



Hospital and Home Services

April 1st 24 to Mar 31st 25

12 Month Impact Report

Volunteer Cornwall, The Chaos Group, and Age UK Cornwall and The Isles of Scilly, work in partnership to provide Hospital and Home Support Services in community hospitals throughout Cornwall. Supported by NHS staff, local community hubs, the wider voluntary sector and service providers, our aim is to reduce admissions by providing practical sustainable solutions, person-centered support, and preventative plans which improve physical, mental, and emotional wellbeing, alleviate anxiety, loneliness and social isolation.

Who we are

The following 12 month report provides collected data, case studies and testimonials that highlight the positive nature of: building relationships; working with local communities and services that add value to people; creating a sustainable, flexible, contactable service; and sharing key conversations which focus on the person and asks the question 'what matters to you'.

Impact snapshot

865

number of
discharges

33,956

hours of
support
provided

83%

of people received
personalised support
plans



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Sally's Story

Sally is from West Cornwall, and in her late nineties. She was referred to the H&H team following a challenging discharge from hospital. Following a fall that resulted in a broken leg, she endured pain and discomfort. Discharged at the earliest opportunity, sadly, the necessary provisions were not fully prepared for her return home. Recognising the escalating risks to Sally's health & wellbeing, the H&H team swiftly responded upon her referral, conducting an initial assessment to prioritise her needs. Their first steps focused on arranging transportation for upcoming appointments, ensuring Sally had access to warm, nourishing meals, and providing the necessary support at home.

Wiltshire Farm Foods jumped into action, which the client was delighted with, and provided an opportunity for easy preparation or for someone else to easily help without Sally feeling that she was a burden. The team also arranged to visit for four weeks, providing companionship and gently encouraging Sally to do her physio and recommended self-exercises. During these sessions, the team also found funding to support Sally with domestic support services—Active Living Service began helping out around the home and garden. Sally explained, *"This is so helpful; I not only get the support I need, but I get to discuss my recovery and I can plan for my next appointments. I am feeling more confident and safe."*

The team also arranged for accessible transport, with Age UK Cornwall and Volunteer Cornwall taking the lead. This ensured that Sally could attend her appointments on time, which significantly reduced Sally's anxiety pre-admission, as previous transport arrangements had been a little unreliable.

During the four weeks of support, the team worked with Sally to rearrange some items in the house so it was easier for her to move around and carried items, some sentimental, upstairs for storage that Sally said got in her way. Thankfully, Sally also had a wonderful neighbour, who gradually got more involved with the support team and built up a connection with Sally. This meant that over the last ten days of support, as the team stepped back, Sally and her friend took over. Her neighbour has continued to support Sally with her shopping and maintenance—with Sally joining in the household tasks—it became clear that Sally would soon be doing this independently but was able to take a steady approach as her recovery progressed.

Sally made remarkable strides, her heart brimming with gratitude. Her neighbour, now a dear friend, also expressed thanks to the team for empowering them, as they no longer felt "scared" in providing support. Wiltshire Farm Foods continued their magical meal deliveries until Sally was ready to reclaim the kitchen once more. Sally's inspiring journey underscores the significance of establishing the right foundations, demonstrating that practical measures can pave the way for greater choice and control, ultimately guiding a person toward regained independence.

Impact snapshot

31%

of people we
supported to access
grants/benefits

***£1,558,730**

Cost saving for
people discharged.
*Based on 2 bed days
saved.

1414

Numbers of people
who had reduced
support needs

1

Safeguarding
alerts raised


I feel my confidence has improved since joining Hospital & Home Services - I was able to talk, share my feelings, and cry - there was always someone who listened to me. **Pauline, Mid Cornwall**

I had no idea how I was going to get home, your driver was fantastic and even helped me into the house; making sure I was okay. **Darren, West Cornwall**

I wish you could stay with us, since I returned from the Hospital, it's like having my on ray of sunshine every day. **Maggie, Mid Cornwall**

I spoke to someone on the Gateway about my needs following my fall. I instantly felt better - every concern was met with unwavering care. Soon after, they connected me with the Hospital and Home team, and oh, how my life transformed - thank you so much. **David, North East Cornwall**

What you
told us



Supporting a patient to attend a local community hub - enjoying a range of activities and tailored support.

“ The Community Hubs stand as a vital lifeline, offering essential support and services - infused with warmth and care - to countless patients in need. What a wonderful service and brilliant team.

Royal Cornwall Hospital feedback

“ I am feeling stronger thanks to regular meal deliveries - the little chats and check-in's are an added bonus.

delivery services and meals on wheels

Building
Community
Strength &
Resilience

“ What a wonderful service this is! I am linked to The Chaos Group, Volunteer Cornwall, Age UK Cornwall, and I am now attending a local hub in Falmouth - who have put me in touch with a cancer support group, where I am able to get even more information and connect with people going through the same thing.

making connections throughout the community

Impact snapshot

***£2,857,071**

cost saving on admission avoidance.

*based on higher bed rate across 7 days.

453

number of people who we prevented from admission

3,885

Numbers of people with ongoing support needs with support brokered and in place

****59**

Community Transport Discharges

**collected data since Feb 25.

Sue & Michael's Story

Sue and Michael, from East Cornwall, found themselves guided to the Hospital and Home team by a local community support worker. Both had recently faced tribulations with their health. During their day to day lives, Michael had shouldered the majority of household tasks, as his wife's physical well-being had rendered her unable to help. However, with Michael now grappling with his own health challenges, the rhythm of their daily lives faltered and he began to find it increasingly arduous to manage the household tasks and care for his beloved Wife.

As their health waned, their daughter welcomed a newborn into the world, shouldering the weight of nurturing a tiny infant alongside another young child. She found herself grappling with the challenge of finding time to assist and care for her Mum and Dad.

In response to this, the team arranged a visit to the couple, with their daughter present to lend support & advice. During a guided conversation, accompanied by a thorough assessment, it became evident that without a timely package of care, at least one of the couple might require hospitalisation, putting further strain and anxiety on an already difficult situation.

A four-week support package was agreed upon, primarily focused around Age UK Cornwall's Active Living Support, which provides companionship, shopping services, and offers assistance to help people complete household chores like vacuuming and cleaning. These tasks were proving challenging for their daughter to manage, as she also had her own home and young children to care for. The team also explored additional support options, such as the Cornwall Carers Service. Since both Michael and daughter were looking after Sue, with the daughter also caring for her dad. They decided to monitor the situation over the next few weeks and she would reach out to The Carers Service if necessary, providing a much needed contingency plan.

In the fourth week, the prospect of continued support was contemplated, yet the family chose to forgo this, having found a healthy rhythm with their daughter visiting weekly to assist with tasks Sue & Michael could no longer manage. During these moments, they have found great joy in the delightful distractions provided by their grandchildren. All the family are confident in accessing community support services; and have both the Community Gateway & Carers Helpline contact details - should their circumstances change.

Sue and Michael's story highlights how a brief intervention can offer solutions that can help guide people through difficult circumstances. Initially, these challenges seemed unavoidable, but by putting the right steps in place the family felt empowered to uncover pathways toward reclaiming their independence, choice, and control.



It felt good to talk to someone who really cared. You listened to my concerns, highlighted solutions, and jumped into action when I needed you.

A loving Daughter



Survey Results



Information collected by Age UK Cornwall via regular 3-week reviews with people supported by the service.*

Overall Service Rating

93% of clients surveyed reported that the Service Rating was Excellent, and **6%** reported that it was good, less than **1%** rated the service average or poor. **77%** of clients reported improved confidence and wellbeing.

What went well | The Highlights

We asked clients to tell us what went well and what they found most helpful - below are the top recurring answers for this period.

1. Meeting people and connecting with groups & activities.
2. Domestic support and help at home.
3. Information and Advice, on Services/Benefits etc.
4. Food/Meals on wheels.
5. Helping with shopping and prescriptions.
6. Getting out and about & transport solutions.

Even better if...

If we had access to a bank of information and services

There was more support for Carers

More transport options

More options for accessible home improvements

If the service could be offered for longer



What's next?



to explore and develop pathways which deliver a "healthy homes" programme, supporting people at risk of admission due to worsening of health and wellbeing, linked to their housing environment and conditions.



to work in partnership with Steps and The Chaos Group as we develop a single approach to return on investment.



To forge a tech-empowered care strategy that weaves in a tapestry of services and support - incorporating several of the projects we have been working on with local Universities.

We couldn't do it without Community Support

Although not exhaustive, this list shows why partnership working is essential. With help from local agencies, carers, charities, and local communities, we support sustainable, safe, and timely discharges, and prevent admission through personalised prevention plans that improve health and wellbeing; reducing the impact on statutory services.

Volunteer Cornwall, The Chaos Group, CN4C, Pentreath, Humans, Social Services, Community Hospitals, Kirsty's Kitchen, Wiltshire Farm Foods, Deli Deli, Parsley Box Ltd, Averlea, Penhellis Care, Victoria Inn, Maxine Lamb and Helping Hands, Ta Da, Sportsmans Valley Hotel, Pengarth Day Centre, Welcome Inn, Alcohol & Detox Services, Miss Molly's Tea Room, Camborne Wesley Methodist Church, Bickers Locksmiths Ltd, Jeff's Property Maintenance, Miners Arms, Macmillan Cancer Support, Maria Curie, Devon & Cornwall Fire Services, The Community Gateway, CrimeStoppers, Stuart & Sylvia at Waves, Hidden Help, Windy Ridge Eating House, and Yellow Cabs Newquay.

Introducing WorkWell:

Email: WorkWell@kernowgateway.org.uk

WorkWell is a free early-intervention service for people whose health is making work difficult.

Whether you're in work or recently out of work due to a physical or mental health condition, or disability, WorkWell offers the guidance and tools to help you feel ready for your next steps.



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