

CARE VIEW CASE STUDIES

No 1

DATE: 29/06/2016

AUTHOR:

Sue Mulligan

THE CONTEXT

A PCSO for the Horsforth area contacted us regarding a male aged 82yrs. The PCSO has regular contact with the gentleman mainly by phone but had attended a call to his home address in June this year for a welfare check and to assist an ambulance. He had had a fall in the kitchen and been unable to get up from the floor for approximately 3 hours when they arrived.

The PCSO had previously spoken to the gentleman at length regarding the support he had in place which appeared limited. There were many concerns including the resident being unable to get himself showered or bathed, struggling with day to day hygiene and also getting dressed and undressed. He is very unsteady on his feet and the general standard/cleanliness of his flat was making it very difficult for him to move around freely with risk of falling again.

He lives in a first floor flat and very rarely leaves. The PCSO has sent a referral to social services but was aware of the waiting time for support to be organised.

THE IMPACT

What difference did it make?

As a result of the PCSO trialing the Careview platform in the early stages and being aware of the proposed second stage of support she asked us for advice. Although the PCSO was aware of the local NNS she wasn't aware of the extent of their remit. She is now going to link the NNS with the gentleman who has given his permission for being contacted. The NNS has since planned a visit to support him.

No 2

CARE VIEW CASE STUDIES

DATE: 29/06/2016

AUTHOR:

Jon Hindley

THE CONTEXT

After a conversation with a CCG colleague about the CARE VIEW project, the colleague was walking home down a cul-de-sac where cars rarely went and noticed some of the signs of neglect listed by Care View in a property. This colleague knew one of the neighbors who had recently moved in to this road and asked her about the neglected property (private housing).

THE IMPACT

What difference did it make?

Later, as a result of raising awareness of the issues of social isolation the neighbor knocked on the door of the property to introduce herself as a new neighbor. An older lady came to the door and as the door was opened signs of hoarding could be clearly seen. This made it difficult to move around the property. A friendly conversation followed. The neighbor talked to the woman and she said she needed some help to move 'stuff' but had arthritis and didn't know what to do. The new neighbor kindly contacted social services and assistance was sent round to help clear the house under the resident's instructions. From a conversation and a door knock help was delivered to an older community member.

No 3

CARE VIEW CASE STUDIES

DATE: 29/06/2016

AUTHOR:

Jon Hindley

THE CONTEXT

After trialing the Care View platform a leaflet was put through the door of a neglected property in Bramley by one of trial team. The property had all the categories of concern (Untidy garden, post piling up, curtains closed, exterior of the house in disrepair and windows not cleaned). The leaflet was for a local organisation Bramley Elderly Action.

THE IMPACT

What difference did it make?

A care worker for the older gentleman phoned up on his behalf to see what groups are available for the over seventies. It is uncertain whether or not the gentleman joined any groups. However a first important step was taken.

No 4

CARE VIEW CASE STUDIES

DATE: 29/06/16

AUTHOR:

Jon Hindley

THE CONTEXT

A property was identified in Armley using the Care View Platform. The property was in a state of severe disrepair and the small garden badly neglected. A leaflet (amongst others) was put through about the New Wortley Festival on Saturday 11th June 2016.

THE IMPACT

What difference did it make?

An older female community member attended the stall section of the festival with her care worker. This was at Castleton School. She told a Children's Centre Worker where she had come from (street name). The street name was recognized and the property was identified as one that had been leafleted. She had only come because her worker picked up the leaflet and gave it to her. The older resident said she didn't get out much, had lived in the area all her life and didn't realize all the activities which were going on in the area. This local resident thoroughly enjoyed the day.

No 5

CARE VIEW CASE STUDIES

DATE: June 16

AUTHOR:

SM

THE CONTEXT	<p>A conversation took place between two Council Officers in different teams in a locality to explain Careview and arrange a presentation at a team meeting. As a result of this one officer relayed a case that he had been trying to deal with but wasn't sure of the most appropriate service after Adult Social Care. The officer was linked with the local neighborhood network as a result.</p> <p>The Council officer wasn't aware of the work Neighborhood Networks could do and recently the individual has been contacted by the network for support.</p>
THE IMPACT	
What difference did it make?	

CARE VIEW CASE STUDIES

No 6

DATE: 07/06/2016

AUTHOR:

Jon Hindley (& Heights Housing Officer)

THE PROBLEM	<p>An older resident with poor mobility required help removing an old mattress base from her front garden. The grass could not be properly cut and other litter be removed while it remained. The resident was frail and her care provider was not allowed to lift heavy objects. This was causing her a considerable level of anxiety as she was concerned about how her garden looked and worried local children might set fire to it as they had already lit old tires across from her house.</p> <p>During a CARE VIEW trial a Public Health officer identified a number of properties showing signs of neglect at the top of this estate to test the heat map. He returned during a Housing Neighborhood Action day when a number of skips had been supplied by the council to remove rubbish and officers knocked on all the doors on this street.</p> <p>The frail resident was delighted the mattress base could be removed and the work team also removed all of the litter so the grass could be cut.</p> <p>The community member was extremely relieved and said it had lifted a weight from her mind. The resident also said she felt safer now that the potential fire hazard had been taken away.</p>
THE ACTION	
THE IMPACT	
What difference did it make?	

CARE VIEW CASE STUDIES

No 7

DATE: 07/06/16

AUTHOR:

Jon Hindley (& Police Community Support Officer)

THE PROBLEM	<p>An older resident had felt intimidated by groups of young people throwing around illegally tipped rubbish on a small patch of grass verge across from their house. Two residents described the illegal dump as a magnet to “young kids” who throw rubbish around at each other and shout loudly. The noise and activity generated was perceived by the residents as quite threatening. The rubbish consisted of old pieces of wood, metal rods and discarded paint tins and the residents thought the young people or residents walking past could be hurt badly with these heavy objects being thrown around. The rubbish had accumulated over a number of weeks. This resident was house bound, recovering from a recent illness and was nervous about challenging the youths.</p> <p>A Public Health (PH) Officer was trialing CAREVIEW and looking for signs of neglect and had highlighted this accumulation of rubbish as an obvious sign of concern on this street using his phone. He returned during a Housing Neighborhood Action day when a number of skips had been supplied by the council to remove rubbish and officers knocked on all the doors on this street. A number of Leeds City Council Officers and a PCSO walked to the top of the estate door knocking to ask about levels of anti-social behavior and if any residents wanted to take advantage of the free community skips and to have rubbish removed.</p> <p>The PH officer looked at the heat map to remember where he had been previously been and walked up. The accumulated rubbish was removed by the teams. After door knocking the officers spoke to the resident through the window. The PCSO made a note of the anti-social behavior and promised a local patrol would keep an eye on the local youths. The residents were greatly relieved and reported feeling less anxious.</p>
THE ACTION	
THE IMPACT	
What difference did it make?	

CAREVIEW CASE STUDIES

No 8

DATE: 08/05/17

AUTHOR:

PCSO Robert Powell

Two Police Community Support Officers were called to a dilapidated property in the outer west area due to concerns for the resident because of local youths throwing stones. One of the officers had taken part in the CAREVIEW trial and had heightened awareness around investigating concerns generated by neglect in the built environment. The officer was keen to investigate.

On investigation the property was extremely run down, with no heating and no accessible running water in the house. The occupant filled plastic bottle from a supply in the basement. Unused bedroom doors had been taped up to insulate the property and all the windows were taped or shut. Consequently the house had no ventilation and as condensation built up has become damp.

The kitchen was unclean and the officers were concerned about the hygiene when the resident was heating food.

The male resident's wife had tragically committed suicide and the officers were worried by the man's mental and emotional health. This concern was heightened by the condition of the living quarters in the house. The man also had a speech impediment and coupled with emotional health problems did not want to access any groups which may have helped him make friends and combat his social isolation.

However, the man did go out and shop for ready meals which were his main form of nourishment, visit the library once a week and go to the local leisure centre once a week for a shower.

There were many complex issues in this resident's life, the supply of basic utilities being a primary one.

THE ACTION	<p>The officers phoned Adult Social care immediately and received an acknowledgement that the case would be actioned.</p> <p>Through their CAREVIEW work the officers also new to ask Public Health about any schemes.</p> <p>The officers approached Public Health and they supplied a referral route for Warmth for Wellbeing service. This service has been contacted.</p> <p>The Fire Service has also checked the property for fire hazards and fire safety.</p> <p>Awaiting a Police update 08/05/17</p> <p>Police Community Support Officer update 3/7/17 'Green Doctor attended Mr. XXXX address about three weeks ago. It went quite well – the Green Doctor staff have passed his case/situation on to some other agencies who are going to look in to Mr. XXXX circumstances and see what they can do to help. The main problem we have is Mr. XXXX reluctance to accept help, unfortunately. However, Green Doctor did replace all light bulbs for energy efficient ones and they also left XXX an oil heater which I'm sure will come in very handy in the winter months, whether XXX wants to admit that or not. As I said to the Green Doctor gentlemen, even if he only gets two or three days use out of it, it's still better than nothing at all.</p> <p>The Green Doctor organization and I have agreed to keep each other in the loop regards any progress either party might make. Although, I feel without third party help there's little more I can do other than just keep checking on Mr. xxxx's welfare.'</p>
THE IMPACT	

What difference did it make?	
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CARE VIEW CASE STUDIES

No 9

DATE: 27-06-17

AUTHOR:

Concern issue raised after CAREVIEW awareness session by Councilor Collins (e-mail from Leeds City Council support officer Louise Evatt, Resources and Housing)

THE PROBLEM	<p>A local Councilor after a CAREVIEW session when out and about leafleting was concerned about a property in Horsforth. The Councilor was leafleting and noticed the lawn was overgrown, weeds were growing in the drive, the property was unkempt and there were two walking sticks in the porch.</p> <p>The Councilor was concerned about the resident after the CAREVIEW briefing. A support officer requested further information.</p>
THE ACTION	<p>Leeds City Council Public Health officers investigated by asking local agencies and additionally talking to neighbors in an outreach capacity.</p>
THE IMPACT	<p>On further investigation the former occupant of the property is a frail female older citizen who had been admitted to a nursing care home in Rawdon. The resident was admitted into care in December 2016. The property is currently occupied by her son. The son is long term unemployed and as far as we are aware does not require any current assistance as he is engaged with the appropriate agencies. Unfortunately on this occasion we were not able to help a resident. However, it did heighten the awareness of issues around social isolation for elected members.</p> <p>The Councilor's concerns were addressed and there may be an opportunity to help the son in terms of volunteering or employment at a future date.</p>
What difference did it make?	

CARE VIEW CASE STUDIES

No 10

DATE: 15th February 2018

AUTHOR:

PCSOs (Horsforth) Jacqui Andrews and Jamie Wishhart
Recorded and edited Jon Hindley

THE PROBLEM

Two Police Community Support Officers (PCSOs) visited an older female citizen who was socially isolated and required help with her finances. Her 92 year old husband had been in hospital since December 2017 and he had been scheduled to leave in January 2018. The husband had previously looked after the money. Many of the bills were paid out of his bank account. Sadly the older citizen was estranged from her two sons. Even after repeated attempts by the Police to contact them, there was no response. Although the resident's husband had a social worker and she had a nurse visit to change dressings and accessed the meals on wheels service the Police were worried that she was financially vulnerable. The resident was classed as highly vulnerable by the Police and had given a taxi driver £400 to go and pay her phone bill as she had been cut off. Unfortunately the resident still owed the phone company £80 and was still cut off. This community member desperately needed someone to help with her finances and organizing standing orders and direct debits.

THE ACTION

The officers had heightened awareness of the problems of social isolation due to taking part the CAREVIEW prototype trial. The PCSOs were now also aware of the spectrum of services available to isolated citizens after the first CAREVIEW trial. The officers approached the Public Health team and they suggested the Money Buddy project which helps people organize and rationalize their financial affairs. This specially trained team can write letters, phone banks and help with general money management. The PCSOs were supplied with a new Money Buddy drop in timetable with a local access point and an information sheet for the resident. The service was contacted to ensure the access details were correct.

THE IMPACT	
What difference did it make?	We are waiting for an update from the PCSOs when they visit her next. To be updated.

Furniture and rubbish removal

When knocking on the door of a dilapidated property, the outreach team found a Polish man who needed help with rubbish removal. He had a sofa, cushions, carpet and doormats he wanted to dispose of, but wasn't sure how to proceed. He complained that he couldn't use his black bin, as one bin would be too small, and the bin collectors don't take rubbish that isn't actually in a bin. He had tried to order an extra bin, but hadn't heard back. He wasn't very fluent in English or using internet based services (the main route to relevant services in this case). With his consent, the outreach team rang the relevant service and helped him order a green bin, so he could use that for recyclables keeping his black bin free for other rubbish. To help him get rid of the larger items, such as the sofa, the outreach team looked into a skip or removal service, but the resident found these too expensive. They are currently looking into cheaper disposable skip arrangements. The outreach team also advised the resident to visit a One Stop Centre, as they may be able to help him with his furniture removal as well as offer other services. They have now visited him 3 times and are on very good terms with the resident.

Lonely unwell lady facing language barrier

In response to a (Careview) leaflet dropped through their door, an Indian lady from Holbeck rang a member of the outreach team. She could only speak Punjabi and (correctly) assumed the outreach worker (whose name was on the leaflet) would be able to understand and help her. The outreach worker visited her house, which was well-kept and did not show any signs of neglect that would be pinned using the Careview app. The lady was living alone and in poor health, suffering from severe, currently controlled, epilepsy (so much so she was no longer allowed to cook by her doctor, and had to accept meals from a family member) and suspected mental health issues. She angrily said she had no one left, blaming her husband and adult daughter for leaving her. The outreach worker suggested she attend an Indian women's group which is part of the Better Together initiative. Given she couldn't drive, transport was arranged to take her to the group.

Young woman suffering from panic and anxiety

A young lady from Holbeck responded to a Careview leaflet. The outreach worker visited her house, which was well-kept and did not show any signs of neglect that would be pinned using the Careview app. She suffered from anxiety, panic attacks and low confidence but was keen to learn and do volunteer work. She has a young daughter and only has limited time when she is in the nursery. Combined with her panic attacks, this prevented her from driving long distances (busses would take too long). The outreach team referred her to the local Better Together friendship group and arranged transport. One of the team members suggested she could accompany her if that would help with the anxiety. She was also invited to try volunteer work with them, when she is ready, and told she's welcome to bring her daughter along if she wants.

Concern about young man in Holbeck

The outreach team knocked on the door of the property, which showed some concerns (dirt, curtains closed in middle of day). A young man spoke to them from an upstairs window. He kept rocking backwards and forwards, and the team were initially concerned about possible drug abuse. However, as they kept him talking, it became apparent he was lucid, and apart from the rocking, seemed fine. They talked about there not being much in Holbeck in terms of services for the local community. He suggest a local job centre (he was looking for work)

and community cafe would be very useful for him. Unfortunately, he did not want to engage further at that time.

Older lady suffering from lady fibromyalgia in Crossby

The team knocked on the door because the curtains were closed at mid day. A lady, presumed to be over 60 years of age, opened the door and told the team she suffered from fibromyalgia (chronic widespread pain). This meant she can't get out and about much, and feels isolated and alone. She would love to go out, but there aren't many groups in the area, especially since she can't travel far. The team looked for local groups for her age, suitable for someone with her condition, and signposted her to St Matthews Church. One of the team members later discovered a 'slow dance class' run by Yorkshire Dance, which sounded suitable. She had some trouble reaching the organisers to confirm, but eventually found out the classes run in partnership with Holbeck Elderly Aid. She went back to the elderly lady to suggest the class to her but found her not home. She left a leaflet with all the information about the class and will revisit later.

Older man in Beeston refused to engage

The team knocked because all Careview concerns were present. An older white man opened the door but wasn't very communicative when the team explained what they do. He said or implied he doesn't go out much, he doesn't need any information or help and closed the door. The team left a leaflet through the letterbox with their contact details, in case he changes his mind at a later time. The team speculated he may be suffering from depression and might not be in the right frame of mind to accept help at this point in time.

Demands for (local) classes

Door knocking provided excellent opportunities for community intelligence gathering. Various people said they wanted to find local classes for exercise (2 people) and ESOL (5 people in Beeston and one person was looking for toddler groups. The outreach team went to existing services, such as the Building Blocks manager, to explore signposting and available groups. They are currently looking into setting up an English conversation group

Hi Jon

We have had a brilliant day on last Friday. We identified 5 isolated older people and 2 young people are considering to be volunteers 😊 😊 . I know that door knocking is challenging but end result is very nice!

I am loving the end result!

Bally (Balwinder Kaur)

Health Trainer, Health for All,

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&

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