

## Local Area Coordination - Glynn's Story – Westfield

### **Introduction**

Glynn was introduced to his Local Area Coordinator by his ward Councillor.

### **Situation**

Glynn was feeling isolated by not being able to get out during the pandemic. This was making his agoraphobia worse and he felt that he was losing the confidence to go out. He could only mobilise short distances with the aid of a wheeled walker (due to nerve damage and poor circulation in his legs, also breathing problems), and was considering getting a mobility scooter. The LAC suggested Move Mates, and Glynn was paired with a volunteer to go for a walk every Wednesday.

### **What happened?**

Glynn looked forward to the walks, and discovered footpaths locally which he had been unaware of. The walks built his confidence, and Glynn found himself covering greater distances than he'd imagined, which resulted in aching legs. He asked the LAC for info about private physios. The LAC suggested the CYC Health Trainers, and emailed a link. Glynn made contact and was offered a one hour consultation the following week.

The Health Trainer agreed to send out a questionnaire, info about diet, and some exercises, and also offered ongoing support with giving up smoking. Glynn felt that the Health Trainer was genuinely interested in his wellbeing.

Glynn was so pleased with the progress he had made with Move Mates and the support from the Health Trainers, that he told his LAC he felt that the mobility scooter was less of a priority now - he realised he could start to access local shops on foot with his wheeled walker.

After taking massive strides to improve his quality of life, Glynn decided he would like to move to an Independent Living Community. His local area suffered from anti-social behaviour.

After a few months on the waiting list, a flat came up at a local ILC and Glynn went to view it, and accepted the tenancy. The LAC provided the name of a trusted removal company and it turned out Robert already knew the guy; the move was arranged and he quickly moved in to a ground floor flat which was a vast improvement on his old flat. He was able to get a 2<sup>nd</sup> hand mobility scooter which enabled him to get to the amenities in his new area. He was introduced to his new LAC who picked up on his interest in gardening and supported Glynn to get some raised beds and to grow flowers, fruit and veg. Glynn started to notice how many tenants were lonely and isolated, and rarely went out, and began to visit them for a chat and to tell them about other support services

He began to share information on organisations that could help older people, and as a result 3 tenants registered themselves with “York Neighbours”. This helped to reduce their social isolation. Glynn also started picking up bits of shopping for these tenants when his daughter took him shopping on a Wednesday. This led to him delivering freshly laid farm eggs to them once a week. Glynn also bagged up his surplus “harvest” of cherry tomatoes and delivered these round the flats.

**Outcomes / difference for the person**

Glynn’s viewpoint is that “those who have been helped by LAC, can then go on to help others”.

Asked about LAC, Glynn said “It’s given me the confidence to do what I do and help other people (and give them a bag of tomatoes now and again!)”.

**What made the difference?**

- The LAC had a well-established working relationship with Glynn, so there was no need for her to ask loads of questions about his circumstances
- The LAC had a good knowledge of local services
- The LAC had developed a good relationship with Move Mates
- The LAC’s relationship with the Health Trainers had been strengthened through the Practitioners Forum

Any perceived/evidenced preventions or savings as a result of Local Area Coordination intervention:

i.e. Reduction in health support, reduction in services, community providers/groups involvement, what may of happened without Local Area Coordination, etc.

No need to request community physio, was given exercises by Health Trainer

Reduced need for NHS, through Smoking Cessation programme and Move Mates walking

Reduced social isolation through Move Mates pairing

Reduced need for formal mental health services – improved mood and confidence through Move Mates, has enabled him to be in charge of his own health and wellbeing and to maintain a level of fitness and mobility, thereby reducing his need for statutory services

Without LAC, Glynn would have faced increasing social isolation and inability physically and mentally to go out into his local area. He is now going shopping independently to local shops for the first time in several years.

Thanks to his improved accommodation, Glynn’s wellbeing has further improved, he does not need to ring his HMO to report problems with ASB from neighbours.

Glynn's help for his elderly neighbours has helped them to make use of voluntary services and to overcome loneliness and social isolation.

Glyn makes good use of voluntary groups such as York Neighbours and OCAY; this reduces or eliminates his need for statutory services.

Glyn's confidence has enabled him to be a good and pro-active neighbour and his promotion of York Neighbours amongst his peers has in turn reduced their isolation.

This has all been a direct result of his introduction to LAC in the early days of the LAC service.