

Case study

Tackling Isolation

Mid Sussex



The AUKWSBH centre in Burgess Hill 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.

- ✓ Isolation alleviated
- ✓ Less lonely, more connected
- ✓ Wider service support
- ✓ Independence maintained

*ALL NAMES HAVE BEEN CHANGED

James* – sociable, but suffering due to loneliness

Issues/challenges faced:

When James came to the AUKWSBH centre in Burgess Hill, he had been feeling very isolated. Living alone, with little social contact and no local friends, he was really suffering.

Support given:

When James visited AUKWSBH he originally knew no-one, but it quickly became a reason to leave the house.

- Pre Covid-19 he would attend the centre once or twice a week for lunch. He clearly enjoyed his visits and was extremely chatty and sociable, making friends who he was able to meet with regularly.
- Covid-19 meant he was no longer able to visit and the loneliness got to him again, so the team added him to their list of more vulnerable older people and ramped up the support.
- He was anxious about going out, and walking to the shops sometimes left him in pain, so AUKWSBH organised for essential groceries to be delivered to him at home.
- His kitchen was limited and with concerns about leaving the house, the team organised for him to regularly receive nutritionally balanced, ready-made frozen meals which he just had to heat up. He found this much easier than shopping and cooking from scratch and accepted six meals a week.
- He was referred internally to our AUKWSBH befriending service and began receiving multiple calls a week.
- He was sent a Bag of Support, filled with information, a face covering, sanitiser and treats and regularly receives our monthly Connect magazine and activity packs to alleviate the boredom. Over the festive period, James received a doorstep visit where we delivered our Christmas treat box.

Outcome

James is so appreciative of the help and support he's received from AUKWSBH both at the centre and at home. He loves the meals and is so grateful for the phone calls and doorstep visits. He is looking forward to returning to the centre (when it's safe to do so) but in the meantime, the team have made him feel as though he's not so alone during a really difficult time.