

The following is a collection of short personal stories from our Home, Hub and Hospital Service in late 2021.

In November 2021, Age UK Cornwall and the Isles of Scilly were commissioned to support Discharges in Community Hospitals. Between Nov 21- Dec 21, we provided 519 hours (7 days per week) of support to 32 people.

Robert and Mary Recovering Together

In Dec 21, Lucy Downing, Falmouth Community Hub Manager, and the Home from Hospital team assisted Robert and his wife Mary.

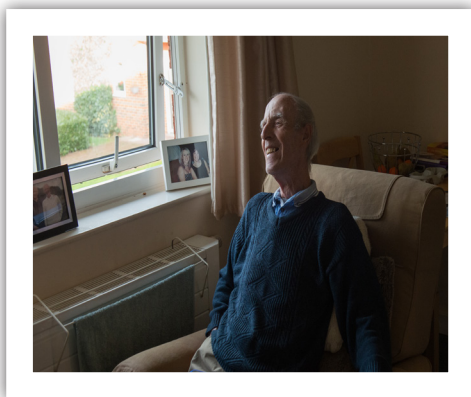
Robert was being discharged from Helston Hospital following a very bad fall. **Robert and Mary, who are both over 90, were extremely anxious upon returning home and were concerned about repeat falls - Robert didn't feel ready to leave Hospital.** Mary was unsure if they would manage practical tasks around the home.

When entering their home for the first time, the Home and Hospital team were on hand to help them unpack, provide shopping essentials and get everyone settled. After a series of conversations, Lucy and her team were able to **arrange regular visits, shopping deliveries - liaising with family members to ensure Robert and Mary had wrap-around care.** Together, they developed a package of

care that involved daily welfare checks, help in the home (domestic tasks and cleaning), shopping deliveries and telephone support for the next 4 weeks.

Those initial concerns have now lessened - they feel confident and happy to be reunited and back in their home again. Both Mary and Robert look forward to home support visits and have gained confidence. They are both now coping better and feeling stronger day by day. We continue to provide support, information and advice.

"We feel that we made the right choice to come home. Being together is the most important thing for Mary and I"
'Robert'



Judith Regaining Independence

Judith, who is 69 years old, was in hospital and was ready to be discharged. Unfortunately, there wasn't a package of care available for Judith due to living in a very remote part of Cornwall.

Regaining Independence

Initially, the Home from Hospital team invited Judith to Falmouth Community Hub. Judith joined one of the taster days to see if the activities and care provided was the right fit for her needs.

Judith really enjoyed the wide range of group support, warm meals and companionship provided at Falmouth - subsequently, Judith decided to attend 3 times a week - coordinated taxi transport and supported travel was also provided.

The Hub team also provided much needed assistance to Judith's Daughter, who was suffering from Carer's Stress and had ongoing financial issues.

Via the Age UK Cornwall Information & Advice service, we were able to lessen the financial burden following a successful application for carers allowance. Judith's Daughter also joined Step into Wellness, an Age UK Cornwall online support group that focuses on improving mental, physical and emotional wellbeing. The Home and Hospital team also discussed alternative housing solutions and provided help to clear clutter from the house - making the home environment much more welcoming and organised.

Judith's confidence has improved and she has remained with Falmouth Community Hub following the initial 4-week package of care.

"Thank you - I am in a better place than I ever thought I would be"
'Judith'



Cathryn

Fast Action and Solutions

Cathryn, discharged from hospital believing that she had regular care visits throughout the week - as part of her care package. Unfortunately, the Care provider could only offer 1 day visit per week due to staffing shortages.

Cathryn's family were extremely upset and worried about the situation in Cornwall. Cathryn is 94, had a history of long-term health conditions and is a survivor of Cancer. Recently, Cathryn had a nasty fall. This fall left her with several broken bones and exacerbated her mobility issues.

Due to the severity of this situation and insufficient care, Lucy and the Home from Hospital team escalated this case.

Within 24 hours, the team arranged daily meals, supported transport, 4 active living visits per week and coordinated an additional 2 days of day care at Falmouth Community Hub. They also monitored fluid intake, nutrition and provided daily welfare checks. Care continues to this day - Cathryn has not needed to return to hospital.