

Enhance stories of person-centred support

November 2024



Introduction:

This short report is based on stories shared by Enhance delivery partners. All stories clearly show how timely interventions and a person-centred approach from Enhance staff can help to prevent future difficulties or a deterioration in a person's health or wellbeing.

*Please note that all names have been changed in these stories

Ian*'s story

Ian was referred by a Physiotherapist for a weekly walk in the care home he lives in. Ian had a stroke, has weakness on his right side and can only communicate with Yes or No. He was unable to walk at all after his stroke. A joint home visit was carried out between the Enhance worker at Health for All and the Physio to ensure understanding of what input was required (change footwear, use a caliper, follow Ian with a manual wheelchair for when he needs a rest, conversation and encouragement). As a result, Ian was safely discharged from the Physio's caseload earlier than planned.

Elena's* story

Elena had experienced two strokes and some loss of independence. The Enhance worker at Seacroft Friends and Neighbours supported Elena to return to social activities, including chair-based exercise. The Stroke team at LCH commented, 'She is so much better since she has come back to Seacroft Friends and Neighbours'.

Steve's* story

Steve was referred to Enhance for support with getting services in place such as cleaning and shopping due to physical impairments and also difficulties navigating services independently. He wanted to maintain his independence but struggled with where to find the right services to assist. Steve said he felt his visits from his Neighbourhood Team didn't allow enough time to help him resolve his issues. After an Enhance worker spent some time with Steve to discuss his priorities, he said he already felt relieved that he had more time to chat. During subsequent visits we were able to help Steve get some structure around his energy bills, prescription deliveries and help him maintain his independence with light help around the house. He said he found it 'so helpful and kind' to have an Enhance worker who was able to provide more time with him during his recovery. Building rapport with Steve also allowed us to encourage him to attend medical appointments and engage with healthcare staff better as we were able to explain their roles and importance of these appointments in a way which worked for him.

Peter*'s story

Peter was referred to Enhance at Seacroft Friends and Neighbours following a stroke which affected his speech and mobility. He was socially isolated and living with his daughter, who is now his carer. Peter's daughter is registered disabled, has mobility problems herself and has anxiety and a mild learning disability. She appeared to be managing but struggled with certain tasks so Enhance helped her in order to help both herself and Peter. Benefit forms were completed and social support sourced for Peter. However, mostly the Enhance worker provided emotional support and listened to Peter's daughter as she clearly found the change in her personal circumstances challenging at times, helping her to be more confident in her ability to manage.

Fazal*'s story

Fazal struggled with his appointments as his head injury made it difficult to remember things. With Enhance support from Burmantofts Community Friends he now has a system in place that means he doesn't miss his health appointments and can remain independent.

Faith's* story

Faith lives with COPD and multiple other health challenges, and Neighbourhood Team staff were very concerned that the effect of her cold, draughty home may cause a deterioration in her health. Through Enhance Faith's needs for financial support were met through benefits checks and Heating on Prescription from the Green Doctor service. Faith also received practical items to keep her warm whilst she awaits repairs and insulation upgrades on her council property.

Nellie's* story

Nellie is a 90-year-old woman whose mobility has declined since a stroke several months ago. She is finding it difficult to continue to attend her neighbourhood group, and now only visits fortnightly. She has no family and only one surviving friend. Her Enhance support has included identifying a suitable tradesperson for repairs needed around her home, and accessing some funding from the Household Support Fund to finance this. Nellie was also referred to the Green Doctor for assessment of her heating situation, and to Age UK Leeds Information and Advice service for assistance with an application for Attendance Allowance.

Following on from a lengthy period of wellbeing support and encouragement, Nellie has been matched with a volunteer. The volunteer visits regularly and is developing tailored activities with Nellie in her home, and has also been working with her to explore her options for possible participation at group activities outside the home, with assisted transport.

Shelly's* story

Shelly's mobility deteriorated due to arthritis. She is struggling to manage some activities of daily living at home, such as showering and cleaning, and getting out is becoming more difficult. An Enhance worker visited her at home and discussed what was important to her. As a result, we supported Shelly to apply for Attendance Allowance and referred her to an Occupational Therapist for an assessment of home adaptations for showering and a 'perching stool' for the kitchen so she can cook. Shelly now has some adaptations in place, helping her to remain independent at home. She is now in receipt of Attendance Allowance and is using it to employ a cleaner and for taxis so she can visit friends.

Paula's* story

Paula was referred by an occupational therapist for support with cooking and coping at home as Paula recently moved from supported accommodation to live independently. Paula is in her 50s and has learning difficulties, Cerebral Palsy with Spastic Diplegia and has recently had a stroke. She struggles with her mobility due to left calf spasticity. When the Enhance worker visited, Paula showed her around her kitchen. There was an air fryer - which Paula didn't know how to use - but no cooker. Paula's freezer was stocked with food but she had removed the packaging to be able to fit more in so there were no instructions or cooking times.

The Enhance worker showed Paula how to use the air fryer, printed off cooking guides for her, and explained how to test things that were cooked before eating them and talked about eating a balanced diet, eating fruit and cooking veg. On the next visit the Enhance worker gave Paula a folder with lots of beginner's air fryer/ slow cooker recipes for her to try, and they now speak weekly. Paula gives updates on the food she has cooked and new recipes she has tried, as cooking has become a hobby. Paula is really proud of herself and her achievements and has invited friends around for tea.

