

Willingham Parish Council Annual meeting
2022.2023

Willingham and Over Community Warden

This Community Warden scheme is 1 of 20 schemes that Age UK Cambridgeshire and Peterborough deliver across Cambridgeshire and Peterborough – this scheme was implemented as part of South Cambridgeshire District Council procurement process in 2020.

2022.2023 has continued to be a difficult year for many older people, with the ongoing long-term impact Covid has caused and the current cost of living crisis that we are experiencing. Some examples of how this is affecting their daily living are.

- Increased anxiety about leaving their home.
- Reduced mobility
- Loss of confidence
- Feeling more isolated
- Heating homes efficiently due to rising costs

In addition to the daily phone calls and usual tasks of shopping, prescriptions, some examples of support this year are.

- Secured some extra income by making referrals to the Household Support Fund
- Reduced isolation and developing friendships with referrals being made to Over Day centre.
- Maintained independence and safety at home with referrals and installation of lifelines taking place.
- Improved security at home by arranging home visits from the Bobby Scheme
- Better access to outside – supporting service user to access a gardener to maintain outside space.
- Remain at home – referrals made to Adult Social Care where personal care support is required to ensure service users can remain living at home with the right level of support.
- Access to health appointments – arranged several transport requests and phone calls to GPs where required.
- Access to Occupational Therapy – referrals made via the Social Prescriber to support service users to remain living at home safely with appropriate equipment in place.

Legacies – Support Our Future

President: Dr S G P Webster MA, MD, FRCP

Chairman: Hazel Williams MBE

Vice Chairman: Clive Adkin

Hon. Treasurer: David E Bruch FCA

Chief Executive: Melanie Pittock

Age UK Cambridgeshire and Peterborough is a charitable incorporated organisation registered with the Charity Commission for England and Wales with registered Charity No. 1165856

Registered Office: L24 South Fens Business Centre, Fenton Way, Chatteris, Cambridgeshire, PE16 6TT.

The Community Warden is responsible for promoting the scheme and this includes displaying posters and leaflets in the local community, putting on events, delivering presentations as well as developing excellent working relationships with

- GP surgeries
- Social Prescriber
- District Councillors
- Parish Clerks
- Local community groups
- Adult Social Care
- Bobby Scheme

Over the course of the year, 30 older people have received the service. At present the scheme is supporting 11 households, 13 people – 9 in Willingham and 4 in Over. This doesn't include those who only received short term support. Naturally, the numbers on the scheme fluctuate throughout the year due to the nature of those we support and changing needs.

There is a huge gap between what the warden scheme can offer and that of regular care visits, meaning our service is so vital – providing reassurance to family members who might not be local, promoting well-being and crucial support to older people, some of whom would struggle to remain living in their own homes independently without the warden service.

Case study

Mr X lives alone and recently moved into a bungalow locally. Other than support from a Visiting Support Officer at SCDC, he had no other support and no family. He is profoundly deaf and has a cochlear implant. He can lip read if you talk slowly and can text but struggles with phone calls. Mr X has a dog that he was matched with by a charity to help reduce his loneliness, but he was still feeling very isolated. Mr X was struggling to feel settled and was becoming very anxious due to the amount of paperwork and tasks that needed completing. He had recently been discharged from hospital and had a care package in place but was struggling to make his house feel like home.

The warden spent time with him and together they made a list of all the things he needed to do and then put them in priority order. This list was then worked on over the course of the warden visits, this included, sourcing a cleaner, support with purchasing several items for his home, changing his address, registering with GP, making required phone calls, setting up payments for utilities etc.

To support with reducing his isolation, a referral to the Day Centre was made and assessment arranged. The warden also provided him with information on local

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community events and as a result he now attends a regular coffee morning. Events take place in the communal area of his sheltered housing complex which he also attends.

Support has been given to Mr X to set up his laptop and online shopping to aid his independence with this task.

In just this short space of time, Mr X is now beginning to feel at home. He receives daily phone calls from the warden and at least 2 home visits a week. He is making new friends so has reduced feelings of isolation as well as improved mental well-being. Practical support is in place to ensure his home is clean and safe for him to remain as well as online support being set up so he can continue with his independence.

He told the warden "I didn't think I would settle and wondered if I had made the wrong choice moving but I feel better each week. I look forward to your visits and feel very supported and pleased to find out about the warden scheme".

Joanne Twinn, Community Warden, said "What I love about being a community warden is very hard to put into words as I love so many aspects of my role. I enjoy meeting people and the diversity it offers. I feel I am appreciated and able to take initiative to get things accomplished. Every day is different, sometimes rewarding and sometimes challenging. If at the end of the day I feel I've made a difference to one of my service users, then I feel fulfilled knowing I have contributed to improving a person's quality of life".

On final note, Age UK CAP are an independent charity, which means we are responsible for securing our own funds to support service delivery. We do this by a variety of means, such as County, District and Parish councils, Community grants and NHS. This scheme has been fully funded by South Cambridgeshire District Council, for the first 2 years since implementation. However, from 2023.2024 we need to secure funding from other avenues. We are very pleased that Willingham Parish Council have committed towards supporting the scheme in 2023.2024 and along with the older people in Willingham, thank you for their support.

Sarah Thomson
Service Manager
3rd May 2023

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