

The Difference We Make

Bob's Story

Home and Hospital



“Thank you so much for helping me get back on my feet, coming home was really worrying for me - I was in debt and didn't want to face going home, I was struggling to adapt to normal life again ”



We are proud to share this case study from the Home from Hospital Service; Bob's story demonstrates how personalised prevention, compassion, and working together with people in need improves the discharge process.

This case study was received as we celebrate our 50th Year (Go for Gold) and highlights our ongoing commitment to Inspiring People and Communities to Age Well.

Bob

On May 9th 2022, Bob was discharged from hospital. Following a conversation with the hospital, who were concerned about Bob's wellbeing, our Falmouth Community Hub Outreach Worker met Bob at his home address.

After a guided conversation with Bob, we were concerned with his living conditions and general wellbeing. Bob had no food, was not taking his medication, had dirty bedding and no clean clothes - due to a broken washing machine.

Unfortunately, Bob was very sick before his admission to the hospital, which meant that he returned home to find dried blood & vomit on his carpets.

Our Information & Advice team also reviewed Bob's financial status - he was currently in arrears on a Gas Bill and the company were threatening to cut off his Gas Supply.

Our Outreach team needed to find solutions for Bob, as this would delay any recovery period and in all-likelihood mean a return to the hospital or worse.

Supporting Bob

Our top priority was to ensure Bob had a steady supply of food deliveries and warm, healthy, nutritious meals. **The Active Living Service went shopping to meet his immediate needs - we then arranged daily food packages from Falmouth Community Hub.**

Our second priority focused on Bob's living conditions - **we enlisted the Age UK Cornwall Active Living Support team to provide a deep clean, de-clutter and make his home more comfortable. They are also supporting Bob by providing domestic cleaning weekly.**

Our Outreach Support Worker dropped off clean clothes, new bedding, clean towels and pillows , which has empowered Bob to keep on top of **his personal care - we also arranged transport to take Bob out to purchase a new washing machine.**



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Supporting Bob's Health

Care support was arranged for Bob, initially two days of support at Falmouth Community Hub. **This support has enabled Bob to stay socially connected and engage in a wide range of fun activities that improve mental & emotional wellbeing.**

We also arranged for a local gardener to help make Bob's garden more accessible. This has meant that Bob can enjoy a safe, peaceful outdoor space - **ultimately, this has greatly improved Bob's general wellbeing and ensured a good daily dose of Vitamin D.**

Unfortunately, Bob was not taking his medication and was unsure what blister packs were, causing great confusion and exacerbating his health issues. **Our hub team showed him how blister packs work and how to do this himself - Bob is able to keep on top of this and takes his medication at the right time of day.**

Financial Security & Connection

Another major concern was Bob's anxiety due to his current financial situation. Therefore, our support worker went with Bob to the post office to pay his outstanding bills. **Bob is a proud man and wanted to ensure that, in future, he would be able to settle his arrears if another complex health issue arose - we discussed other payment options.**

We also created a pathway to the Age UK Cornwall Information & Advice team. Bob was also in arrears with a gas bill so we took him to pay this and arranged for a smart meter to be installed - which will help monitor his energy use.

With consistent increases in fuel costs a concern for many of the people we support, our actions have empowered Bob to take charge, better understand his financial situation and make his own choices.

"The person-centred approach of our team, and many of the practical actions taken, have put Bob on the right track. We will continue to monitor Bob at Falmouth Hub but know that he has more control, choice and independence - putting him in a much better place to face new challenges"

