

Community Hubs make a difference

Bryan's Story

Home from Hospital | Falmouth Community Hubs



“I was at home, alone, for such a long time. I didn’t know who to trust and I was sure that you wouldn’t be able to help me - thank you for being there when i needed you”



Bryan was referred to our Community Outreach team, in Falmouth, via the Home from Hospital Service.

After his discharge from hospital and with his ongoing health conditions, Bryan was not able to leave his home. He relied on meal deliveries via Age UK Cornwall’s Electric Vehicle (EV) Service.

Bryan’s transition from hospital to home was complex and fraught with many challenges. This is Bryan’s story.

Bryan

Bryan, was discharged from hospital in early July 2022. Following a conversation with the hospital, who were concerned about Bryan’s wellbeing and financial situation, a Falmouth Community Hub Outreach Worker met with Bryan to find out more. Lucy, the Falmouth Hub Manager, met with Bryan at his home to find out how we might support him. Lucy was deeply concerned about the lack of support received to date, his financial situation, food reserves and living conditions.

Unfortunately, Bryan also had severe mobility issues and was unable to leave his home without considerable support. Bryan also felt that, “the system had failed him”, which meant that he found it extremely difficult to trust people - especially, someone new.

Building Trust

Our immediate concern was Bryan’s lack of food, so we arranged for a daily ‘meals on wheels’ drop via our volunteer driver - and EV service. It was extremely important that this service was supplemented by regular shopping drops,

ensuring Bryan had basic essentials and could prepare his own meals. Unfortunately, Bryan had no access to cash, couldn’t get out of the house and was deeply concerned about scams.

“I have been scammed in the past, and I don’t trust any online shopping services”

Lucy and the outreach team met with Bryan on several occasions to establish a foundation of trust. Bryan’s previous experiences made this very challenging. **However, by listening to his needs, being respectful of his wishes, and showing compassion, we were able to develop a trusting relationship.**

The next step was to speak with Adult Social Care (with Bryan’s consent) and ask for their help arranging regular online and telephone shopping. Thankfully, we could share details and navigate the GDPR pitfalls to put the groundwork in place.

“The Adult Social Care team were brilliant, and we worked with Bryan to set up online shopping”

Unfortunately, the outreach team hit another roadblock. They had problems with Bryan’s 2-step authentication process. Bryan does not use a mobile phone, and when he could not respond, the bank blocked his card for all online purchases.

Thankfully, we worked with the bank to navigate this process - **and showing Bryan how to use his new Card Reader. We have also setup telephone shopping to make ordering items a bit easier.**

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The Future

The relationship we have built with Bryan has meant that we can confidently refer Bryan to other agencies, and link him with both Falmouth Warmth Hub and our Active Living Support Service.

In November 2022, we proudly launched our Warmth Hub Sessions at Falmouth, this was a good opportunity to arrange transport and an escort for Bryan - ensuring Bryan was able to make the decision and join in when it was the right time for him.

For the first time since leaving hospital, Bryan, has been able to visit a new environment and leave his troubles at home behind. He is meeting new people, enjoy healthy nutritious meals and getting involved in activities.

We are beginning to look at longer-term preventative support measures. **Our second priority was to focus on Bryan's living conditions and develop a support package that ensures Bryan stays safe, reduces his risk of admittance to hospital and improves his social isolation.** Therefore, we enlisted the Age UK Cornwall Active Living Support team to provide a de-clutter and make his home more comfortable. They also supporting Bryan by providing domestic cleaning and regular home visits.

Falmouth Warmth Hub

Falmouth Warmth is open Monday to Friday, 1100am - 1300pm. It offers a safe space where you can meet people, keep warm and enjoy hot beverages and tasty treats.

For more information or to pre-book lunch, please call **01326 316880** or email **lucy@ageukcornwall.org.uk**



“Bryan will continue to attend the lunchtime sessions - he is finding his voice and is making a connection with people at the warmth hub. He often enjoys a sneaky biscuit or two with his meal - after all, we all deserve a little something extra”

Falmouth Warmth Hub