

CASE STUDY

Super-Agers – Phone Support

About the Project:	Super-Agers phone support
Project's Aims:	To support people to stay active at home during the COVID pandemic while groups were no longer meeting in person.
Project Outcomes:	Individuals are able to stay more active at home by using resources provided or by thinking of creative ways to use their home environment.
About the person: <i>What is their age? Do they live alone? Do they have family/friends nearby? How is their general well-being?</i>	<p>Mrs D is in her early 70's and lives alone, she is partially sighted and despite being able to navigate her local area she is limited to days when it is not too bright.</p> <p>She has family close, however, her son works away a lot so she sees more of her Granddaughter. She has a visit at least once a week. Mrs D is resilient and very determined to stay active but is worried about feeling isolated and bored now that the COVID lockdown is in place.</p>
What was the situation: <i>Describe how the person became involved with the service you are writing about. What challenge or issue were they facing and how was this affecting their life</i>	<p>Mrs D was referred to Super-Agers by the Local Community Co-ordinator (LCC) for Ogmores Vale. When lockdown came in to effect there was a real worry that Mrs D would become not only isolated but also a lot less physically capable.</p> <p>Mrs D was a very active lady and prior to COVID had attended daily gym sessions as well as Olympage (games for 50+) sessions once a week. This of course all stopped completely and therefore Mrs D needed some additional support to keep active.</p> <p>Quote mid-lockdown: "There are only so many times you can re-arrange your drawers etc".</p>
Impact statement How did the service make a difference? <i>Describe what action the case worker/volunteer took to give support</i>	<p>We had weekly chats on the phone and quickly established a regular exercise routine. We established that mornings were best for the exercise and that there was a great sense of achievement after the exercise was complete. The achievements were as follows:</p> <ul style="list-style-type: none"> • Supporting Mrs D to stay motivated and active each week, setting weekly goals. • Sending resources out to Mrs D which included Tai Chi and Seated Exercise routines. • Supporting Mrs D to take her first steps outside once restrictions lifted slightly. • Additional support for Mrs D to get regular library visits for new audio books to help with mental health. • Supporting Mrs D in her application for a guide dog so she can become more independent. • Arranging support for Mrs D to walk and re-start gym sessions through the LCC.
What outcomes were achieved? <i>What was the outcome for the service user? What difference did the interventions make?</i>	<p>The time spent with Mrs D has been a real journey and overall I think it has left her feeling more resilient as she has managed this period of time so well. The biggest barriers faced were feelings of boredom especially on days when she had less support to go outside. This in turn led to Mrs D realising she may like to pursue having another guide dog. Mrs D had previously had a guide dog but had a bad experience with her. We discussed this together and began taking steps to organise this for her. I have seen her confidence flourish since. I think the idea of her taking her life into her own hands and becoming capable alone has been huge. Her motivation to get out walking and organise her house ready for the dog has been a huge guiding force.</p>

Quotes/Feedback

Please provide a direct quote from the service user. What did they say about the service received and the difference this has made to them?

“ I feel like I have achieved a lot through this time and feel a lot more confident”

“ I really looked forward to the calls each week, they brightened up my day and made me realise what I had achieved”

“ I don't think I would have had the confidence to get in touch with the guide dog association on my own”