



**one**northern**devon**

# Healthy Ageing in Northern Devon

CO-DESIGNING FUTURE CARE & SUPPORT





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**COFFEE & CHATS**

## Executive Summary

The One Northern Devon Healthy Ageing North Devon (HAND) service design team successfully applied for CCG prevention funds to prototype activities to enable a rapid 'test & learn' phase to inform the design brief for the Prevention domain.

The objective was to test community activities that would contribute to keeping older people well and address specific needs identified by older people, their families and the professionals working with them. We hoped to learn what communities can offer; the associated costs and benefits of that offer and whether those benefits could be potentially be scaled up with ongoing funding.

Five projects were funded directly and two projects were indirectly through the time of the Community Developer. Three further projects in venues were initiated at the end of March.

- Go North Devon (Ring and Ride Service)
- The Straw Patch Community Interest Group (Guided Walks)
- Dementia Support (Gardening)
- Age Concern (Buddy/Mentors/Volunteers)
- One Atlantic (Memory Cafe Torrington)
- TTVS Tai Chi for older people
- Simonsbath House Outdoor Centre (guided walks)

The two new projects are:

- Bell Inn at Monkleigh
- Nature Made in South Molton

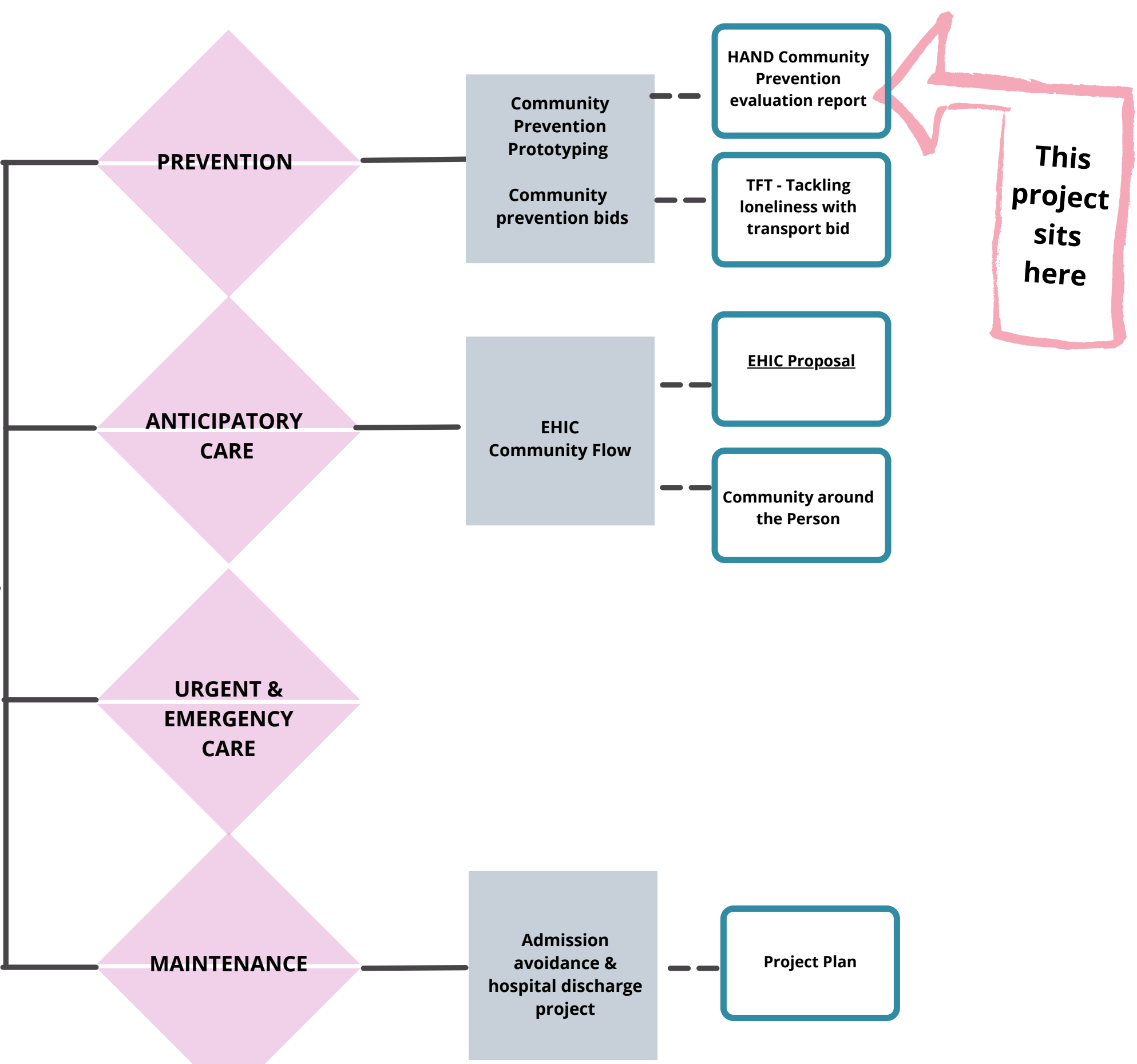
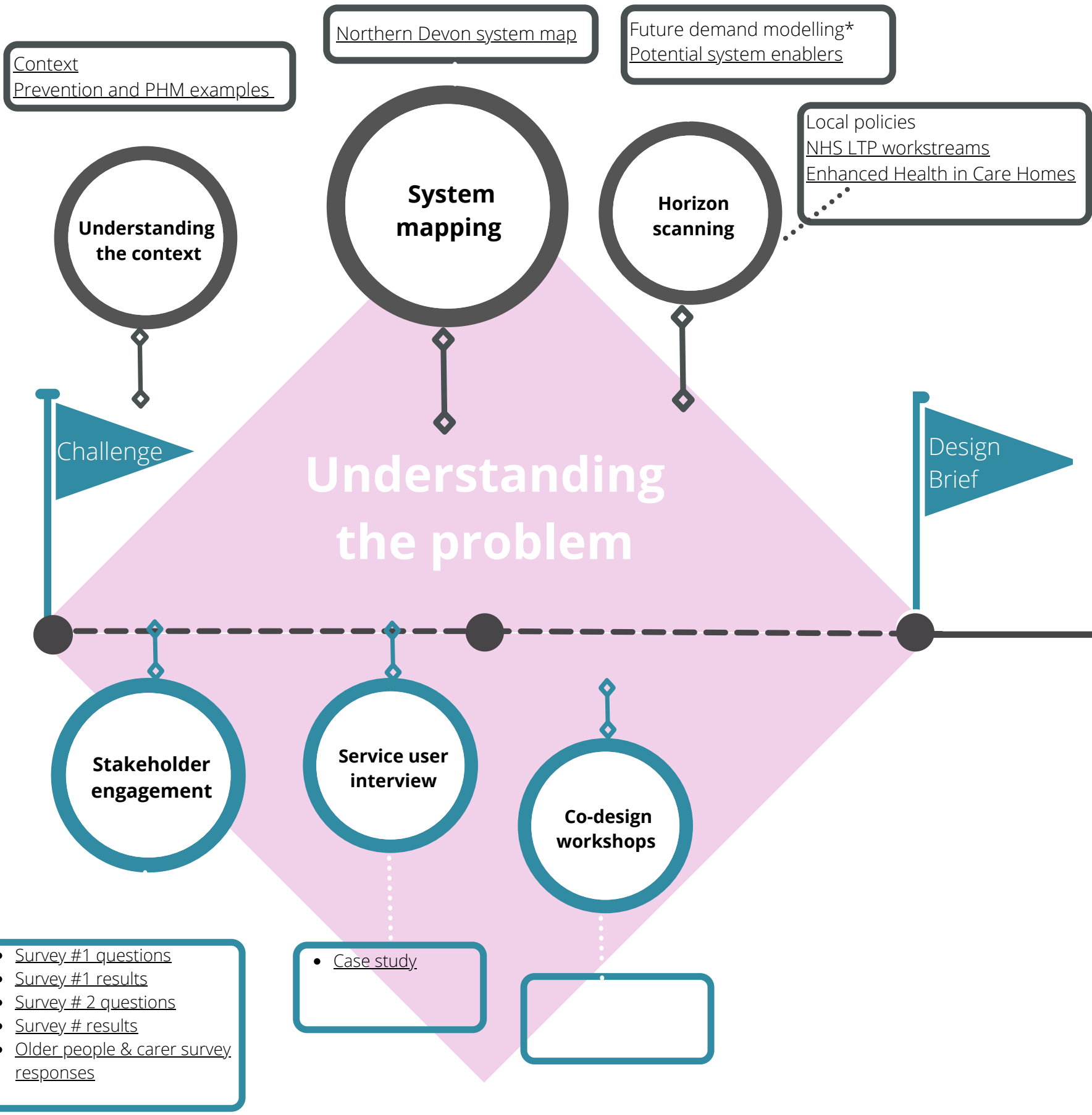
All of the projects sought to address one or more of the issues raised by older people.

**Research & Insights**

**Ideation & Prototypes**

**Test & Learn**

**Specification**



**Discover - gain insight**

**Define - the problem**

**Develop - explore solutions**

**Deliver - rapidly validate**

# We funded 9 community activities:



**Straw Patch**



**Dementia support**



**Guided Walks**



**Go North Devon**



**Memory Cafe**



**Tai Chi**



**Age Concern buddies**



**Coffee & Chats**

# The Straw Patch

**Investment:** £1,280

*"Lovely to have company as I live on my own and things can get out of perspective. Loved it. Long may it last."*

**Intention/activity:** Having been approached by the Ilfracombe Friendship Group (formerly Ilfracombe Pensioners Club) who were interested in finding somewhere to resume activities after they had stopped due to Covid, we wanted to invite a group of 12 to the Patch for 8 weeks and offer a range of activities to help them socialise, get some gentle exercise and try some fun new activities.

## **Intended benefits:**

Participants are able to spend time in a quiet, rural space and getting a chance to enjoy nature. Within a few weeks participants usually feel happier, confident, more active and have an increased enthusiasm to try new activities. Through accessing our countryside setting, spending some time in our allotment and petting our animals for a couple of hours a week the participants quickly remember their love for being outdoors.

## **HAND priorities addressed:**

Keeping well (prevention)

Loneliness

Access - transport

*"This is much better than popping pills any day of the week" - Person referred by GP*



# The Straw Patch

## What happened?

9 participants took part for 13 weeks. 5 participants completed baseline and follow up evaluations.

All 5 participants who completed a follow up evaluation reported positive experiences being involved as a volunteer at the Straw Patch. All 5 said they felt more: connected to nature; physically active; experienced improved mental wellbeing and increased their social interaction. 3 out of 5 said they were undertaking more activity than before.



*"I really don't want these sessions to end. We need to think of ways to keep this going"*



## Conclusion

This project intended to enrol 12 participants but was only able to recruit 9. This was likely due to the limited advertising to one community group.

The objective of encouraging participants to attend other groups was not met.

The participants who were able to join the 6 sessions on offer reported positive experiences.

This project needs £125 per session to cover costs of transport and support staff. Community Developer support would be needed to confirm if there is a sustainable self funding future.

# The Straw Patch



# Dementia support

**Investment:** £1,300

**Intention/activity:** To set up a communal garden at the Amory Centre in South Molton for people living with Dementia. To provide support to next of kin, family and people with dementia. Go into people's homes who are unable to travel to the Amory Centre to participate in a gardening project with an aim to encourage participants to come to the Amory Centre to join others in gardening classes.

## **Intended benefits:**

Participants are able to spend time in a quiet, rural space and getting a chance to enjoy nature. Within a few weeks participants usually feel happier, confident, more active and have an increased enthusiasm to try new activities. Through accessing our countryside setting, spending some time in our allotment and petting our animals for a couple of hours a week the participants quickly remember their love for being outdoors.

## **HAND priorities addressed:**

- Keeping well
- Workforce
- Co-ordinated support
- Loneliness
- Access - Services



## Winner of Platinum Jubilee Champion Award 2022

"These awards launched by the Royal Voluntary Service in honour of Her Majesty The Queen's 70 years of service, have given us the opportunity to celebrate the remarkable contribution of all volunteers, who truly are the backbone of our country.

Congratulations to all our Platinum Champions - and my heartfelt thanks to you and to the millions of volunteers across the UK who give their time and talents so generously."

Her Royal Highness, The Duchess of Cornwall

# Dementia support

## What happened:

Gardening sessions were run at the Amory Centre, once a week for 16 weeks with 23 participants who self-referred from local publicity. Based on conversations with participants the offer was expanded from gardening to other activities such as painting, crafts and cognitive activities. A home service was put on for those who couldn't attend the sessions.

Project lead created dementia awareness packs, being distributed and sold in the UK. Profits from this are being used to fund future dementia sessions and activities.

The Project Leader has won an award for her entrepreneurship, working with people living with Dementia as a result of leading this project.

Carers were able to have 2.5 hours of respite while their family member attended a session. In total the carers received 40 hours of respite.

*"She had given up with all her past hobbies and interests so it was wonderful to see her beaming face when she had completed making a bird box." - Relative*

## Conclusion:

The project was a great success and evidence showed it provided many benefits to participants and carers/families.

To continue funding this activity for another year and undertake further dementia friendly evaluations to assess whether those who may be hard to reach have been invited to participate. Also to support the expansion of the project and recruit more volunteers.

*"Its been super, I like the company. I don't go out , so its nice that you come to see me. You are always happy and you brighten up my day."*



**Gardening scheme to help people with dementia given boost**

Gardening provides lots of opportunities for reminiscing activities using all our senses

 DevonLive / Mar 16

*"I like painting and making the cakes. We made planters too. I like coming here, being with people, friends and gardening."*

# Dementia Support Case Study #1

Susan was referred to the gardening group by social services. She had found it hard to mix with others and the project leader initially went into Susan's home for some one to one sessions in the community building. After a couple of sessions Susan was able to join the weekly group.

During the group sessions Susan's grandchildren were able to go swimming with their mother, enjoying some time together knowing that their nan was at gardening club. The family have been signposted to Devon Young Carers. Susan has meanwhile gained confidence, improved her hand eye coordination, manual dexterity and has become a sociable member of the group.



"I like painting and making the cakes. We made planters too. I like coming here, being with people, friends and gardening."

## Dementia Support Case Study #2

I visit Christine every Tuesday and Wednesday at lunch times to assist her with meal preparation as well as to support her with activities. Christine has a carer that visits for one hour a day and apart from this does not see anyone else.

Christine told me that although she does like her own company sometimes, she does find it hard to get motivated and to feel bothered to do the activities she used to enjoy. Christine expressed interest in flower arranging, baking and gardening. During her sessions I bring nature to her inside and she has loved making flower arrangements as well as baking cakes and planting bulbs in her garden.

*"Its been super, I like the company. I don't go out , so its nice that you come to see me. You are always happy and you brighten up my day."*



# Dementia Support evaluation video



# Go North Devon

**Investment:** £5,000

## **Intention/activity:**

The provision of supported door to door accessible transport and/or mobility equipment for people who have problems accessing services and local facilities due to a lack of mobility, public or private transport. The free taster sessions (3 journeys for up to 2 hours each for each participant) will boost confidence, ease loneliness and promote independence.

Both services are further enhanced by the support of volunteer sighted guides/shopping escorts (subject to availability). Journeys will be a mix of essential shopping and social trips depending on the timetable and demand. Up to 3 free of charge trips per person.

Promote taster sessions in the local press, radio and via social media

Intended numbers for Ring & Ride: 20 -25 people per week (200 -250 people over a 10 week period). Intended numbers for Shopmobility: 15 people per week (150 people over a 10 week period)

## **Intended benefits:**

Reduce the experience of loneliness in older people

Increase availability of transport to support older people accessing services, shopping and attending social events.

## **HAND priorities addressed:**

Loneliness

Access - transport

Access - services

*Shopmobility gives me the independence to get out on my own without having to rely on other people*



# Go North Devon

## What happened:

Taking place over a period of 8 weeks from 31st January to 30th March, there were 14 Ring and Ride participants and 6 Shopmobility participants.

## Conclusion:

There were far fewer participants (6% of the originally intended numbers) than intended despite a significant amount of money and time being spent on staff time and advertising. The service was publicised in 12 different locations including the EX33 magazine, the Golden Years article in the North Devon Gazette, the Voice radio and through the social prescribers. No referrals were received from the Social Prescribers. It is difficult to conclude the benefits to the individuals from the survey results received.

Go North Devon struggled to enrol participants as there was an anxiety about sharing transport with others. Shopmobility services were thought to have not recruited participants because of changing shopping habits with more older people shopping online.

The original timeframe was found to be too short, so the project been extended in terms of time to enable Go North Devon to enrol more participants and be re-evaluated to see if this has the potential to address and contribute to the overall HAND objectives.

"If it was not for the Ring & Ride service we would not be able to get out. The help we receive is indescribable and we would not use anything else."



# Simonsbath - Guided Walks

**Investment:** £4,242

**Intention/activity:**

To provide guided walks on Exmoor for 8 weeks for two hours each week

**Intended benefits:**

Increase in health and well being. Combat isolation and loneliness

*It's good to chat, it's good both mentally and physically. Nice walks, good company, friendly guides. To be recommended. I have since joined the Wednesday wanderer Barnstaple*

**HAND priorities addressed:**

Keeping well (prevention)

Workforce

Co-ordinated support

Access - Services

Access - Transport

Access - Local

Access - Digital

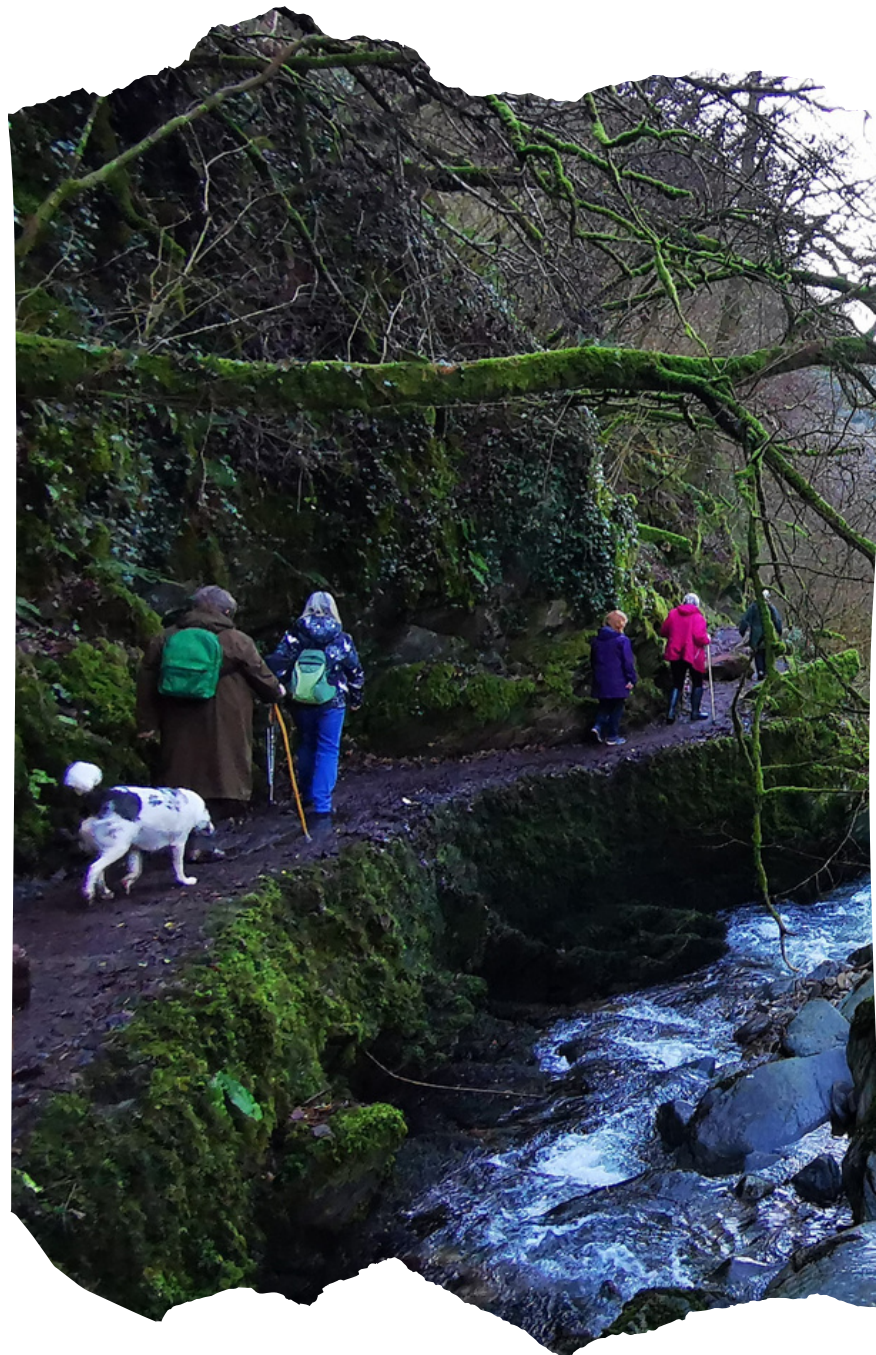


# Simonsbath - Guided walks

## What happened?

There were 17 participants who joined the group. Their average age was 73. The group had 4 males and 13 females. There were 16 walks in total in Lynton & South Molton.

Feedback from participants was very positive.



*"Enjoyed meeting some lovely people - will be keeping in touch with some of them. Walking in all different weathers which I wouldn't have done - discovered fresh places and walks"*

*"I Struggled to find local groups, as few started up again since covid. It has helped me to meet people since finding myself alone in an area I don't know well. Brilliant for me. Made new friends to hopefully meet up for future walks."*

## Conclusion

All objectives of the project were met.

# Memory Cafe

**Investment:** Torrington 100 Community Developer time

**Intention/activity:**

The Torrington Memory Cafe was at a standstill after Lockdown. T100's Community Developer attended the first session where there were only 3 carers and the people they cared for. He spent time supporting the development of the governance and leadership, helped the group promote and market themselves until now there are 12 attending regularly and the numbers are going up. He has been able to introduce the leader to some new activities including the arts activities supported by T100. To date there has been a storytelling session with dramatist Philip Robinson and there will be another arts focused session later in March. Philip reported that his sessions have been very well received.

**Intended benefits:**

Support Families living with Dementia in the wider Torrington area, through social, creative and reminiscent activity, shared experience and peer support.

**HAND priorities addressed:**

- Loneliness
- Keeping well
- Coordinated support

*So glad we came. Mum hasn't stopped smiling since she got here.*



*"By visiting established elderly groups in Torrington I will work with older people to enable connection, recognition and an opportunity to be heard. Investing time in this is essential to build a relationship for trust and ideas to grow. The project will encourage social interaction and re-establishment of social links for those feeling isolated by Covid, and enable them to co-create a piece of work: an illustrated book of their real-life stories. The work itself will enable both carers and non-carers to see those cared for in a new light, to stimulate a conversation around memory loss, dementia, and the isolation these conditions create, and how we can offer more support and value people for who they are, not just who they were. Up to 35 older people directly impacted, 400 through indirect engagement."*  
Philip Robinson = dramatist/storyteller

# Memory Cafe

## What happened:

Sessions had between 16-20 older people attending. Running every 3rd Friday in Bideford and every 1st Friday of the month between December and May 2022

## Conclusion:

The memory cafe continues and is now sustainable and no longer requires funding to keep running



I didn't think my husband would like it today as he's never been one for groups but he recognised an old colleague from his farming days from and they've been chatting ever since. And he's talking about coming again.



# Tai Chi

**Investment:** Torrington 100 Community Developer time

## **Intention/activity:**

As people get older we find they worry about keeping fit and active but for most, going to the gym or an exercise class is prohibitive. Tai Chi provides the ideal opportunity to strengthen both the lower and upper body and improve flexibility. Tai Chi also promotes well-being and increased confidence by improving strength and balance and reducing stress.

## **Intended benefits:**

Increased strength & balance  
Improved confidence  
Reduced loneliness

## **HAND priorities addressed:**

Keeping Well (prevention)  
Access local  
Loneliness

## **What happened:**

Classes run weekly with on average 20 people participated in each class.



"Tai Chi has helped me improve my balance and I feel more confident going out for a walk and practice my breathing techniques if I get a bit anxious"

"I thoroughly enjoy my weekly class with Ian. He is so knowledgeable and patient and I leave feeling relaxed and invigorated"

# Tai Chi

## What happened:

Classes run weekly with on average 20 people participated in each class.

## Conclusion:

People said that they felt stronger and an increase in self confidence after joining the Tai Chi classes.

*"Tai Chi has helped me improve my balance and I feel more confident going out for a walk and practice my breathing techniques if I get a bit anxious"*



# Age Concern Buddies

**Investment:** £3,625

## **Intention/activity:**

With additional recruited Volunteers to enable and support clients to gain confidence to take advantage of social events, re-kindle friendships, and regain self confidence within themselves.

## **Intended benefits**

For a pilot project to support 12 clients to "Go out and About" for 8 weeks for 2 hours on community transport. Also to reduce our current waiting list by providing a weekly home visitor for a further 10 clients. This service once actioned will be on going as required.

## **HAND priorities addressed**

Keeping well (prevention)

Workforce

Co-ordinated support

Loneliness

Access - services

Access - transport

Access - local

Access - digital

Mrs B was recovering from back issues but feeling isolated and not going out due to pain. Mrs B now has volunteer buddy and has attended Rainbow Club since May 22. "It was nice to have somewhere to go and have some company"

"I am enjoying supported to go out. I hope to build confidence to go out on my own eventually" Mrs W has anxiety and depression, she now receives weekly volunteer buddy who enables her to get out and about and her husband receives respite. Mrs W enjoys her trips out very much and has been visiting new places which is helping her confidence a little"



# Age Concern Buddies:

## What happened

8 new clients have registered with the HAND project of Age Concern. 6 have been assigned a volunteer buddy.

4 new clients were introduced to The Rainbow Club, supported by volunteer buddy.

1 new client has a weekly home visit from buddy which includes a stroll around the block to increase clients confidence.

1 new client has a weekly shopping trip with a buddy.

Partnership working with the Ring and Ride service, Go North Devon. 8 clients given leaflets, 3 new clients signed up to receive transport.

## Conclusion:

After 9 weeks of the project being active, they have met their 12 week target. Final evaluation of service in July

Clients didn't want any further photographs and paper work struggle for older people with sight issues.

Further funding requested, particularly with transport and buddy on transport.



*"I lost confidence in going out after falling and breaking a leg, I felt very depressed, service stopped due to me having covid too. Mrs R has received a weekly volunteer buddy, including trips out to local gardens and a bigger trip to Rosemoor. Mrs R says "I feel I can do anything now, I never thought I'd get this far"*

## Naturemade - South Molton

**Investment - £1,000**

### **Intention/activity:**

To provide an older people's coffee afternoon for up to 10 people on a fortnightly basis, targeting those in South Molton parish who are particularly isolated and/or vulnerable and lonely. Referrals taken from Community Developer and social prescriber in South Molton.

### **Intended benefits**

To reduce loneliness, isolation, increase companionship and feel good feeling with like minded people.

### **HAND priorities addressed**

Keeping well (prevention)

Loneliness

Access - local

"This is the first time I've been out of my house in 3 years, I'll be coming again too - thank you."



# Naturemade - South Molton

## What happened?

10 older people attending a coffee afternoon once a fortnight.  
4 coffee afternoons taken place to date, positive feedback received from older people.

## Conclusion:

Intended benefits and numbers on target.

**Another 6 coffee afternoons to go...**



# Sunday Lunches and Chat

## The Bell Inn, Monkleigh, Torrridge

**Investment - £1,000**

Intention/activity:

- To provide affordable lunches for older people over 9 weeks,
- To provide venue/location to accommodate up to 30 people from Monkleigh, Frithelstock, Langtree and Buckland Brewer locality.
- To organise transport through Hills Services for up to 16 attendees

### **What happened**

84 older people signed up to lunch and chat over 8 week period.  
Lots of positive feedback received - see case studies.

### **Conclusion:**

Intended benefits and numbers were exceeded.  
Transport was not taken up, instead lift shares between clients and/or clients making their own way to the pub.  
Sustainability has been created, the pub's business has increased mid week as a result, they wish to keep the affordable meals lunch times and evenings

*"Provided calm into a frantic world.  
Loneliness can be a terrible thing."*

*"one lady who moved to the area just before covid and then lost the companionship of her husband due to illness was really chuffed we had started the lunches and grateful to get out and about. She was very conscious of how much loneliness is now affecting her and how she needs to do all she can to counter-act that. She will continue to come whenever she can"*

*"Another group that now comes in regularly is using the opportunity to encourage a friend who is very ill to get out. It is great to see them enjoying time together and help him through this tough period in his life"*

*"A couple are now also using the chance to enjoy an affordable meal out to make sure they stay socially active post-covid. One of them was seriously ill when they contracted the illness over the worst of the pandemic and they are both also conscious they need to make sure they get out and about more now"*