

Age UK Cornwall & Isles of Scilly

The Cornwall Link

Online Guided Conversation



Cornwall Link

With the support of the community and our partners, the Cornwall Link has grown in depth and popularity. As of **12th July** the hub contained **623 listings**, has had **over 9,000 hits** and **326 submissions**.



“It is a privilege to know that this site is helping so many people and communities to connect, I hope you continue to build on this success”

The Conversation that connects

We know that our work does not stop here and one of our priorities is to **continue providing solutions as the world around us adapts**. Life is complex and it can be difficult to translate this experience into a single word or phrase to search. We have created our online Guided Conversation to bridge this gap.

Using questions that have been **tried and tested by our Community Helpline**, in as little as a few minutes, the Guided Conversation can help you to develop a holistic vision of your situation, and as a result, can generate suggestions of resources that are of **most relevance and likely to be of most help to you**.

In reality, little can beat a face-to-face conversation where you **feel listened to and valued**. However, with the cut and thrust of modern society this is not always possible. The Online Guided Conversation has been developed as **an alternative in an ever-changing environment**.

Who is it for?

In-keeping with a nationwide change in the dynamic of healthcare delivery and increased appetite for person-centred care, the Guided Conversation is a tool that can be used either: **independently, in the company of a loved one or in the presence of a medical professional** to facilitate discussion and understanding around the topics that really matter to you. We are exploring several different ways to build the conversation, including our **work with GPs and Patient Participation Groups to develop unique approaches** that widen the conversation about health and wellbeing in core services and local communities.

The **digital component adds to the value of the conversation** by using the information discussed to suggest relevant and beneficial community resources that could be the right fit for you. **By saving the suggestions to your profile and adding key ones to your favourites, you can choose to look back at your list at any time**. When things change, you can simply log back in and change the most pertinent questions to generate suggestions that reflect your new circumstances.

As with all the features of the Cornwall Link, we value feedback and suggestions. Why not try the conversation today and let us know what you think by using this link below:

www.cornwall-link.co.uk/support

Who are we working with?

As a community resource we are proud to be working with a variety of different organisations, from **local charities to small support groups and volunteers**, all have contributed to create a guided conversation that is **potent and adaptable to any given situation**.

We also have support from **Macmillan to review and create bespoke support for people affected by cancer**, utilising the Online Guided Conversation and online forums.

Thank you to everyone that has contributed and supported us on the journey so far.....

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What is the Link?

The Cornwall Link is an online portal where you can find information on a wide range of services available in Cornwall & The Isles of Scilly.

Our aim is to **provide individuals, families, carers, volunteers and healthcare professionals**, a platform which connects intelligently to a wide menu of activities, groups & services that will **reduce social isolation and improve health and wellbeing**.

The Link launched in February 2018. With support from a dedicated team of **digital champions, editors and Volunteers** we are proud to say that we have published **over 600 listings for services** that provide a social benefit to the community.



What does it offer?

Thanks to our brilliant design team from Made Open, who never back down from a challenge, and great feedback from the Link Forum and the community, we are **continuing to make additions, develop and enhance Cornwall Link** every day.

The benefits below are just some of the functions that improve the user experience.

- *Intelligent filters that refine your search.**
- *The option for any group, however big or small, to submit their own service.**
- *The ability to create and save a “favourites” list –like a social prescription, which is shareable & printable for any need.**
- *Share memories via our community stories tab.**
- *Host beautiful images & videos to make your listing more personalised.**
- *Access to our online guided conversation**
- *A unique vetting system that reminds group leads when a listing is due to expire.**
- *Support from a dedicated Helpline team.**

Volunteers Wanted!

We are recruiting for **Digital Link Champions and Editors across Cornwall**, these roles would suit any individual who is **passionate about connecting people** in their local community.

This role provides support to the Cornwall Link platform by editing & maintaining listings, which can all be done in the comfort of your own home or at any of our locations across Cornwall.

If you are interested in joining a community project that enables people to take control of their own lives and increase their choices, please use the details below.

email@ageukcornwall.org.uk

or

Call Emily Taylor or Lee Davies on 01872 266383 to find out more



Cornwall Link: www.cornwall-link.co.uk