

### **Case Study 1**

I met a lady and recognised that she would benefit from support services in the community. I recommended the Women's Centre and said I would meet her for a cuppa as it's her first time attending a group. I also recommended that she go on Dewis website to see if there were any other community groups she liked the look of and left the web address for her.

I phoned her the next morning and she was made up. She said she had been on Dewis website and started reeling off all these clubs she was interested in attending. She said it was a brilliant resource. Afterwards I met her in the Women's Centre and talked through the information that she had found and she said she is going to start making enquiries to access the activities.

She also said the whole service is brilliant and thanked me for being so supportive and helping her access different activities. She said she really enjoyed speaking to me. She said there wasn't a service like this where she lived before, she can't believe something like this exists and it's exactly what she needs.

### **Case Study 2**

An elderly lady and her son visited me at Talking Point and wanted help finding transport, community groups etc. in her local, rural area. At 87 years old the lady and her husband still live independently but are now beginning to struggle with mobility. This is causing the couple to feel isolated and unable to cope independently.

By attending the Talking Point the lady was able to chat to social care practitioner present who was able to advise and refer the couple for suitable mobility aids and guide them through a Blue badge application. The lady also had the opportunity to discuss her wellbeing with her community navigator.

As a result of this informal discussion the community navigator was able to gain an understanding of what mattered to the couple. The community navigator explored community transport options with the couple and put the lady in contact with her local Women's Institute. The community navigator also explained that the lady's husband (as a veteran) could be referred to The Royal British Legion if he wanted. The couple were unaware of this and were grateful for a referral to be made. The couple were also able to gain information on local gardeners, handymen and cleaners.

The couple felt that the service provided via the Talking Point attended was "wonderful and amazing".

### Case Study 3

Met Mr X at a Social Mixer group for older people with all forms of Dementia. I had been invited there to chat to everyone about my role. Mr X took my card away with him.

The following week at a Talking Point Mr and Mrs X along with their son and daughter in law arrived to see me. Mr X told me he had Parkinson's Disease with Lewy Bodies (Dementia element) and wanted to have help to get out more and give his wife a rest (she had been in hospital with Anaemia the week before . Mr X is 86 as is his wife.

I discovered he had been in the Navy so we agreed I would refer him to Change Step for support for veterans. He also agreed to help from the Alzheimer's Society whose help also cover Lewy Bodies.

We talked at length about home life and what he would like to do. It was agreed I would call out the following week to chat at home with all the family as to how Mr X moves forward.

I attended Mr X's home the following week, we discussed groups in the area and Mr and Mrs X agreed to meet me at the monthly coffee morning the following week normally held in the church around the corner from their home once a month. I gave them details of a craft group held on a Monday every week at a venue near their home (Mr X liked to paint and draw when he was younger). Mrs X agreed to a referral to NEWCIS carer support. I also suggested a visit from my colleague in the Coldbusters team to check their fuel tariffs which they agreed to and a referral was made that day.

The following week I met the couple at the coffee morning which was a lovely place, most of the attendees knew Mr and Mrs X as both had done a lot of community /charity work when they were younger. The ladies and gentlemen there welcomed them and I quietly left to let them enjoy the company. Before doing so Mr X informed me he had gone along to the Monday craft group and thoroughly enjoyed himself, he intended to go every week. Mrs X also said they had had a visit from a lovely gentleman from the Alzheimer's Society and he was helping them with all sorts of things. Finally, I had chatted with one of the council's volunteer drivers who has offered to pick up Mr X to attend another social group on a Wednesday each week.

I am in regular contact with Mr X's son via email and he tells me they are so grateful for the service I have provided, "one person to organise everything is amazing" he said. His wife is a retired Social Worker and told me the service from the Community Navigation Service was fantastic and had made a real difference to all their lives