

SCCCC News

SPRING 2018



Charity's hospital to home scheme transforming care of older patients in Sheffield



Sarah Wigston is the Hospital to Home scheme coordinator

We are proud to announce that we have won a major new contract to quickly transfer hospital patients to home, freeing up vital bed space and reducing waiting times.

The Hospital to Home service transfers patients aged 65 or over with no immediate family support, providing much needed help to older people at one of the most difficult times of their lives.

The rapid response service sees members of charity staff on standby to provide help within an hour of receiving a call from a hospital.

Their duties include taking the patient home, helping with emergency shopping, topping up utilities and looking for ways to prevent slips, trips and falls.

Other practical help includes switching on the heating, making them a snack and providing emotional support until the arrival of family, friends or a care agency.

They will also make referrals to other organisations like the fire service or Community Equipment Loan Service, if they believe a patient may be in need of further support.

The scheme is the best possible, practical example of how third sector organisations are at the frontline of supporting local health and social care services.

Sarah Wigston, Hospital to Home Coordinator at SCCC, said: "This is a highly personal service which helps support older vulnerable people in Sheffield. It means that after a long stay in hospital, patients are not sent home in an ambulance to a cold, lonely home. They have a friendly face there to get them settled in, to have a cuppa and a chat until further help arrives.

"We have long known that many older people are staying in hospital longer because they are unable to get home without support. So we are speeding up the discharge process which in turn alleviates bed blocking.

"It's a patient centred approach, providing a continuity of care so that an older patient feels comfortable, safe and supported after a stay in hospital. We believe the help we provide will ultimately reduce delayed discharge and the risk of re-admission to hospital."

SCCCC has been commissioned to provide the 'Hospital to Home' service by Sheffield City Council, Sheffield Teaching Hospitals NHS Foundation Trust and Sheffield Clinical Commissioning Group.

The service, which started in November, is available between 8am and 10pm and is delivered by one full time and two part time members of staff.

FOCUS ON...

Garry and Stan set the world to rights!



Garry Elliott is one of our newer Good Neighbour volunteers, starting his friendly visiting in December. Garry visits a lovely man called Stan, who is one of our older service users, at the ripe age of 93.

He said: "My primary reason for joining SCCCC's volunteers was to give something back to the community, as I feel we can all give a little bit of time to help others. Secondly, I enjoy being part of an organisation. The people I have met at SCCCC are so caring and have a strong giving mentality. It's different to my working life in the corporate world, which was much more dog-eat-dog!

"Stan is a great guy who has recently lost the majority of his sight because of a stroke. He is very interesting. He served in the Royal Navy during World War Two, drove an ambulance before the NHS was formed, sold Betterware door-to-door and then set up his own sales agency.

"We agreed recently that we are each allowed to have a moan about things and set the world to rights. We talk about his situation, his carers, his family and his past life. He is interested in my family and interests. We chat and it is easy to forget that he is 93 and partially sighted."

If you would like to volunteer for SCCCC see the back page for more information.

The harsh winter months are amongst the most challenging for older people and this year was no different, as demand on our valued services soared.

Many of you will have also read or heard in the national media about the pressures faced by local health services this winter.

On that note, I am extremely proud that this charity recently won the contract to provide the Hospital to Home scheme to patients in our city, which you will read about elsewhere in this newsletter.

The initiative sees our very small team of paid staff transfer patients aged 65 or over from hospital to home, in cases where they have no other immediate family support.

It's an extremely rapid response and we believe our work will ultimately reduce delayed discharge and the risk of re-admission to hospital.



STAFF PROFILE

Name: Paul Marshall
Job Title: Hospital Aftercare (HAC) Team Leader

What is your role responsible for?

I look after a small team who work with Sheffield Teaching Hospitals and care homes around the city to help achieve a successful and caring discharge of a patient from hospital to home. The team also works with the medical centres and Active Recovery services to help people remain in their own homes, reducing hospital admissions and relieving the stress and anxiety to the service user.

What does a typical day involve?

We are never sure what our day may



I firmly believe the scheme acts as the best possible, practical example of how third sector organisations like ours are at the frontline of supporting stretched health and social care services.

It is also a brilliant example of how we are continually innovating and identifying fresh ways to help older people in our communities well into our sixth decade as a charity.

Mark Storey
Chief Executive Officer

bring and it can change very quickly. We respond to requests for assistance that come in regularly throughout the day. This can be from delivering a commode, shopping, moving furniture to accommodate a hospital bed, or just making the property easier to get around. While the patient is in hospital we also give access to a patient's home and chaperone other agencies who need to visit to make adaptations. We also collect clothes, phones or other personal belongings to make their stay in hospital as positive as possible. We even offer to feed and water loved pets on a short term basis. I once managed to change the water for a one foot long lizard, who I was assured was harmless!

What is the best aspect of the job?

To have the privilege and opportunity to play a part in making a difference to the lives of so many vulnerable people.

And the worst?

To see just how much more needs to be done to help people, but due to financial restrictions and overwhelming demand we are unable to achieve everything. But as a charity we always strive to do more and to provide the best possible service within the resources available to us.

NEWS...

SCCCC PRESENTED WITH UK'S HIGHEST VOLUNTARY HONOUR



We are one of just a handful of Sheffield organisations to have ever been awarded the prestigious Queen's Award for Voluntary Service- the sector's equivalent of an MBE.

Her Majesty's Lord Lieutenant for South Yorkshire Andrew Coombe bestowed the award- a certificate signed by the Queen and a domed glass crystal- at Sheffield Town Hall in front of the Lord Mayor of Sheffield Cllr Anne Murphy and the charity's staff, trustees and dedicated volunteers.



The event was followed by an afternoon tea to thank our volunteers for the 6,000 hours of unpaid work they give each year visiting older people to battle loneliness and isolation. Each volunteer is now also able to wear a commemorative pin badge in recognition of the honour.

Mark Storey, Chief Executive Officer at SCCCC, said: "The presentation of this award is the culmination of a hugely



significant 12 months for the charity, since finding out that we were being given the honour earlier this year.

"It's a huge honour, but most importantly an overwhelming tribute to the hard work and dedication of our incredible volunteers. They are the heart and most important part of our work and generously give their time and energy, enabling us to much needed help to older people in Sheffield for more than 50 years."



Cheese and wine fundraiser

We recently held a cheese and wine evening which was hosted by the wonderful Edison's Coffee based in the Cathedral Quarter.

Guests were able to try a range of local cheeses - delivered by Reece of Urban Pantry - and taught how to pair them correctly with wines. The cheeses were served with delicious breads from Depot Bakery.

The evening raised £450 to help combat isolation and loneliness in Sheffield.

We have half marathon places!

We have free charity places for the Yorkshire Half Marathon, on Sunday 8 April. Why not join in the fun?

To register, email Ericka.hill@scccc.co.uk or phone 0114 250 5293.



A fond farewell...

With a heavy heart, we have said a sad goodbye to our wonderful volunteer Phillis Grimshaw - affectionately known as Phil - who passed away in November. Phil had been a volunteer since October 2010 and had visited and befriended six older people over the years.

She will be greatly missed.

GET INVOLVED...



Could you be a Good Neighbour volunteer?

We are still in desperate need of volunteers in Beighton, Darnall, Shiregreen, Brightside, Arbourthorne, Woodhouse, Mosborough and High Green for our Good Neighbour Scheme.

The scheme aims to help older members of our community, by enhancing their quality of life through volunteers who offer the kind of support a 'Good Neighbour' might give.

Duties could include –

- Regular or occasional friendly (social) visits
- Holiday check (short term) for the duration of a relative's holiday
- Re-arranging furniture to enable greater mobility
- Occasional sitting to give a carer time to attend an appointment
- Escorting to hospital appointments

If you are interested in being one of our volunteers, please email volunteers@scccc.co.uk or call 0114 2505 293 for more information.

DIARY DATES

Sunday 8th April

Sheffield Half Marathon

Email ericka.hill@scccc.co.uk for more details.

LETTERS

Dear SCCCC,

Thank you so much for collecting my mum from the Northern General Hospital Frailty Unit. Rachel, who picked her up and took her home to her bungalow, was fantastic!

Many thanks and please do get a message of thanks to Rachel if at all possible.

Cathy

What are your thoughts about SCCCC? Email mail@scccc.co.uk

Can you help?

Make a donation today to help SCCCC to maintain the level of care that all of our friends and families deserve. Your donation will go a long way to improving the level of care in our communities.

£5 could pay for an emergency food parcel to be delivered to an older person's home who has just been discharged from hospital and has no support.

£10 could help provide emergency practical support for an older person in need.

£20 could support a fully trained friendly visitor to visit an older person at home - helping to reduce isolation and preventing ill health which can result in hospital re-admission.



If you would like to make a donation please complete the following slip and return it to us with your donation to: 11 Holland Place, Sheffield, S2 4US.

Name: _____

Address: _____

Postcode: _____

I would like to make a donation of £ _____ *giftaid it*
to Sheffield Churches Council for Community Care.

Please Gift Aid this donation and any donations I make in the future or have made in the past 4 years. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year, it is my responsibility to pay any difference. Tick to apply

Please make cheque payable to: SCCCC. Do not send cash. Or visit our website: www.scccc.co.uk and donate online.

Registered charity number 1168077.