

Dorset POPP – Most Significant Changes

September 2009



Sometimes a good story says so much more than numbers alone.

As part of ongoing work identifying and embedding learning from the Dorset POPP, the 'Most Significant Change' technique (Davies & Dart 2005¹) was used in September 09, to share and discuss outcome stories from across the programme. The process was facilitated by the POPP Evaluation Data Steering group and the POPP Evaluation team, and involved several stages as follows:

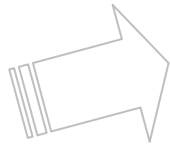
- 1. Invitation to bring stories:** Members of the partnership (including Community Leaders, Wayfinders and all projects funded through POPP) were invited to bring, to their nearest POPP quarterly area meeting, their 'best' story about how things have changed – for an individual or a community – as a result of their work or project.
- 2. Round 1 – area meetings:** At each of the 3 area meetings, the stories that people had brought to that meeting were read aloud, and posted up on a 'story wall' with a title / visual reminders of the story. People were asked to vote for the story they thought represented the Most Significant Change. We then discussed the stories, and our reasons for voting, in more detail, before agreeing a short list of 3 or 4 stories to feed up to the next stage. Around 10-15 stories were shared at each meeting, giving a total of 34, from which a shortlist of 10 was created.
- 3. Round 2 – learning event:** The 10 'Most Significant' stories were then shared at a more strategic level partnership learning event on 30th September in Poundbury. Again, participants at the event (a mixture of key POPP partners and strategic decision makers) were asked to vote for the story they thought represented the Most Significant Change, and write down their reasoning. The results were then discussed with the whole group, and a final 1 'Most Significant Change' story agreed.
- 4. Feeding back:** A record of all the discussions/reasons for voting will now be fed back to all involved (especially those who provided stories) in order to assist learning.

This process is also demonstrated in the diagram overleaf.

The primary purpose of this document is to enable stage 4 above, and provide feedback to all involved. However it also serves as a record of the whole Most Significant Change (MSC) process, as carried out in Dorset in Sept 09.

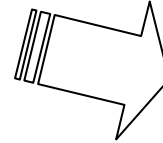
¹ "The Most Significant Change (MSC) Technique – A Guide to its Use" by Rick Davies and Jess Dart, April 2005 – available to download from <http://www.mande.co.uk/docs/MSCGuide.pdf>

Using the 'Most Significant Change' technique with Dorset POPP (Sept 09)

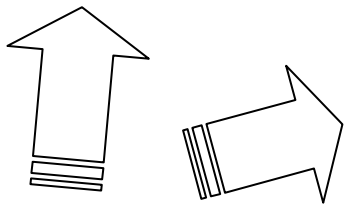


As well as highlighting useful evidence, this process helps the POPP partnership (and all involved) learn and be clearer about what POPP is aiming to achieve.

Projects use POPP funding and other POPP resources to work with older people in Dorset.

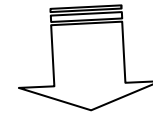


Projects collect stories about changes, or outcomes, experienced by older people & communities.



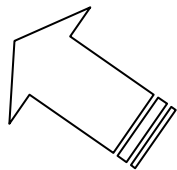
The top stories, and the reasons why they were selected, are fed back to those who supplied the stories.

A selection of top stories are also shared at the POPP conference (28th October), to help highlight the significance of the work POPP is doing



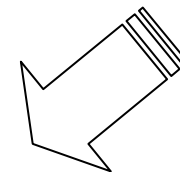
Stories are shared and discussed at POPP Quarterly Area Meetings (15th-17th Sept)

At each of the meetings, the top 3 stories are selected. Reasons for this selection are recorded.



The top 9 or 10 stories are shared and discussed at the POPP learning event (30th Sept), with the aim of selecting the 1 story that represents the most significant change overall.

Reasons for this selection are recorded.



The remainder of this document presents the following information:

1. General comments and feedback received about this MSC process
2. A complete set of all 34 stories, along with a record of the votes they received, the reasons people gave for voting, and any other discussions relating to that story.

1. General comments / feedback, about the MSC process

Feedback from participants about the process:

- 👤 Story wall helped make this process 'painless'
- 👤 Stories are a useful way of seeing what 'outcomes' mean, in reality.
- 👤 Stories have impact – audio visual even more impact?
- 👤 Some concern about being led by emotion / subjectivity [Response given: To a certain extent, therein lies the strength! It's about the process of debating/capturing why one story, and the change it represents, is more significant to us than another. Also this is part of the picture, not the only thing we're looking at, also numerical data etc]

Thoughts about what helps make a story strong, and/or significant for people:

- 👤 The way they were written/presented:
 - Sharp
 - All the details
 - Highlights benefits/change clearly
 - Passion
 - Personal link / detail (e.g. 'my husband...')
- 👤 When they strike a chord with you / your philosophy / POPP stated outcomes
- 👤 When the story describes change that has *happened* (rather than change that is *expected* to happen)
- 👤 When the story is about a person, or particular people, involved in a project - not just about the project itself

Other reflections from participants:

- 👤 "My gosh – what we're doing here is making such a difference"
- 👤 "These are real people!"
- 👤 Next step – what impact has our work had on other agencies? E.g. Weymouth benefits office – created 4 month backlog, now new member of staff; DFRS impacts – safer neighbourhood teams, extra resources [nb: perhaps this could be a theme for the next round of MSC stories / next Learning event?]

Reflections from the Evaluation Data Steering Group about this process:

- Very useful and interesting – lots of people have commented on this
- Helpful in terms of seeing different people's views, talking through
- Less element of debate than expected – perhaps because people were respecting the validity of the voting process, and other people's views
- Much of the value was simply in the opportunity for projects / partners to share their stories, and hear those from other people/projects
- Stories are already being used, e.g. by strategic partners within PCT
- Nobody else does it like this! The process engaged representatives at the learning event in a new way, and showed the value in this kind of process, and how it can work.
- We should definitely do it again – in a year's time?

2. The Stories

The stories are presented in 4 groups, firstly the 10 that were shortlisted and discussed at the learning event in Round 2, and then the remaining stories that had been shared and discussed at each of the 3 area meetings in Round 1.

Within each section, stories are presented in order of votes received, highest first.

However it should be noted that all the stories contributed represent valuable work and significant change; the emphasis in this process is less about the final ranking / relative merit of the stories, and more about the discussions and learning that the process prompted.

Group 1: The 10 Shortlisted stories shared at the Learning Event (Poundbury, 30th Sept)	5
Carer's Tale	5
George & Joyce	7
Jane's Journey	8
Mrs P & NeighbourCar	9
A reason to get up in the morning	10
Lunch Club for Sturminster Marshall	11
Mary and the memory café	12
Stroke Club Chef	13
Wayfinders part of the community.....	13
Reminiscence Groups in Residential Homes	15
Group 2: Remaining stories shared at the Round 1 meeting in Portland, 15th Sept	16
Last month we saved a life	16
Value of being engaged and contributing.....	16
Nail cutting 2.....	16
Pension visits	17
Nail cutting 1	17
Creating best practice	17
Tai Chi in Beaminster	18
A Polish Nursery Rhyme	18
Grandmother thrust hand down motorcyclist's trousers.....	19
To sit outside on the patio... ..	19
Nail cutting 3.....	19
Collective Perseverance	20
Group 3: Remaining stories shared at the Round 1 meeting in Verwood, 16th Sept.....	21
Good Neighbours Car Sharing.....	21
Memory Café Ferndown	22
Autumn Gold	22
Alderholt Skittles for Seniors	23
Ferndown Neighbour Car 2	23
Ferndown NeighbourCar 1	24
Group 4: Remaining stories shared at the Round 1 meeting in M. St Andrew – 17th Sept	25
X for Breakfast	25
Getting Online	25
POPP Star Peggy	26
Bosom Buddies	26
New Upton and Lytchett Directory	27
Stirring it in Stur	27
Scooting about.....	27

Group 1: The 10 Shortlisted stories shared at the Learning Event (Poundbury, 30th Sept)

Carer's Tale

"As a Wayfinder in Purbeck covering 26 rural locations, we attend on a regular basis the Country Market in Wool. Here people buy fresh produce and homemade jams, preserves and pickles. There are handicrafts too, as well as eggs and plants.

Most times we were there, a gentleman in his 80's would come in towards the end to see if there were any cakes left for sale. He was always in a hurry, saying that he only had a little time to spare as he was employing a carer for his wife so that he could do some shopping. We tried to chat to him, gave him our cards, and he always retorted that he knew all there was about benefits, he had read everything from cover to cover, that there was nothing we could tell him.

After a little while we decided to run a surgery on a Tuesday morning at the Hall, so that if anyone wanted to see us on a more private basis then we were available.

We saw quite a few people, and then suddenly our gentleman turned up.

Gradually, over a number of weeks, he told his story. His wife was very disabled and could do nothing for herself – he attended to her care, personal and otherwise.

Over a period of time we persuaded him to speak to his doctor, to approach Social Services for help, that it was ok to do so and that he wasn't being disloyal to her by doing so.

We also contacted Anchor Staying Put. As a result she was allowed the full rate of Attendance Allowance, carers helped with her care and she was given sitting hours so that he had some free time from time to time. Adaptations were made to their home so that it became easier for him to take her out of the house into the car.

He admitted that he had come to the end of his tether and was beginning to think the only way out was to commit suicide."

Why this story/change was felt to be significant by those who voted for it:

Round 1 (@ Milborne St. Andrew - 6 votes):

- "Men I believe are reluctant to ask for help, and in this instance by having courage he helped his wife, their environment, and his own wellbeing"
- "Trust, and timely intervention probably saved a life – it takes a lot to admit you need help, and this story shows the importance of being able to go back several times, building trust"
- "The fact that this man knew that the Wayfinders were there was the key to helping him – the constant presence of the Wayfinder"
- "This is the 1 story about a man!"
- "Carers are the unsung heroes, underpaid and overstretched"
- "because of the man's desperation – it's not very often we are able to help the most desperate people, this was special"
- "Knowing (from previous experience) how long it can take to build up this trust"
- "Information now available to everyone, which leads to, in this case at least, a happy carer and a proud Wayfinder."

Round 2 (15 votes):

- Illustrated the value of having a local 'navigation' service to provide signposting and support in the way that people need to receive it. Identifying the need for

appropriate financial help then led to multiple outcomes and services being put in place.

- Wayfinders being in the community. Carer having trust in Wayfinders to allow them to inform him of his options. Wayfinders' persistence in dealing with their client to a positive outcome.
- Because carers are (still) often not acknowledged, yet they can be isolated and depressed because of what they have to do. This tale has the potential to impact widely in Dorset – many older people are looked after by older people!
- The story identified a real need in the man concerned and how it was addressed in a sensitive manner, making a huge difference to his life.
- Because it demonstrates the impact of Wayfinders and how they can help to make a real difference through minimal (but essential) intervention.
- Reach people that would before be reluctant to accept help. Offers the role of a friend.
- The enormous amount of help provided, which instigated vast changes initially to the lifestyle.
- Perseverance and continued availability of a service pays off. Quite often we have to get through deep seated attitudes of independence when a little (or in this case a lot) of help brings about life changing results.
- Very poignant. Husband ultimately offered help which dramatically changed his life and enhanced his emotional well-being. Showed how Wayfinders dramatically have a positive effect on community! Wife had practical changes to environment, easing her quality of life. Ultimately very heartfelt story.
- Demonstrates the outstanding work of the Wayfinder – perseverance, observant and caring
- Possibly saved two people. Built trust over time. Access point to lots of different services and facilities.
- A story about meeting hidden need in an acceptable and empowering way for individuals – and at a stage where the outcomes led to a better quality of life for each person. Otherwise these needs would only have been identified as the result of a major crisis, i.e. a truly preventative story.
- It takes a lot for an older man to admit he needs help – over time he felt able to talk. His wife's needs were also attended to, and he & she had their lives made more comfortable and bearable.
- Significant change achieved for two people who would have remained hidden from services (until a crisis or tragedy!) but for the initiative of the Wayfinder who was observant of the gentleman's need and obviously engendered his trust and confidence.
- Being able to reach people who would not normally approach statutory services.

(Further points made during discussion):

- Reached the male audience – traditionally 'hard to reach'
- One outcome leads to another – this is what whole programme is about – personal contact
- Would this have happened through traditional service gateways?
- Going back to original aim of POPP in terms of preventing admissions – here are 2 people that would have ended up in hospital 'dead cert' without POPP
- Enabling someone who is 'giving' to have been supported
- Good example of partnership working / network. Won't work without this.

George & Joyce

“George was the full time carer for his wife Joyce. Joyce had suffered a stroke about three years ago and had lost the ability to communicate using speech. George was living with dementia and struggling to cope with the demands of his caring role. Due to their obvious difficulties they did not feel comfortable attending social events together, something that they had cherished doing together in the past.

George learnt of the Singing for The Brain sessions run by the local branch of the Alzheimer's Society through the Community Mental Health Team based in Bridport (a project funded & supported by POPP). They attended the sessions together and found enormous comfort through being able to participate in a group activity. As the weeks progressed Joyce found that her ability to communicate with George was improving. At the end of one of the sessions George, bursting with pride, announced to the group that Joyce had spoken to him again for the first time in three years. They were both crying with delight.

Sadly, George died recently, leaving Joyce on her own. However, because of the new friends that Joyce had made through this group and the knowledge that was available to her she was able to continue living independently.

Joyce continues to attend the singing sessions and has been able to continue independent living through the help and support generated within the local community by this project. Joyce has told me that she is very grateful for the time that she had with her husband at these singing sessions. She is convinced that the singing and social interaction in the group helped her to recover her power of speech and improve her overall quality of life, despite her recent tragic loss.”

Why this story/change was felt to be significant by those who voted for it:

Round 1 (@ Portland – 12 votes):

- To have been able to bring that person back...
- The thought that George was able to hear Joyce speak, and communicate with her that way before he died
- This is about enabling someone to stay in their community, even at a very traumatic time.
- Joyce was able to return to a community, and an increased quality of life - What would have happened if Joyce hadn't come to Singing for the Brain? – stayed at home / isolated / Wayfinder would be telling a different story / someone would have decided she 'had to move into a home'?
- Ongoing support available, from the group
- Story that illustrates significance of the whole project – any projects that open up social opportunities, communities that are then able to help support themselves
- “It was the one story that made me cry, so I had to vote for it”

Round 2 (6 votes):

- The funding benefitted 2 people in the short term, with long term results also
- Supported access to community based service. Funded through POPP – provided by third sector (Alzheimers Society). Demonstrates effective joint working as all service involved (statutory & third sector)
- Supports inclusion and has allowed person to return to independence. And mentally changed attitudes of those involved.

- Joyce was able to speak with her husband again and rejoin her community. When George died Joyce had the support to continue to be independent.
- Countered many issues and enabled both, then Joyce, to improve their lives (both before & after George's death). Helped them to help themselves & be interdependent & independent.
- A story about making a difference to two people's lives!

(Further points made during discussion):

- Emotional side – 2 people whose lives had been suddenly changed – would this have got better without POPP?

Jane's Journey

This story is written by the Chairman of the Shaftesbury and Villages 50+ Forum, which was set up with support from POPP.

"Since becoming involved with the Forum eighteen months ago, my opinion of, and attitude to older people and ageing has changed radically.

Having spent my life in the financial and hi-tech sectors, my contact with older people was limited to those in my own family.

The 50+ Forum and Dorset Association of Senior Forums has introduced me to so many individual older people as individuals with multi-faceted personalities; rather than as a faceless, slightly frightening and definitely alien group.

This is a problem within our society – where we tend to attach labels which infer monolithic characteristics.

As Jackie Allen of Dorset Age Partnership says, older people are NOT sweet, fluffy and kind. They aren't grumpy and miserable. In common with people of any age, they are simply PEOPLE.

I have learned not to assume anything – but instead I expect to be surprised and awed by what people in their 60's, 70's, 80's and 90's can achieve.

Society needs the unique perspective, wisdom and connection with our social history that older people can offer.

In Shaftesbury, where nearly 30% of our adult population is over the age of 60, intergenerational exchange and understanding is probably our greatest challenge. We also have to ensure that people can remain independent for as long as they can.

To conclude, I now feel responsible for improving older people's quality of life in this area. I will continue to raise older people's issues at the highest level nationally, and hope to have an influence in the next Government."

Why this story/change was felt to be significant by those who voted for it:

Round 1 (@ Milborne St. Andrew – 6 votes):

- "Contribution of people, of all ages"
- "Discovered an awareness of the potential of older people and their strengths. Will be able to make an enormous contribution to the welfare of an older generation"
- "It's not always the obvious people who change"

- “It challenges stereotyped images. We need to challenge stereotypes, to focus on people’s contributions & skills. This links with the whole ethos of POPP”
- “There are lots of misconceptions about older people. We must all take time to understand one another... for someone to change their thinking, understand someone else’s wisdom – this is important, and I hope that in time more and more people will catch on and see older people’s worth.”

Round 2 (4 votes):

- It challenges the stereotype image of older people – and promotes a more positive image.
- The focus is on change. To change mindsets and people’s perceptions of older people/ageing is so crucial to what we are trying to achieve in Dorset. This is a powerful story.
- It challenges perception of older people & she probably represents a large percentage of the population. A way to tackle this is younger people working with older people & vice versa.
- A personal change for someone who now has the opportunity to make a significant change for older people in her community.

(Further points made during discussion):

- Very significant change – person is making herself heard

Mrs P & NeighbourCar

This story relates to a scheme initiated by a POPP Community Leader and set up with POPP support. The story is about an 89 year old lady, a registered client of West Moors NeighbourCar.

“On Sunday 9th August Linda, a volunteer driver, arrived to take Mrs P. to Church. When she failed to get an answer she went round to the Coordinator who lived nearby for advice and assistance. They went back together to the client’s bungalow, having also alerted the Secretary who followed. They found both doors unlocked and when they went in they found the elderly lady lying on the floor unable to get up. She didn’t know why she had fallen.

Her meal of the previous day was still cooking! The fish in the oven was burnt to a crisp and the saucepan on the stove was black and the contents unrecognizable.

The paramedics arrived and decided the lady should be admitted to hospital for investigation and to attend to the injuries to her face.

Mrs P is very aware that had it not been for NeighbourCar she could have died where she lay and her bungalow including the other half of the semi could have caught fire.

She is now being issued with a personal alarm and another elderly lady will, it is hoped, phone regularly to check on her health and wellbeing.

Too little but, fortunately, not too late.

West Moors NeighbourCar intends to look into the feasibility of persuading the more isolated and vulnerable clients to invest in personal alarms.

As POPP leader I am in consultation with Dr Anne Hayden (ISECCA) with a view to setting up a telephone befriending service. This will not be run by the NeighbourCar Committee, but by WRVS.”

Why this story/change was felt to be significant by those who voted for it:

Round 1 (@ Verwood – 5 votes):

- “Benefit to housebound and those with limited mobility, and people who are lonely – enables them to get out”
- “A much needed service for isolated, non car drivers”
- “Because it was the first of such schemes initiated through POPP and has led to other similar schemes, with more to follow”

n.b. This story was felt to be the most impactful out of a number of stories relating to transport schemes set up through POPP. These transport schemes, collectively, were felt by some to have been the Most Significant Change.

Round 2 (4 votes):

- Because the scheme has helped to identify another local need (befriending) and helps promote a community spirit
- Because another project has been identified that will have a significant impact, that can be used throughout Dorset identifying isolated people.
- One thing leads to another. Good ideas spread.
- Roll on affect – i.e. meeting & mixing with different people.

A reason to get up in the morning

“This story relates to a woman who became involved, as a volunteer, with a coffee morning that was initiated and supported by a POPP Community Leader.

The woman had only been in the area for 4 years – one day she called into the Church Room for stamps, and decided to volunteer to help with coffee mornings. She is now also involved with computer mentoring, books and Youth Club.

She says “I have met and spoken to more people in 4 months than in 4 years. Walking on the trail way I can now say hello to people whose names I know, and it’s great to meet fellow volunteers and beneficiaries when out shopping.

I invited 4 ladies from U3A computer group, who needed some extra help on the internet. They are all now signed up with broadband and emailing family and friends. It’s important for us to keep a secure record of their email address and password, as they often forget their notebooks.

One of them, an 86 year old woman living on her own, rang to ask me a question. I thought she had probably had a stroke and I was able, through her sent mail, to contact her daughter in Bath. She is making a slow recovery and still coming for her computer sessions. I was allowed to attend A&B courses a second time, to encourage a young man who helps at the Youth Club to come, and also to meet more mentors from other groups. I was invited to visit the St Leonards group, and was able to get lots of help and ideas from them. They only have 1 laptop, and I suggested they contact POPP.

Organised 6 sessions for those wanting to learn more about their cameras (a group of 8 people), and running tea and biscuits week next week. Encouraged a recently widowed villager to come on to coffee morning rota. Advertised for unwanted computers to be donated for those who are currently unemployed and can’t afford their own.

I’m busier now than before I retired, but this has given me a reason to get up in the morning again”

This woman has completed training for Child Protection and First Aid, and is taking responsibility for monitoring and updating the Church Room First Aid box."

Why this story/change was felt to be significant by the people who proposed it:

This continuing story demonstrates how creating opportunities for a community enables involvement, giving purpose and sense of identity and belonging for individuals and the community. It is always evolving.

Why this story/change was felt to be significant by those who voted for it:

Round 1 (@ Milborne St. Andrew – 6 votes):

- "It crossed a wide range of generations. Intergenerational associations / friendships show a future for older people. Old and young learn from each other."
- "Works on so many levels, and although about one person, others are drawn in"
- "Multiple outcomes"
- "Shows how one thing leads to another – a holistic change"
- "Benefits to older people as a volunteer, and also to those using the services and developments this person has initiated. This is about motivating people's interest in their community and creating an opportunity for them to be involved. This is about older people supporting their community. It's about involvement and contribution and feeling part of something – and increasing self worth."

Round 2 (3 votes):

- Because it demonstrates benefits on so many levels. Also she is benefitting but giving as well
- Because it demonstrates the two-way nature of the benefits of POPP – you give, and you 'get' from giving
- An individual became a valued member of the community and became less isolated. She also is able to use her skills to help other people. A win-win situation!

Lunch Club for Sturminster Marshall

This story relates to a lunch club initiated by a POPP Community Leader and set up with POPP support.

"The need for a Lunch Club in Sturminster Marshall had been identified in the Parish Plan.

Two local women wanted to cook for the club.

Originally it was estimated that around 30 people would use the club – the club now caters for over 50 people!

Speakers were organised to attend the club. One such speaker was a Police Community Safety Officer. A woman who attended this talk had been robbed; she was reassured by the PCSO's visit, and made to feel safer."

Why this story/change was felt to be significant by those who voted for it:

Round 1 (@ Verwood – 7 votes):

- “Shows the real reasons behind a luncheon club”
- “More than just a luncheon club”
- Because the woman “felt secure”
- “Because it has become more than originally intended, reaching a wider audience”
- “Exceeded expectation in numbers. Helped to involve community police within members”
- Illustrates how “one project improves the lives of lots of people”

Round 2 (1 vote):

- It's about people engaging in their community. Making a contribution. Getting something personally from giving. Impacting on one's own life and the lives of many others.

Mary and the memory café

“Mary, 70, has dementia, and formerly spent all day at home while her husband was out at work.

She now attends the fortnightly memory café (set up with part funding from POPP), where she has met friends, and met with POPP Wayfinders.

Through the Wayfinders she has obtained extra income and details of activities.

Through the partner agencies she also had home improvements.”

Why this story/change was felt to be significant by those who voted for it:

Round 1 (@ Milborne St. Andrew – 6 votes):

- “Because to be lonely and confused is the worst thing in the world”
- “Memory loss is becoming more common, or being recognised more. It's important to have places that people can go to – that are recognised as ok to go to, not being hidden”
- “It could happen to all of us”
- “Simple example of a POPP funded project changing a whole family's life by helping one person”
- Some voters were also influenced by their own experience of visiting the memory café: “the venue was so peaceful and welcoming” “other memory cafes have not been so nice – cold, radio playing in the background etc”

Round 2 (1 vote):

- We never know if we might need it

Stroke Club Chef

This story relates to a member of the Dorchester Social Stroke Club, a social group for stroke sufferers which was funded through POPP in August 07. This member joined the club in October 07, and his story was reported as part of the monitoring return for Apr-Sept 08.

“This member, pre-stroke, ran a successful restaurant in Spain. He still loves cooking – with one hand – and has invented some gadgets to help him prepare food. He has prepared a meal for 20+ members and often provides cake and savouries for meetings and fund raising events. His determination not to allow his disability to prevent him cooking is amazing.

He is full of ideas – usually associated with food – and has now joined the club committee. He is also a volunteer benefits adviser for Age Concern. We are privileged to have him as a member and hope he gets as much benefit from membership as we do.”

Why this story/change was felt to be significant by the people who proposed it:

It illustrates a POPP funded project that is enabling an older person to contribute, and be valued for their interests, abilities, skills and experience, rather than their needs.

Why this story/change was felt to be significant by those who voted for it:

Round 1 (@ Portland – 5 votes):

- It's about people getting together, getting out, being motivated. People can socialise without having money – this is about having the guts to do something with your skills, pass them on
- The story looked at the individual – recognised the individual rather than needs
- This story challenges stereotypes

Round 2 (1 vote):

- Shows how health problems do not mean the end of a productive life style. Shows how older people can still be original & innovative. Shows how one person's work can help another x number of older people – cycle of HHP[?]

Wayfinders part of the community

“A woman approached me at a monthly meeting I attend (initially funded by POPP) to see if it were possible for me to help a neighbour of hers. I gave her my details to pass on to her neighbour who duly called me.

I arranged to carry out a home visit to the clients, who are a couple in their 80s. The husband had had a number of operations and the wife is now looking after him.

However, I believe he fell on his first visit home from hospital and didn't make it through the door and was taken back into hospital.

Wife was very distressed about invoices received relating to care of her husband after his release from hospital. After much confusion and a number of phone calls it was agreed with the authorities that the amount owing could be paid off monthly over a period of time.

The wife required a wheelchair to take her husband out. She had sorted this out with a company but couldn't remember who it was with and wondered where the wheelchair was. After several phone calls I found the correct contact and wheelchair was delivered within the week.

Husband very weak and only able to shuffle very slowly with the aid of frame. Unable to use bath but to my knowledge nobody had picked up on this. Contacted Dorset Direct to arrange a general home assessment with emphasis on the bathroom changing to shower room.

Also asked for a member of the Telecare team to conduct a visit with a view to putting heat detectors in the kitchen and water detectors in the bathroom. The wife would be in the middle of doing something and her husband would call and she would forget that she had left the cooker on or tap running.

I also arranged for a home safety check with the DFRS and a full benefits check for the couple via the local Dept of Work and Pensions.

Informed the clients of the blister pack available for their medicine from the local Boots chemist.

I called Dorset Direct recently to see how things were progressing and it appears that things have been stopped as the man has been taken into hospital again and it unlikely to be going back home.

There is a lot more work to be done but these were the main issues on my initial visit."

Why this story was felt to be significant by the people who proposed it:

I meet many older people who are struggling, worrying about money and don't know how to cope – most don't know about attendance allowance or other kinds of help available.

Having this extra income makes such a difference to people.

Never assume that, even if there are members of the family living nearby, that they are going to offer help.

What might have happened? Man never having a proper wash? Flooding? Fire?

(Since this story was shared earlier in September, we have learnt that the husband passed away.)

Why this story/change was felt to be significant by those who voted for it:

Round 1 (@ Portland – 4 votes):

- Multiple outcomes
- This couple became more in control of 'what happens'.
- Often the small things that can make a difference.
- Brings in importance of having someone with a wider knowledge in the community, signposting. There are lots of people [agencies] out there able to do different things – need to signpost, trust each other to get on and do what we do
- This illustrates the key benefit of how POPP is organised into clusters – getting info on a local basis, responding to local need.

- One size doesn't fit all – this story demonstrates a gateway that people are comfortable going through – there are a lot of gateways that people are not as comfortable with.
- The person is seen as an individual from the start, not a 'client group'

Round 2 (1 vote):

- Locally based, signposted to information which in turn gave more control to individuals.

Reminiscence Groups in Residential Homes

“A woman moved into a residential home in St Leonards – although activities were available there, they did not have a reminiscence activity where residents could share their experiences.

2 POPP Wayfinders and a POPP Community Leader had a meeting and the idea was born – January 2009.

A number of residential homes were contacted, they thought it a great idea. One of the homes did have an in house group, but thought if it could be run by outsiders it would be a further stimulus for the residents.

The project was put to WRVS who were very interested and felt they could provide volunteers.

Weymouth Hospital (who run a reminiscent box scheme) were contacted to get costing, availability, delivery and timing.

Following various meetings a proposal was forwarded for funding to POPP.

Training of volunteers went ahead.

Reminiscence Clubs launched 29th July 09.

Residential Homes at present using this service: Ashley Heath, St Ives, St Leonards, 3 Legged Cross & West Moors. Future projects to include St Leonards hospital (talks with Matron ongoing)”

Why this story/change was felt to be significant by those who voted for it:

Round 1 (@ Verwood – 6 votes):

- “Benefit to residents who have little access to conversation & stimulation”
- Residents are “no longer forgotten” by people outside the home. “Stimulation”.
- Engages with “a forgotten part of society in a very imaginative & creative way”
- “Significantly lifts the mood of people attending”
- “A great idea for bringing people together
- “Promotes friendship and common interests”

Round 2 (No votes or comments)

Last month we saved a life

“Cattistock 1st Responders – saved a life, using the defibrillator to keep the casualty alive till the ambulance arrived. This is the first life saved with the defibrillator – great achievement”

Why this story/change was felt to be significant by those who voted for it:

(4 votes):

- If didn't save a life, everything else is immaterial.
- Through providing that rural community with skills, makes people in that community feel safer – “reassurance”, “wellbeing”, “confidence”.

Value of being engaged and contributing / role of POPP in Ageing Well.

“Ageing Well in Dorset project. The majority of responses were that people were stating that they felt valued much more than they previously had”

Why this story/change was felt to be significant by those who voted for it:

(4 votes):

- Voted for this because if the value of being engaged and contributing – “don't need to say anything else!”

Nail cutting (2)

“Client recently received the full attendance allowance of £67/week, plus £400 back payment. The husband is doing everything for her as she has very limited mobility and is very deaf. They told me they did not know of any assistance, and this had gone on for years. Both were in their 80's. I phoned the Wayfinder and she went to visit them. Since this visit they have had the fire safety officers who fitted smoke alarms in the house. The social services have fitted bath / shower rails, and they are having more help to relieve the pressure on the husband. Having recently spoken with the client he feels so much happier and is looking for a gardener and more help with his wife to allow him some time for himself.”

Why this story/change was felt to be significant by those who voted for it:

(2 votes):

- One thing leads to another – captive audience (while having nails cut) = significant factor
- But shouldn't we / all POPP projects be doing this (working joined up) anyway?
- This learning point, about connection, needs to be made again – we need e.g. GPs thinking like this

Pension visits

The story shared (by representatives from the Pensions service) was an example of how being granted one benefit opened doors to others – hence the importance of referral to Pensions service.

Why this story/change was felt to be significant by those who voted for it:

(2 votes):

- Speaks for itself – enabling people to get what they're entitled to, make choices. Worth making Financial Entitlements an individual project in POPP? How many people in Dorset don't claim? Difficult to get this info – very 'private' issue.

Nail cutting (1)

"My client first visited me at the clinic in Wool. After a couple of visits she missed one so I visited her at home to find she was very unwell having had chemotherapy. She told me she had terminal cancer. She was paying for help in the home and for shopping, and care on a limited income. I rang the pensions office and they made a home visit quite quickly and a couple of months later my client was awarded £700 back pay and £67.00 per week. This enabled her to pay for more help and ensure a better quality of life. She was unaware she could claim any money to help her. Sadly she has now passed away, but I know the extra money helped her and enabled her to have the help she so desperately needed."

Why this story/change was felt to be significant by those who voted for it:

(1 vote):

- 2 widely unconnected events from funding to outcome. Never aware at the start that that would happen – took 2 different organisations to make it happen.

Creating best practice

"Mid Dorset – hospital discharge questionnaire has been adopted as best practice by NHS Dorset"

Why this story/change was felt to be significant by those who voted for it:

(1 vote):

- Because questionnaire that identifies patients' needs at hospital discharge may tip off an entire GP surgery – alerting them to the needs of patients, which can lead to providing more / better support. Key link to preventative work – stopping people getting into more difficulties. Triggers whole lot of preventative benefit that can impact a huge number of people, potentially saving ££millions. '20-30% of admissions are avoidable' – can be quantified, but difficult!
- But this end outcome hasn't happened yet!
- Other practices doing this – watch this space!

Tai Chi in Beaminster

"I visited the Day Care centre in Beaminster, and spoke to the clients and the Day Care Centre Manager about the POPP Wayfinder project, and to see if I could offer any help or information.

I received a telephone call from the Centre Manager who had been trying to organise some exercise or stimulation for her clients, such as Tai Chi. Unfortunately there is no funding available to be able to bring in an outside instructor and I was asked if I could help.

I contacted the co-ordinator of the Fit as a Fiddle project, and explained the situation to him. He advised that this was just the sort of situation his project had been set up for, and was able to offer funding for 6 sessions of Tai Chi.

I then put the instructor in touch with the Centre Manager to arrange for the sessions to take place. The Centre Manager was delighted and she feels this will have a hugely positive effect on the wellbeing of her clients."

Why this story/change was felt to be significant by those who voted for it:

(1 vote):

- Cheap, stretching / socialising. Self sustaining (people were happy to pay to continue classes once they'd started)
- I think it showed what impact something like that can have on a group of people 'already in the system' – DCC run the system, and don't have the ££, but we can find it elsewhere for them.
- Bringing together projects
- Stimulation
- Different to other Wayfinder stories (i.e. lots of ££, stairs, rails etc – whereas this is an e.g. of the wider benefits of Wayfinders and POPP.

A Polish Nursery Rhyme

The story shared (by a representative from the Alzheimers Society 'Singing for the Brain' project) was about a woman whose first language was Polish. The group learnt and sang a nursery rhyme in Polish, and this prompted recognition and memories for her.

Why this story/change was felt to be significant by those who voted for it:

(No votes / comments, although the same project produced another story, 'George and Joyce' that was repeatedly voted as very significant – hence this story was perhaps overshadowed by that one)

Grandmother thrust hand down motorcyclist's trousers

"Grandmother who is a 1st Responder – she was driving and came upon an accident involving a motorcyclist. She feels that she was imbued with confidence as previously would not have been able to feel brave enough to check the casualty's injured area, as it was in the groin region. She thrust her hand down his trousers and states this was only possible due to the professional training she has received as a 1st Responder"

Why this story/change was felt to be significant by those who voted for it:

(No votes, though all present very much enjoyed this story! The 'Last month we saved a life' story - from the same project - may have overshadowed this one.)

To sit outside on the patio...

"I met Mrs W at a coffee morning....in April. She is a lady of 91 and lives in an apartment in a managed estate. She said she was finding things difficult financially. I arranged to visit her at home. Her home was well cared for and clean, but she was worried because just coming out of hospital after a hip operation she could only get around with a walking frame. Although she was in receipt of Council Tax benefit, she had not applied for Attendance Allowance. She has a lovely patio area outside her sitting room but was unable to get outside to sit because of needing the frame. I suggested that maybe with a rail outside it would be much safer for her. I contacted West Dorset Care and Repair, who arranged to go and do an assessment. The outcome of that was an Attendance Allowance of £70/week being awarded. Also getting a grant in place to fit the rail. This was not so easy as the management company said that Mrs W would have to pay £40 for permission to get the work done. After many calls back and forth, Mrs W's daughter paid the fee. So WDC&R have organised the fitting of the rail. Mrs W was very pleased to receive the extra money, saying she could now afford to use the taxi service more often, enabling her to get out and visit friends and family, and also pay someone to clean for her."

Why this story/change was felt to be significant by those who voted for it:

(No votes / comments)

Nail cutting (3)

"One client's toenails were in such bad condition with nail infection, and cracked sore feet, that when he visited his Doctor they decided to keep him at the surgery until his feet were better. His nails were sent to a laboratory by the doctors as they needed to determine how bad things were and what was needed to be done. Client is still with the doctor and maintains contact with me as he wishes to return as soon as the doctors discharge him."

Why this story/change was felt to be significant by the people who proposed it:

A number of my clients come to me with nail infections and uncared for feet. I always advise them to visit their doctor or a chiropodist. They are unaware they have these infections, and if they are aware they don't seem to think it is important. So many people take little care of their feet and, like the above client, are unaware of the dangers that can come from this.

Why this story/change was felt to be significant by those who voted for it:

(No votes / comments)

Collective Perseverance

"Computer club, finally managed to get a project off the ground, despite the problems with BT and getting the line installed, and issues with Magna Housing being unhelpful. The club worked in partnership with DCA & Magna to achieve this."

Why this story/change was felt to be significant by those who voted for it:

(No votes / comments)

Good Neighbours Car Sharing

"This project was recognised by the Verwood Wayfinder and carried forward by the POPP leader for the area.

Verwood was desperately in need of a cheap transport service set up to help those who are elderly or disabled who no longer drive.

Their first contact was Ringwood Good Neighbours as a model, and various meetings on how to go about it. Then they advertised for volunteers, drivers and facilitators. All legal, insurance and CRB checks were looked into.

Now the system is up and running and many people are quite dependent upon it for trips to Doctors, Dentists, hospitals, shopping and social activities. It offers possibilities for social interaction for housebound to get out and meet people, therefore helping to avoid isolation, depression and loneliness, which from a health point of view is extremely important.

The drivers and facilitators feel they are contributing to the welfare of the community and also enjoy social gatherings.

Then because loneliness was one of the things recognised by the Wayfinder, the POPP leader decided to extend the service to include befriending.

A couple of ladies volunteered for this and will go once a fortnight to visit any housebound or lonely person. Already several people have benefitted from this.

A once a month drop in at the Heritage Centre (coffee shop and museum) has also been set up for lonely, disabled people, and transport is provided. All through Good Neighbours!"

Why this story/change was felt to be significant by the people who proposed it:

It feels good to be able to offer people all these services. When you are seeing someone who is cut off due to mobility problems, poor health and depression, it is wonderful to be able to offer some service to help – whether it be details of cheaper transport or befriending or a trip to the monthly drop in.

Why this story/change was felt to be significant by those who voted for it:

(5 votes*):

- Physical and emotional help and support, to older people in the area.
- Chosen because it addresses so many aspects of elderly peoples' needs
- Looking to increase the number of services on offer – not just a car service now
- Because its success has been rolled out across the county as a model therefore increasing access to this service, which may also widen when in operation to 'spin-offs'

*this vote put the story into 4th place, though it was recognised the vote was split with another similar story re neighbourcar schemes "really tricky – would have been joint 3rd!"

Memory Café Ferndown

"In my Wayfinder role I met a lady whose husband has mild dementia but they were not receiving any support. I told her about the local Alzheimers group, who had recently started up a memory café and drop-ins in the Ferndown area (POPP funded). From attending these the carer has been able to meet the Alzheimers group outreach worker who was able to provide much practical advice, met the local social services carers caseworker who was able to arrange for her husband to attend a day centre and for her to go on a carers training course and the carer also met other carers who were able to give her much needed advice and support. Her husband, the dementia sufferer, has also been able to enjoy the entertainment arranged by the group."

Why this story/change was felt to be significant by those who voted for it:

(3 votes):

- Opportunity for professionals to engage, in a non-threatening environment.
- Much needed targeted service to increasing number of mental health users and carers
- Personal experience of caring for someone with Alzheimers has made me aware of the needs this project meets.

Autumn Gold

"This story is about the tenacity of the chair of a group called Autumn Gold, which she set up to lobby for the use of a former shop as a drop in centre for older people. At the time of the Community Leader's initial involvement in 5/07, Autumn Gold had carried out its own survey of residents, but was faced with a district council who had other ideas for the premises and had leased it to a housing trust. The group was also unsuccessful in gaining the support of both the local district councillor and Help the Aged.

However, in 4/08 the district council carried out its own survey of residents and a steering group was subsequently set up to take the project forward. The steering group has met 7 times and carried out a further survey as well as holding a consultation day on 26/08/09 in conjunction with the housing association. It must be said that this has been a very frustrating time for the chair of Autumn Gold, as she has throughout been certain of the community needs of older residents.

Just at the time it became abundantly clear that all constituencies are on board for the premises to be adapted for community use, the chair of Autumn Gold produced an excellent feasibility report, commissioned on her own initiative, showing how the premises can be adapted and extended for community use, including a shop. The report was greeted with great enthusiasm and has given the momentum for project planning including the basic steps of adopting a constitution and opening a bank account.

The moral of this story is, if at first you don't succeed, try and try again. It also shows you do not have to be appointed to make things happen."

Why this story/change was felt to be significant by those who voted for it:

(3 votes):

- Because it shows that one person's tenacity can pay off and that individuals who have a social conscience can make a difference.
- Bringing a focal point back to community through creating shop.

Alderholt Skittles for Seniors

"Sally lost her husband last year. It hit her badly and she rarely went out. She lacked confidence to go anywhere on her own. But one day she came to church and I started talking to her and discovered that both our husbands had died within a month of each other. So that gave us some common ground to start. I told her about skittles, and after some persuading she agreed to come and give it a try.

The result, a few months later, she agreed to come on the committee and now organises the refreshments at our meetings. Her confidence has improved 100% and recently she even went on a 4 day road trip on her own."

Why this story/change was felt to be significant by the people who proposed it:

Because I was involved and felt it was typical of many of our members who are widows.

Why this story/change was felt to be significant by those who voted for it:

(2 votes):

- Made a big difference to one person
- Made a lot of difference to many people

Ferndown Neighbour Car (2)

"Driver taking a man in his 50's to hospital appointment at Southampton Hospital. He was kept in but had struck up a friendship with the driver. 2 weeks later he rang for a lift home, requesting same driver. Apparently test had shown terminal cancer. The driver then took him for all subsequent appointments. This friendship has made all the difference."

Why this story/change was felt to be significant by those who voted for it:

(2 votes):

- Made a significant change to this man's life
- Developed into befrienders. Provided much needed transport to the community

Cranborne Local History Club

“Lady 73 contacted local Wayfinder. The initial request was for help with writing a letter to the housing association management to complain about a noise problem from a flat below.

Wayfinder called to visit lady who lived alone and was a very reserved person, she had complained to house warden but felt that the problem was not being taken seriously. It was decided that perhaps a meetings with the area manager could be arranged; this was done and help was agreed, she would speak to the tenant in the flat below. Further call to Wayfinder – noise still a problem.

Lady decided to have earplugs made – this she did but was not very successful. Wayfinder had further contact with area manager and it was agreed to fit extra thick sound proofing under-felt, to try and help the problem. This helped a little but the continual noise from the TV, which was on all day, was very upsetting to the lady, who was in her flat most of the time.

Having met the lady a number of times it was obvious that she was very lonely and it was suggested that we might be able to help and find interests so that she could meet people and spend some time out of the flat.

The local history society had just started up with help of POPP and contact was made with the secretary, who in turn contacted the lady - and she joined them and found it most interesting, and it helped her to get out of the flat and meet people. The membership has grown rapidly and a larger venue has had to be found.

However the noise was still a problem and it was making the lady feel ill, and she was most upset and felt she would have to move – but she did not know where to start and she had little or no money.

Wayfinder made contact with Anchor Staying Put, who visited her and said they could help.

A few weeks later Wayfinder received a phone call from the lady who said she had now moved to another part of Dorset and had a lovely peaceful flat in a nice area, and she was very, very happy. She thanked us all for our help and said she would be forever grateful.”

Why this story/change was felt to be significant by the people who proposed it:

This story was chosen because it shows how the different factors of POPP and other agencies work together for the benefit of the community.

Why this story/change was felt to be significant by those who voted for it:

(No votes/comments)

Ferndown NeighbourCar (1)

“Our Drivers take an elderly couple aged 95 and 97 to church every week, which they say is the highlight.”

Why this story/change was felt to be significant by those who voted for it:

(No votes/comments)

X for Breakfast

“Breakfast club feedback from Mrs X (‘We have been running this service for the last 5 months and are keen to find out your views – please could you spare a few minutes to give us your answer and comments’):

(Location/s attended): Age Concern Dorchester Day Centre Breakfast club

(Value for Money): Breakfast for 75p is good value for money, I have cereal or two slices of toast, juice and tea or coffee.

(How has this service benefitted you?): It gives my daughter peace of mind and I don't have to be rushed before she goes off to work.

(Are you a carer?): No. My daughter is my carer, but she goes out to work.

(Other comments:) I think it's a lovely breakfast. I live with my daughter who goes out to work, so twice a week when I come here she doesn't have to worry or bother about getting me breakfast before she goes off. She knows I am getting a breakfast and a lunch, in a safe place, while she is at work.”

Why this story/change was felt to be significant by those who voted for it:

(3 votes):

- A great example of ensuring that even a few older people eat properly
- Brilliant breakfast nutrition to prevent undue fatigue and make sense of expressed need
- Malnutrition is a worrying problem/crisis with single older people – many hungry and under fed.

Getting Online

“Lady worked whole life. Married. Lived in South Africa for a time. Drove a car. In her 80's she suffered illness and other issues – no longer able to drive. POPP funding in village for computer club – she joined. Can now get her shopping online (including the chocolate she likes best!) and can email her son!”

Why this story/change was felt to be significant by those who voted for it:

(3 votes):

- Demonstrates how by improving peoples skills – you can improve their lives
- Life line of communication
- Opened up a new 'virtual' world for this lady – contact with her son plus in control of her own shopping (so important, but most of us take this for granted)

POPP Star Peggy

"Peggy is a star at 88, and she became one just because she thought someone might be interested in an old photograph she had.

When the call went out for people to contribute a favourite photograph for the Dorset's Living Memories project launch, Peggy brought along a picture of her mother driving a car (with wooden wheels) way back in 1923. It soon became apparent that as she told her story this was real local history coming to life. It seems that this car, used as a taxi in Bere Regis, was the humble beginnings of a famous local bus company.

BBC Radio Solent found this story so interesting that they interviewed her for a local broadcast. You can also hear Peggy on the BBC website recalling her memories. This was just the start of her stardom. In the meantime Peggy also took part in one of our family history workshops, spurred on by the renewed interest in her family.

Only a couple of weeks later, with the local elections looming, BBC South TV came to us wanting someone to appear on the regional news programme talking about care in the community and their life and experiences. It was Peggy who was first in line, brimming with confidence, who put across the case for older people. Her words on TV were a real link between our IT services, projects and the campaigning work we are currently carrying out on care services. Now she's recognised from Weymouth to Bournemouth and her family are very proud of their mother, and how she has been involved.

Peggy has since contributed more photographs and stories to the Dorset's Living Memories project, and she has inspired others to come forward and share their memories too."

Why this story/change was felt to be significant by the people who proposed it:

This Story was chosen as we felt it was inspirational, as it got to the heart of what Age Concern Dorchester and POPP stand for. It is about older people opening doors for other older people, whether it is learning IT or campaigning on care.

Why this story/change was felt to be significant by those who voted for it:

(2 votes):

- Opened doors for Peggy and others
- Opportunities to share memories – using IT – for people to feel important

Bosom Buddies

"Person B has visibly 'blossomed' as she has attended the group (LACE - Breast Cancer support group). A success story as she has gained in confidence and has really taken charge of her life!

However we are going to lose her, because she has decided that, having had the support, she now wants to put everything behind her and just get on with her life.

Everyone must find their own way to deal with cancer, and she wants to do it this way.

We will miss her, but it is a very positive step for her to take. She is going to get a new job and move on, but the group will be there for her if she needs it. She has developed two strong friendships which will continue after she leaves. She has said that without the group she would have struggled to come to terms with what has happened to her."

Why this story/change was felt to be significant by those who voted for it:

(2 votes):

- Support groups are vital to help come to terms with illness. This group has enabled the woman in the story to put illness behind her and live her life.
- Thoughtful working with hi-anxiety patients to develop 're-entry skills'

New Upton and Lytchett Directory

"Directory produced to provide information in Upton and Lytchett Minster"

Why this story/change was felt to be significant by those who voted for it:

(No votes / comments)

Stirring it in Stur

"By attending the nearest Safe Driving (over 50s) Course run by county – enquired why the local course didn't come off – 'insufficient volunteers' was the stated reason. The same thing happened with the earlier attempt to launch LINKS, the health and social care comment forum.

One gentleman from adjacent to my North Dorset patch took one look at the free 'Dorset Road Safe' bag and said "I don't know about all this". A lady asked him "how would you make our roads safe?" He replied "Drive in Somerset"

This illustrated traditional Dorset modesty, awareness of Boundaries, and a reluctance to boost yourself or your reputation with others".

Why this story/change was felt to be significant by those who voted for it:

(No votes / comments)

Scooting about

"This story relates to a 58 year old client of the North Dorset Disability Information Service (NorDDIS). This lady had to give up work because of her increasing pain from her disability. A member of her family directed her to us after information from a Wayfinder. With NorDDIS help she filled in a claim for disability living allowance. She was granted high mobility and high care. With the back dated payment she was able to put down a deposit on a mobility scooter and used the monthly payment to pay for it. As she lives in a rural area it has been invaluable to her. She was housebound and the scooter has made so much difference to her life."

Why this story/change was felt to be significant by the people who proposed it:

This demonstrates both the value of this kind of project, and the role played by a POPP Wayfinder in bringing about a highly successful outcome for a client who was previously housebound.

Why this story/change was felt to be significant by those who voted for it:

(No votes / comments)