



Placing the person at the heart of everything we do

Kernow Community Gateway

1st May, 2025

Keith, a 76-year-old from North Cornwall, faces challenges with his mobility and has sadly experienced several recent falls due to a reduction in strength and balance. Even the briefest of strolls proves daunting for him, as he manages both Chronic Obstructive Pulmonary Disease (COPD) and a persistent heart condition.

A little over 3 months ago, Keith reached out to the Kernow Community Gateway for the first time. In that heartfelt call, he shared his recent diagnosis of autism, revealing the profound difficulty he encounters when engaging in meaningful dialogues over the telephone.

During this initial exchange, Helyn, the Helpline Coordinator at Kernow Gateway, gently inquired if she could add his basic details to their client database. This would allow Keith to correspond via email, a prospect she hoped would reduce his anxieties. He consented, expressing relief that this approach would make him feel less overwhelmed, enabling him to connect with the Kernow Gateway on his own terms.

Helyn continued their conversation, delving into a series of questions to better grasp Keith's needs and what truly mattered to him. With each reassuring word, Keith felt more at ease, promising to reach out via email very soon. In the ensuing correspondence, **Helyn and Keith embarked on a guided conversation together, gradually building a warm rapport founded on trust and shared laughter.**

Stepping forward with confidence

In the weeks that followed, Helyn and Keith engaged in thoughtful discussions about various services and activities that might offer support for his circumstances. Keith expressed an interest in the [Age UK Cornwall Active Living Service \(ALS\)](#), seeking assistance with his shopping and household tasks. However, he harbored concerns that his responses might come across as brusque and devoid of warmth. Helyn reached out to ALS directly, discovering that they had a support assistant well-versed in the nuances of Autism and attuned to his apprehensions. **Relieved by this revelation, Keith readily agreed to join his first session.**



Keith understood the significance of maintaining connections with others while also harboring concerns regarding his Autism. He wished to mitigate the risk of further falls and wanted to know if we could help. With a touch of guidance, Helyn linked Keith to the Age UK Cornwall falls prevention lead and with support from [Neighbourhoods for Change \(CN4C\)](#) assisted him in making a referral to a falls prevention specialist at Royal Cornwall Hospital.

A month later, Keith is now fully embracing Active Living Support and collaborating with falls specialists weekly. He is also engaging with a Step into Wellness group to enhance his confidence, build friendships, and increase his mobility and strength.

In a later email exchange, Keith expressed his worries regarding his PIP application and his eligibility for a blue badge. Helyn, ever resourceful, re-connected him with CN4C, who promptly offered to reach out to assess the situation. With Keith's blessing, CN4C arranged a visit to conduct an assessment, ultimately applying for his blue badge, sharing insights on grants and benefits, and gathering essential evidence from Keith's GP to initiate a change in circumstances – providing him with tools to ensure he gets the right support to meet his needs.

A happier healthier outlook

A few weeks ago, Helyn emailed Keith to see how he is doing, asking if we could help further – Helyn also said that it had been a pleasure to support Keith and to get him the right support, services and information that he needed. **Keith responded by saying;**

"I am in such a better place, and I am so much happier. I would like to add how ecstatic I am for all the hard work you have done. I had been preparing to avoid all contact with the world, but everyone has been absolutely superb. I am certainly reconsidering thanks to your support."



01872 266383

Kernow Community Gateway is open from 8:00 AM until 8:00 PM, 7 days a week, 365 days a year.

Find out more about this service using the QR Code below

