

Community Gateway

Felix's Story

Gateways Connect | Case Study

“I can't believe how much help you have given me and how hard you have worked to support me. At every stage, I feel listened to and more connected. Thank you” Felix

On November 1st 2022, the Community Gateway launched in response to increased living costs and pressures on the health & care system in Cornwall and the Isles of Scilly. It provides a single point of access to a range of voluntary sector support and services.

The Gateway aims to create personalised plans that reduce admissions, increase independence, and improve social isolation & wellbeing. It will also connect people to mental health support, community activities, the community hub network and wider winter support including hot food and warm spaces.

This case study, has been provided by Felix - it highlights the importance of providing a single point of access and partnership working.

Felix

Gateways Connect

In early November, the Community Gateway received a **SERF** (single electronic referral form) from Cornwall Partnership NHS Foundation Trust (CFT) who were deeply concerned about Felix's wellbeing and general health.

Felix has a debilitating health condition - he had also just been admitted to West Cornwall hospital following injuries from a severe fall in his home. Felix was also having difficulties changing his catheter bag and he was not eating or drinking regularly.

Unfortunately, Felix's family live up North, he is recently bereaved, and his only social interaction is with a cleaner who attends his home once per week. The Gateway team called Felix to find out how the voluntary sector could help.



A Listening Ear

What Matters to you

Following the referral from CFT, it was important that the Gateway team had a conversation with Felix - we call this a guided conversation. At this stage, we assess Felix's most pressing needs, put preventative measures in place to reduce his risk of falling and readmission, and ask the question 'what matters to you'.

“Our role is to listen, really listen, to the person first - then we can connect them to the right support in the community and voluntary sector. This support will then greatly improve wellbeing, confidence and independence” Gateway

After our conversation with Felix, our first priority was to arrange support to help him with catheter changes and ensure he was more comfortable at home.

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A Listening Ear

What Matters to you

In our first conversation, Felix expressed how much he missed the comfort of people and how he was struggling with his mental health. We contacted [Pentreath](#) and [The Chaos Group](#), who helped connect Felix with local groups and arrange support via a mental health peer-to-peer support programme. We also connected Felix to [Pengarth Day Centre](#), who were happy to provide a taster session to see if the Day Centre was the right fit for Felix.

With support from a local community nurse, who showed Felix how to change his catheter, it was clear that he had gained enough confidence to change this on his own and record the results. Unfortunately, Pengarth Day Centre was not quite right for Felix, as he wanted the home comforts that help him maintain his own independence.

Therefore, our second priority was to help Felix reduce his risk of falls and make him feel safer and more comfortable at home.

Improving Wellbeing

Reducing risk

Felix is attending regular health appointments, which can lead to breathlessness and sporadic dizzy spells - greatly increasing Felix's chance of falling when he returns home. **We linked with [Age UK Cornwall's Home from Hospital service](#) to provide an initial assessment. We also worked with [Volunteer Cornwall & Transport Access People \(TAP\)](#) to take him to health appointments - a local volunteer driver is now ensuring Felix is well upon returning home.**

The Home from Hospital outreach team connected Felix to Falmouth Community Hub, who provide a safe, warm space where Felix can meet other people (should he wish). They also connected Felix with [Kirsty's Kitchen](#), a meals on wheels service that would provide Felix healthy regular hot meals.

The Home from Hospital team are also in conversations with a local Breathers Group, in Penzance, which will help Felix build up his strength, mobility and confidence.

This week, the Community Gateway scheduled a review call to see if we can provide anymore support.

"Thank you for your support - I am feeling better and surprised at the options available in the local community." Felix

We are now moving Felix away from a crisis response service to a planned support programme. Working with Felix, local community providers and health professionals to assess what the triggers are for admission, what happens if he gets into difficulty and who can help.

"Wonderful partnership working" CFT

Contact us

You can access the Gateway via a dedicated telephone line (01872 266383), open 8am to 8pm, seven days a week. In addition, staff members in the community will be available to offer one to one and group support.



The Community Gateway

A 7-day point of access to a wide range of voluntary sector support.

Unsure where to go for local voluntary sector help, information and support activities?

The Gateway will operate 7 days a week.

The Gateway has escalation routes and connections to Virtual Wards, GPs, mental health support and safeguarding.

8am - 8pm

Call:

01872 266383