

Suggested case study template for befriending

Organisation Name, Contact Details and Date:

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Case Study: Pat, 72.

Pat was referred to Time to Talk Befriending by Sussex Police in October 2016. Pat was matched with a volunteer in January 2017. Prior to finding a suitable volunteer to befriend Pat Time to Talk Befriending helped Pat access support from social services, the community mental health team and access a regular event in the community.

Why did/do you need a befriender? Pat had been calling Sussex Police between 9-15 times per week for six months. During a home visit to meet Pat, Sussex Police identified that Pat had no care provision support and that she was deeply lonely as she had no family or friends to visit her.

Description of befriending activity (100 words)

Pat spends long periods of time alone so she felt she really wanted to go out rather than have people visit her at home. Time to Talk Befriending therefore informed Pat about a weekly event they run in partnership with St Mary’s Church in Kempton and Brighton College. Pat expressed a keen interest to attend because it was local (literally just across the road) and because she felt very isolated. To enable Pat to attend every Wednesday however, wheelchair training needed to be undertaken so that she could be transported safely. Through our positive link with Possability People, they kindly agreed to provide this basic training to two male Brighton College sixth form students. The two boys now collect Pat in her Chair. Father Andrew and the volunteer befriender we have matched Pat with are also trained to provide this support. Although Pat had been gaining social interaction with a few people at Tea and Company including the hosts, since she started attending in October 2016, Pat says she appreciates the one to one time she has with her allocated volunteer befriender.

What difference or impact did befriending support make?

“Quite a bit! It has help me to meet people I wouldn’t normally meet...I have really missed human interaction which I now regularly receive”.

Which Better Care outcomes has befriending support contributed to?

Please Tick	Prevention Outcomes	Personalisation Outcomes
	I am enabled to remain independent for as long as possible	

X	I am supported to have social connections and feel happy		
	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		
x	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	
		I receive the best possible person- centred care and support	

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

Regular calls to Sussex Police ceased after just two weeks of being connected to the Time to Talk Befriending Service.

Pat had fallen out of bed in December and January 2017. Time to Talk Befriending helped Pat contact Access Point who are now arranging for bed rails/blocks to be fitted thus reducing the risk of her falling out of bed.

The Community Mental Health Team were communicating with Pat about the possibility of moving in to a care home. This was something that Pat said she wanted however since regular care, fall prevention advice and social activities have been put in place Pat feels happy and able to stay at home.

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

Financial unit costs used are from the PSSRU Unit Cost reports produced by Lesley Curtis and Cabinet Office Unit Cost Database unless otherwise stated.

Access Point: The cost of a single assessment could be in the region of 3 hours of social worker time which according to Curtis PSSRU 2014 is £57 per hour to the Local Authority. If one assessment takes 3 hours, the cost would be £171 that is without any further support that might be put in place.

Sussex Police: estimate cost per incident (2011) all crime potential savings of £736 and Social Costs of £1795.

Ambulance Service: cost to A&E £223, plus A&E treatment and inpatient costs per episode

£1,863 = £2,086

GP visits: 3 less visits a year to the GP and 3 less prescriptions year per resident @ £66.90 per annum. £201 per person.

Residential Care: costs minus capital PSSRU 2015 p 35, £995 x 52 weeks £51,740 per annum. (Very High Cost) £51,740 (1 person).

Falls Prevention: according to B&H Connected each fall costs £5000 (1 person).

Reduction in re-ablement services (PSSRU 2013 p114) £2,046 per person.

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

- ✓ Although the one to one befriending is making a real difference to Pat's life, the role of the Charity was integral to helping Pat to feel safe at home, reduce risk of falls, remain at home and become socially included within the local community. This was achieved by the agency undertaking:
 - Prompt assessment of need.
 - Regular fortnightly holding calls to update Paul of the progress of finding a volunteer befriender.
 - Signposting and re-referring services.
 - Liaising and advocating on Pat's behalf to relevant authorities and organisations.
 - Link with a local weekly event and wheelchair training provision enabling her to be transported safely to and from the venue.

Comment from the client and befriender (100 words).

"I was a journalist. Stimulating conversation, travel and social connections were naturally part of my life. I am not used to being isolated. The weeks are very long so it is nice to meet new people. I have interesting intellectual conversations again. It breaks up the week. I feel connected to the world".

Total 600 words