

Suggested case study template for befriending

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February 2017

Case Study: Charlotte, 86

She was referred by her physiotherapist in September 2016, and matched with a volunteer in October 2016.

Why did Charlotte need a befriender?

Charlotte has only been living full time as a female for the past 2 years. For 83 years of her life she was living as Ronald and would only wear women's clothing in private. Since Charlotte lost her wife 9 years ago, she has been extremely lonely. And since Charlotte started to go out of the flat in women's clothing and as her 'true identity' her social network and friendships have decreased dramatically. As a result, Charlotte spends long periods of time alone. Her family also do not visit her or speak to her anymore which feels like another loss and has left her feeling even more alone.

Description of befriending activity (100 words)

Charlotte's befriender visits her at home for a cup of tea and they talk for over an hour. Charlotte enjoys sharing stories of her life and about the area where she lives because she has been a resident all of her life! On occasions Charlotte and her befriender go out. For example; the volunteer is accompanying Charlotte to an event at a local school soon.

In addition, Charlotte attends a local weekly afternoon event called "Tea and Company". This is run in partnership between Time to Talk Befriending, St Mary's Church and Brighton College. As a result of the friendships made at the event, Charlotte is regularly attending St Mary's Church. This has been a significant step for her because she desperately wanted to go to Church but did not know if she would be accepted since her decision to live as a female. Charlotte has also been successfully referred to the LGBT Switchboard for counselling by Time to Talk Befriending.

What difference or impact did befriending support make?

Charlotte says she has "got a new life". Her life has changed from being boring, where she feels very lonely, to one that's good. She's not unhappy like before, and no longer wishes she hadn't lived past 70, but now hopes she makes it past 100! Her life has changed and has improved, she now goes to other activities and has even started going to church again because of the support offered. She even started writing down the story of her life, and is very excited about this opportunity.

Which Better Care outcomes has befriending support contributed to?

Please Tick	Prevention Outcomes	Personalisation Outcomes
X	I am enabled to remain independent for as long as possible	
X	I am supported to have social connections and feel happy	
X	I am enabled to stay well and maintain a good quality of life for as long as possible	I feel that my quality of life is enhanced by the care and support I receive X
X	I am able to access a range of community support to help me maintain my resilience and wellbeing	
	I have access to appropriate information and support to enable me to manage my long term health condition/s	I have access to timely and appropriate information when I need it X
X	I have access to appropriate advice and support to help me to avoid harm or injury	I know what choices are available to me and who to contact when I need help X
		I receive the best possible person- centred care and support X

What services do you estimate have been needed less because of befriending? (100 words)

- Mental Health Services.
- GP.
- Social Services.

What type of cost savings might this be? (100 words)

Reduction in cost of services for depression and anxiety per person (Cabinet Office unit cost database) £830.

GP Service: 3 less GP visits and 3 less prescriptions a year due to reduced stress and anxiety. PSSRU 2015 Costs £40 per 11.7-minute visit and £22.90 per prescription total £62.90 per visit: £189.

Anti-depressants £28 x 2 = £56

Social care £20 x 1 h x 52 weeks = £1040

Lessons learnt from the case study about the befriending service (100 words)

- Referrals from health professionals i.e. physiotherapists are integral because they meet people who are genuinely isolated and hidden behind closed doors.
- Befriending is proven to transform lives.
- Effective partnership working is integral to reduce feelings of loneliness and improve well-being.
- Spiritual needs are just as important as physical and emotional needs to improve well-being.

Comment from the client and befriender (100 words).

“All I’ve had is help and friendship and it’s one of the best things that’s ever happened to me. I can’t believe people have been so nice to me. It’s unbelievable.”