

Community Gateway

A Collection of Stories

You Matter

“Thank you, getting back home safely, and in time for Christmas, was so very important to me”

James

These short stories have been provided by the Community Gateway. [You can find out more about the Community Gateway here.](#) The stories highlight the wide range of support the voluntary sector provides across Cornwall - they have a common thread - they all start with a conversation and a listening ear.

James

Supporting you to go Home

The Community Gateway received a referral over the festive period from West Cornwall Hospital, who were deeply concerned about James’s living conditions. The Hospital asked if we could help make his home safe and clean and reduce the risk of future admissions.

James, was admitted to the Hospital with a serious heart condition - and following a successful operation and subsequent period of recovery, James was now eager to be discharged and enjoy the comfort of his home. The Community Gateway worked with the ward to view photos of James’ home.

His property was quite dirty, contained old food & rubbish, bedding hadn’t been washed in several weeks, and large volumes of clutter made walking difficult - this was a major trip hazard.

Unfortunately, this meant that James would not be able to arrange the delivery of his medical equipment, which would help him manage his condition at home.

James was becoming increasingly stressed and wanted to leave, and understandably, he wanted to be home before Christmas. We needed to act and arrange an urgent deep clean and de-clutter.

The Gateway made several calls to cleaning companies to see if they could support James and ensure his home was safe and free of debris. But unfortunately, this proved challenging as many companies were closed during Christmas or had additional bookings. However, the Gateway was able to find a cleaning company who willing to link with James, his ward, and the Home from Hospital team.

They were able to collect the keys from the ward - we arranged payment to ensure a late-night deep clean was in place.

The Community Gateway also discussed how else we might help James and the discharge process - asking whether we could arrange transport for James’s medical equipment. The ward was excited that we could also support this and had the equipment ready for collection

The discharge went smoothly on Christmas Eve! The Home from Hospital Team is following up with James to see if he needs further help in the New Year.



Community Gateway

A Collection of Stories

You Matter

Vincent

Wrapping support around the Person

Over the festive period, we received a phonecall from Vincent. Vincent is a diabetic and was struggling with his diet, food prep, and the increasing cost of food - he needed some help.

The Gateway listened to Vincent and his story.

Vincent lives in East Cornwall and has no immediate family. Vincent has been finding the practical things in life very difficult - he has not been managing his condition well, is eating unhealthy meals and is socially isolated.

Vincent was also struggling with his finances and was deeply concerned about the cost of living and recent energy increases. We discussed how we might help and what support the Gateway could put in place.

One particular area of concern was Vincent's nutrition. Recently, his oven had broke, and the cost of replacing this was too much. Unfortunately, this meant that Vincent is now relying on Microwave meals and junk food - managing his Diabetes was increasingly challenging.

We discussed possible solutions and linked Vincent to [Age UK Cornwall Information and Advice Service](#). With his permission, the Community Gateway also applied for an HSA (Household Support Fund Grant) to ensure that he could afford to purchase and install a new oven.

[A Change Coach from The Chaos Group](#) arranged a visit to his home to complete the application form and see if we could wrap additional support around Vincent -this was also a perfect opportunity to arrange future visits to discuss his condition and diet.

Upon arrival, a member of Fishermen's Mission turned up. [Fishermen's Mission](#) plays a vital role in fighting poverty and despair in our fishing communities - and has been supporting Vincent for the last few years.

The Change Coach and Fishermen's Mission agreed that they would work in partnership to ensure Vincent had the wrap-around support he needed.

Fishermen's Mission had recently secured funding for Vincent (in the last 12 months) and was unable to fund him further

Therefore, we agreed that we could apply for funding via the HSA to purchase the oven. Fishermen's Mission would help go through Vincent's finances to help him budget his money and plan for the future.

In the New Year, a Change Coach will continue to help Vincent and develop a tailored support plan that puts Vincent's needs first and improves his well-being and general health.

"The future looks a lot better than it did, and I am feeling more positive" Vincent



Contact us

The Community Gateway provides access to a range of voluntary sector support and services.

People can access the Gateway via a dedicated telephone line 01872 266383 or gateway@ageukcornwall.org.uk to speak to trained staff and find local support that's right for them.

The Gateway is open from 8 am to 8 pm, seven days a week, 365 days a year – including Christmas day.