

Summary report

Stories from the frontline: holistic, person-centred support

January 2024



Introduction

This report uses ChatGPT to summarise the real-life stories provided by Enhance delivery partners as part of their quarterly monitoring. It summarises how each of the 13 partners provide holistic, person-centred support - to help people get enough food, warmth, healthcare and other basic necessities, do exercises, tackle practical tasks and increase social connections - and the impact this has on a person's health and wellbeing. Health for All shared this photo after handing out Christmas presents from the team.

*All names have been changed.

Enhance support helping people to get food, warmth, and healthcare:

Ernie* (OPAL): Ernie was referred due to lack of food and heating. Enhance provided immediate assistance including an ASDA voucher, electric heater, and warmth pack. Long-term support was arranged, leading to improved well-being and comfort.

Ellie* (Action for Gipton Elderly): Ellie, diagnosed with terminal bowel cancer, received extensive support to stay at home comfortably until she moved to a hospice for her final days. Enhance provided essential services and emotional support, enabling her to die peacefully with her sons by her side, ensuring dignity, comfort and emotional closure.

Sally* (Feel Good Factor): Sally, living with dementia and diabetes, received regular home visits, food vouchers, and medical attention for foot issues. Enhance

facilitated a care needs assessment, preventing further health complications and improving overall well-being.

Burmantofts Community Friends*: More participants received food vouchers, meal preparation, and referrals to meal delivery schemes in response to an increase in food insecurity, alleviating financial strain and improving nutrition.

Enhance support helping people to do regular exercise:

Moving On Group (Cross Gates and District Good Neighbours' Scheme):

Participants in this exercise group experienced improved mobility, confidence, and enjoyment, highlighting the positive impact on physical and social well-being.

Wanda* (Leeds Irish Health and Homes): Wanda, referred for fall prevention, received Enhance support to complete exercises to maintain mobility while awaiting access to a local group. Enhance ensured ongoing activity and support, leading to improved mobility and well-being.

Enhance support helping people to tackle practical tasks:

Mavis* (Care and Repair): Mavis received home assessments and support for heating, mobility aids, and a replacement door, leading to increased accessibility, safety, and comfort at home.

Peter* (Seacroft Friends and Neighbours): Peter received home adaptations, benefits support, and encouragement to attend social groups, resulting in improved safety, financial stability, and social engagement.

Kuljeet* (MAE Care): Kuljeet received support with daily tasks, housing, and loneliness, improving her confidence, support network, and mental well-being.

Jane* (Age UK Leeds): Jane received ongoing support including cleaning services, emotional support, and potential befriending and gardening services, enhancing her quality of life and reducing self-neglect.

Enhance support helping people to increase their social connections:

Kim* (Garforth NET): Kim's return to the Leg Club improved his mood and social interaction, reducing isolation and improving well-being, resulting in increased confidence and social engagement.

Leslie* (Armley Helping Hands): Leslie overcame social isolation through group participation, forming friendships and gaining confidence, leading to improved mental well-being and reduced likelihood of hospital admission.

Gemma* (Health for All): Gemma found companionship and support through Christmas day events, reducing loneliness and improving well-being during the holiday season. Additionally, Christmas presents brought joy to isolated participants, enhancing their holiday experience.

