

# Case study

## Tackling Isolation

### Worthing



**AUKWSBH works with people in the community, at home and under normal circumstances, at a number of social and activity clubs locally.**

Those referred, or self-referring to AUKWSBH are individually assessed, so their needs are fully understood and they have a tailored package of support put in place both internally and where appropriate, via external agencies.

- ✓ Isolation alleviated
- ✓ Less lonely, more connected
- ✓ Wider service support
- ✓ More confident and resilient
- ✓ Independence maintained

\*ALL NAMES HAVE BEEN CHANGED

## \*John – isolated, lonely and struggling to get food and medication

### Issues/challenges faced:

John is a widower with no family. He hadn't left his house for a number of weeks when he contacted AUKWSBH to ask for help collecting a prescription. While on the phone, he mentioned he was hungry as he'd been eking out his food to avoid going out and was very low on all the basics. The contact was immediately passed to the local team closest to East Worthing where he lived.

### Support given:

The charity's First Response Team contacted John to find out what support he needed. They then:

- Arranged for someone to collect his prescription and do a doorstep shopping delivery for him the same day. He gave the team a shopping list over the phone.
- Arranged for him to get a free welfare box with food and toiletries every other week.
- Organised a weekly shop for food and essentials.
- Gave him activity packs to keep his mind active and to fight boredom at home.
- Through gentle investigation, identified that John was also very lonely and anxious. Referred internally to the befriending team, who now make regular calls to him.
- Spent some time chatting (socially distanced) on the doorstep when delivering food, John really misses face to face contact and is also hearing impaired, so sometimes prefers this to telephone calls.
- Provided reusable face masks to help protect him when he does decide to leave the house.

### Outcome

John is so grateful for the support he is receiving at home. He is relieved to know there is support on hand and the fact he knows he isn't going to run out of food has had a significant impact on his general wellbeing. When he received the first welfare box, topped up with extra donated items, he was beaming, saying "Wow, wow is that for me? It's like Christmas!" He is looking towards the future and is keen to join the AUKWSBH lunch clubs when they reopen. The team will be encouraging him to join any other activity clubs that interest him in due course.

John is now eating better and enjoying the phone calls and doorstep visits he receives. **Overall he seems happier, calmer and more optimistic than when we first met him and he is reassured that the support will continue when the pandemic ends.**