

# Case study

## Tackling Isolation

### Crawley



*The AUKWSBH centre in Crawley is a social and activity hub for older people locally.*

It provides hot meals and support for anyone over 50 and a base for the team to help older people in the community, whatever they are facing.

-  Cultural isolation alleviated
-  Less lonely, more connected
-  Wider service support
-  More confident and resilient

\*ALL NAMES HAVE BEEN CHANGED

## \*Sam – isolated, bereaved and struggling with the language barrier

### Issues/challenges faced:

The Olive Tree referred Sam to the AUKWSBH Crawley Centre for social support and meals. In his early 70s, he lived alone with complex health conditions, including cancer, diabetes and a heart condition. His son and daughter had recently moved out of the family home. Unfortunately, Sam's wife of 55 years had passed away suddenly as well. Sam's whole world fell apart, and to make matters worse, he had a fall and broke his hip.

Sam is Indian and had spent most of his life mixing in his own community in India. Sam moved to the UK to give his children a better education and life. He joined the local temple and remained mostly around his own community, mostly due to a language barrier.

It took a long time, but once we built up trust with Sam, with an interpreter, he began to open up to us. He was not eating properly, hardly drinking, suffering from insomnia, struggling financially, not attending his hospital appointments due to transport issues, wasn't on top of his washing and cleaning, and wasn't opening his mail. He was also staying in bed most of the time. Sam became a regular at our centre lunch club, and then Covid-19 struck.

### Support given:

The Crawley team worked to urgently address all the issues Sam faced, helping directly and referring internally or to external agencies where appropriate.

- A GP home visit was made for a Wellbeing check.
- A referral was made to Information and Advice for a financial assessment, then once finances were in place, a referral was made to help at home.
- A referral was made to social prescribing, who accompanied Sam to his hospital appointments.
- The team collected his prescriptions and delivered them to his home, along with small shops and food parcels. In addition, a microwave oven was sourced for Sam and frozen meals are delivered regularly.
- The team sourced Coronavirus materials translated into Hindi and an interpreter was found for Sam from one of the BAME groups running at the Centre.
- A referral was made to the Citizen's Advice Bureau, who set up a debt management plan. Sam was also referred to both the Prevention Assessment Team, and mental health services.
- Lifeline was set up for Sam.

### Outcome

Sam is recovering from his fall and life can still be difficult at times, but he cannot believe how kind AUKWSBH has been to him, and how the Indian community have rallied round. He has recently moved to sheltered housing accommodation and is regularly having meals delivered which he heats up in the microwave. His blood sugars are at a safe level and he is in regular contact with the services he needs. He has a call twice a week from a Hindi speaking Volunteer and they are becoming firm friends. He is even planning to stay with his daughter when the Lockdown restrictions are lifted.

**The support Sam has received from a variety of agencies and community partners has enabled him to receive the best all round support and his life has improved immeasurably since his first referral.**