levels until after the 3-month review is carried out. Some of the service users are due for a review shortly so this will be available for the next quarterly report.

*SWEMWBS - Means average improvement in well-being and UCLA - Means average reduction in loneliness

Where appropriate our clients are also referred to other providers this quarter this has included signposting to the Eye Clinic Liaison Officer at Barnsley Hospital and the Equipment and Adaptations team at BMBC. In addition, a number of clients were referred for benefits advice to Age UK Barnsley's accredited information and Advice service. One particular client received an urgent referral for this support having lost his wife. A Service user was also supported to apply for a carers' grant from Making Space.

We still promote the dementia-friendly ethos at every opportunity, this runs through everything we do and is emphasised when speaking to groups, businesses and any events that we support. All the activities that the Inclusion officers do are dementia friendly and promoted as such.

Age UK Barnsley's Advice Service has helped **20** people this quarter **16** females and **4** males. This included Benefits advice, home services and travel.

No Safeguarding referrals have been required to be made this quarter.

We have provided information about Age UK funeral plans, disability equipment shops etc. as requested by our services users.

Our new updated useful information booklet has been printed and distributed to older people at various events and 100 have been given to other professionals to use as needed.

[Comments from our Service users](#)

"I wasn't sure about having someone coming to my home from Age UK but x was so friendly and down to earth I felt I had known her for years"

"It's a big thing admitting you are lonely but I felt able to talk to her, I even got teary but she didn't mind I hope when I get a volunteer she is as lovely as she was"

"Just being able to talk to someone in person was lovely my dog loved her too so I know she's a good un"

"I needed help with lots of things and X made a list and true to her word she dropped the information and leaflets off for me"

"I haven't been out in ages my mobility isn't good but the worker said they had a volunteer car driver and he could take me and push me in my wheelchair I don't care where they take me I would just be grateful to be out of the house, but would like to go to a garden centre fingers crossed"

Volunteers

15 Active Volunteers plus 2 ad hoc support = 241 hours - £3260.73 Social Value

We are in need of more Volunteers and are actively looking at ways to identify suitable people for this. This has included reviewing the details of clients we have previously supported and where suitable have taken the opportunity to ask if they would like if able to become telephone befrienders. This has resulted in 2 new expressions of interest which we are following up on. It is hoped that we can recruit more peer support Volunteers.

Our new Developments & Project Manager, Debby Bunn, has also identified the need for more quality volunteering in the North East area and is investigating the opportunities to increase funding in to our roles of volunteer management and support and along with this being a primary focus of the Inclusion Officers moving forwards we aim to revamp our Volunteer promotional posters, be more Role-specific with our recruitment and ensure we focus on being local to geographical areas.

Some comments from our Volunteers

"I love helping out at the chatty Café I think it helps me I love it I have even said I cant work on that day as I enjoy been at the café"

*"I love talking to Mrs X it-it's only half an hour of my week and I know she enjoys our chats"
"It amazes me with so many health issues whenever I ring Mr X he never complains and is always cheerful"*

"I enjoy my volunteering with Age UK Barnsley if ever I have an issue even if its not Carol or Sarah that are available I ring the office and someone can help with my query"

Activities and Groups

Age UK Barnsley continues to focus on supporting people to remain active and healthy in older age. To try to encourage people to become a part of their community once again which is proving a continued challenge for some following the pandemic lock downs. Where suitable we are working with other partners such as Creative Wellbeing to support individuals to get back out.

The Tai Chi Classes- continue at Cudworth Methodist Church with a regular attendance and focus on Falls Prevention and Arthritis.

The Walking Group- is well attended with 16 regular walkers. The Walk Leader training has till not taken place as some of the modules are changing so the Royston walk has not yet started but this remains a future focus

The Healthy Bones- sessions at Manor Court Royston are continuing, providing postural stability exercises for older people. There are currently 18 attending.

Walking Netball- started at the Dorothy Hyman Sports Centre in January and has a small but enthusiastic following.

Bowling club – the Dorothy Hyman Bowling Club is setting up a new crown green bowling session at the beginning of April providing gentle exercise through the activity of crown green bowling. It will run until September and will be promoted by Age UK Barnsley.

Events

We were able to hold the postponed Christmas event at Shafton Club at the end of February. 119 people attended and it was a great success.

Comments from the attendees

“ Oh I really wish we could have more of these events I would happily pay”

“Brilliant afternoon. Thank you so much”

“Can we have more please?”

“This is what us oldies want to get out and have some fun”

“I feel like I am 21 again I have been up dancing all afternoon”

“The buffet was beautiful as always thank you so much”

The Chatty Café continues to grow and averages 35-50 people each week. As well as making new friends, a number of people have been able to renew friendships with people they had lost touch with over the years.

A summer outing to Cleethorpes with a Fish and Chip lunch is arranged for May and 47 people are booked for this. Volunteers and Social Inclusion Officers will be present to support anyone that needs it. For some this will be their first trip away from Barnsley since before COVID.

An event to celebrate the Queen's Jubilee is also organised this will take place on the 2nd June. 6 people with dementia attend the café and thoroughly enjoy it. The sad news of the Methodist Church closure has really upset the attendees another venue is now being sourced however should this venue continue to be available it would be an outstanding result for the community.

Health and Wellbeing Fayres - In conjunction with the North East Area team we were able to put on 4 events at held at Cudworth (as part of the Chatty Café), Manor Court, Royston, Dog Hill Community Centre, Shafton and the One Stop Shop, Monk Bretton Methodist Church. The emphasis was on providing suitable slippers to prevent falls and one of the Falls Prevention physiotherapists was on hand to give advice. 149 pairs of slippers were handed out, supplied by local firm Grafters at Royston. Depending on the size of the venue, with other local organisations including Age UK Information & Advice service, Barnsley Healthwatch, Live Well Barnsley, South Yorkshire Fire & Rescue, Cancer aftercare and Berneslai Homes.

Slippers breakdown of distribution into each area-

Royston=47 Monk Bretton-36 Cudworth=41 Shafton-27

Care Homes

We continue to maintain contact with 4 care homes in the North East area, and have once again been able to work with the charity Music in Care Homes to bring musical events each month to the residents. It has been difficult with care home restrictions still in place, but two out of three events have taken place at both Burntwood Hall, Brierley and Belle Green, Cudworth. Both have proved a success with residents joining in with the singing or tapping their feet to some old favourites. The staff have enjoyed it too. Two more sessions are arranged in April and May

The Inclusion Officer is also looking at doing some reminiscence work, activities and crafts. She has completed her training on the chair-based exercises and will hope to incorporate some of this also.

The postponed Pantomime for 2 of the care homes will take place the dates and times are still to be confirmed.

We were also able to take Mothers' Day gifts to Cherry Trees, Cundy Cross and Belle Green Cudworth. These were gratefully received.

122 Slippers were also provided by Wynsors World of Shoes for Cherry Trees, Oakwood Grange, Belle Green and Burntwood. Although we weren't able to go into the homes ourselves at that time, staff fitted them and sent us a few pictures!

Slippers distributed to each home -

Belle Green=28 Cherry Trees=38 Oakwood=48 Burntwood=8

Next Steps

- Volunteer Recruitment
- Mapping the area and consultation what people want in their community
- Support new initiatives such as the new bowling group in Cudworth
- Commence activities in Care homes restrictions permitting

Highlights from this Quarter

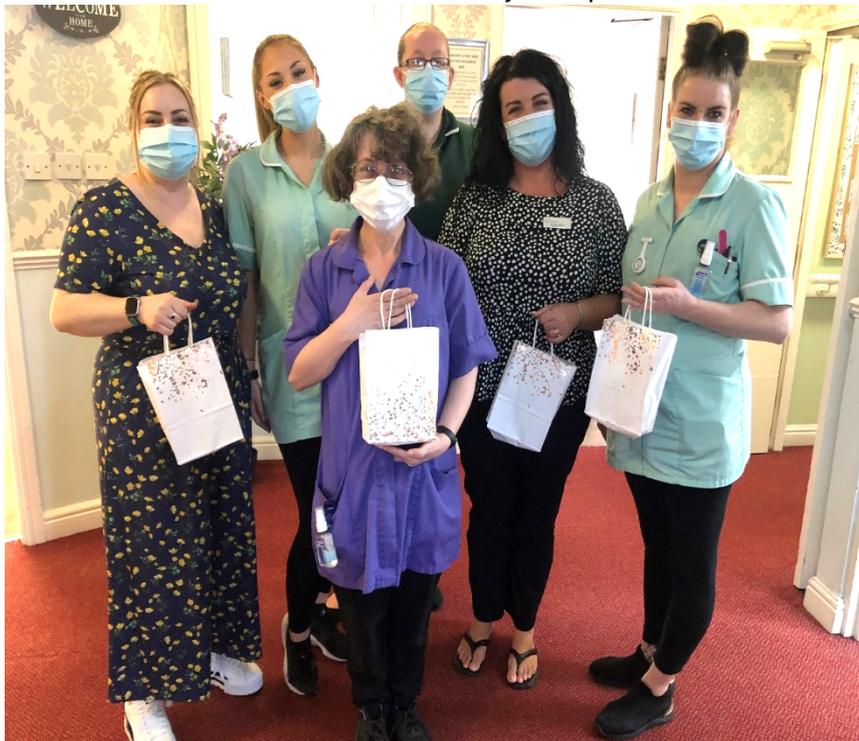


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BUFFET WAS
BEAUTIFUL





BELLE GREEN
RECEIVING SOME
SURPLUS STOCK
WE HAD

ARTIST
ENTERTAINING
RESIDENTS AT
BURNTWOOD
CARE HOME

