



Client Services Team - Supporting Independence

December 2023

Team:

Beverley Jones
Operations Manager

Transport: Nicola Lewis - Transport Team Leader, Sophy Strudwick - Bookings Scheduler, 6 drivers, 6 volunteer drivers.

Home Help: Gill Tootill - Home Help Team Leader,
21 Home Helps

Social Inclusion: Peter Edmonds - Social Inclusion Officer
25 Volunteers

Health Walks Development Officer - Position Vacant
5 Volunteers

Social Inclusion and Health Walks Support Co-Ordinator,
Ruth Cheeseman



Social Inclusion

- Telephone Befriending - set up during the pandemic and continuing, although fewer referrals now for this support
- Face-to-Face Befriending
- Buddying - supporting people who need confidence to go out and about. This is generally as a result of ill health or social isolation.



How we support independence:

In the home:

- ▶ Telephone befriending
- ▶ Befriending
- ▶ Home Help

Out and About:

- ▶ Passenger Transport
- ▶ Minibus Hire
- ▶ Buddying
- ▶ Health Walks

Social Inclusion - Statistics

- 25 volunteers in Social Inclusion team
- 11 volunteers recruited this year
- 25 residents receiving befriending/buddying
- 10 residents on the waiting list
- 314 Befriending Telephone calls made (Jan to Sept 2023)
- 292 Befriending/buddy visits attended (Jan to Sept 2023)
- Project supported by Rushmoor Borough Council

Social Inclusion - Next Steps

- Following two successful outings earlier this year - one Aldershot, one Farnborough we would like to expand the social inclusion project to make these outings more regular
- Set up of a new lunch club - in the early stages at the moment, currently scoping whether this would be best placed in Aldershot or Farnborough.



Health Walks

- 5 Fully trained Volunteer Walk Leaders - we need more for 24 😊 😊
- Next walk will start in January 2024, using one of the Farnborough Heritage Trail walks
- Three more to be scoped and start in Spring 24.



Health Walks

A funded project by Public Health, Hampshire County Council

Aldershot Park, started Friday 27th October, 2.30pm

Southwood Country Park, started Thursday 16th November, 11.00am

Aldershot Park has regular attendees, although Southwood is slow to pick up. For all walks the weather has been against us and has been dreadful on some occasions!!



Passenger Transport - Connect

- ▶ Rushmoor Connect
- ▶ Monday - Saturday
- ▶ 2 buses run on Tuesday and Thursday
- ▶ Trips to the Meadows each Tuesday
- ▶ Fully accessible minibuses
- ▶ Fare - £5 return local, £7 return The Meadows
- ▶ Fleet Connect
- ▶ Monday - Saturday
- ▶ Trips to the Meadows on Monday and Wednesday
- ▶ Fully accessible minibus
- ▶ Fare - £4 return local, £6 return The Meadows



Criteria for both services: A mobility or sensory impairment which causes passenger discomfort when using the public bus **OR** they do not have access to a car and there is no bus available when they wish to travel **OR** they live more than 400m from a bus stop.



Connect Minibus Hire



- ▶ 5 Minibuses in our Fleet available for hire to RVS Members/Affiliate Members
- ▶ 3 are fully accessible
- ▶ 2 have ramp access
- ▶ Buses are available for both B1 and D1 drivers
- ▶ Buses available with up to 16 seats (subject to licence restrictions)
- ▶ £45 per day, to include 30 miles of travel. Additional miles charged @ £1.30 per mile.
- ▶ Prices held since April 2022 - we are very competitive in the hire market



Home Help Service

- ▶ There are a team of 21 home helps, all part-time, supporting residents across both Rushmoor & Hart Districts
- ▶ The service supports 185 individual households either weekly or fortnightly - minimum service is 1 hour per fortnight
- ▶ The service is offered on a not-for-profit basis @ £17.40 per hour. Subsequent hours/part-hours on the same visit are charged at £16.90.



Our residents:

- ▶ We support those who are elderly and/or frail
- ▶ Those living with a disability or illness
- ▶ Short-term need eg. on hospital discharge or whilst recovering from ill-health
- ▶ Anyone who needs a helping hand to support them to remain independent at home



We can:

Help with general housework and cleaning

Change the bed

Do the laundry

Do the shopping

Do the ironing



We can't:

Support with personal care or medication. *Take the resident shopping.*

Home Help Service Feedback:

- ▶ I also wanted to let you know how good Emma has been. She started working with Dad under very difficult circumstances as Mum had just passed away. She really is lovely and is an ideal match for him. He was unsure about having a cleaner when Mum first died, but now I know he really wouldn't be without her. Please let her know and pass on my thanks to her.
- ▶ I spoke to Mr M and he is so happy with the service. I also spoke to his daughter Christine, she said they couldn't be happier. She said anything Dad needs, Elaine does, and they are delighted. She said Dad was getting tearful because Elaine is so kind.
- ▶ My Home Help is a joy, the thing I particularly like is my bed changing every week. Once she had left I went straight back to bed and enjoyed it so much I think every week will be a treat. I consider it money well spent. Please pass on my grateful thanks to best wishes PW
- ▶ The Home Help was wonderful last Monday, my dad's flat was lovely and clean, and still looked nice on Thursday when we called in. Dad mentioned how it smelt nicer too. Mrs GW

