

Hants & IoW Social Prescribing Network Webinar

Tackling Social Isolation

Tuesday 8 September 2020, 1-2pm (plus networking)

HSPN Google Hangouts Webinar Housekeeping:-

- Please mute Microphones and Cameras - unless speaking
- Questions – type your question or comment via ‘Chat’ (top right icon) & I’ll invite you to speak as time allows. If you are joining by phone, please alert me verbally if you have a question to ask
- CTRL D – Microphone Off & On
- HSPN Webinar is being recorded
- Networking live or via Chat at the end, please feedback/ideas...

NB Today’s Webinar & PowerPoint will also be available via the **Community First & Gosport Voluntary Action websites** by end of play **Thursday 10 September 2020** – please let your colleagues know...

Agenda

- **Welcome, Programme & Introductions – *Angela Gill***
- **The Community & Voluntary Sector’s Experience of Social Isolation During COVID-19 - *Tim Houghton***
- **The Close Encounters Project – *Alex Massey***
- **Increasing Social Connectivity in Hampshire post COVID-19 – *Peter Stokes***
- **The Psychology of Loneliness – *Kellie Payne***
- **Confirm date and request themes for the next Hants & IoW Social Prescribing Network Webinar - 1pm on Tuesday 1 December 2020**

The Community & Voluntary Sector's Experience of Social Isolation During COVID-19

Tim Houghton

Chief Executive, Community First

tim.houghton@cfirst.org.uk

- It doesn't take a lot for people to feel isolated and alone
- COVID has exacerbated an already entrenched and deep rooted societal problem
- Not just older people:- rural communities, unemployed, young people – loneliness affects 31% of 18-24 year olds, compared to 17% of those aged 55+
- The role of digital technology...
- Isolation causes complex problems, mental and physical health
- 'Social Distancing' is a dichotomy. Stay physically distanced but keep socially connected
- Examples of what can be done? The importance of reconnecting people and building a new normal

Any Questions?

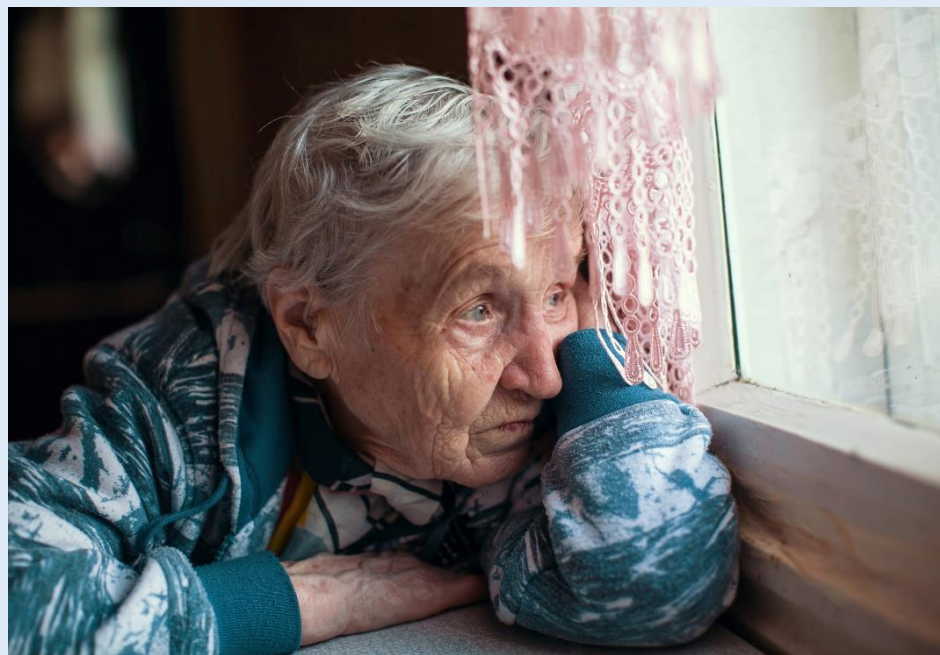


The Close Encounters Project

Alex Massey

Project Manager, Close Encounters Project
Age UK Portsmouth

Close Encounters Partnership Project



Who Delivers Close Encounters?

It is a 3 year National Lottery Community Funded partnership project...

- Age UK Portsmouth
- Gosport Voluntary Action
- South Central Ambulance Service (referrals)
- University of Portsmouth (evaluation)
- Age Concern Gosport (re accessing benefits & 'Your Life in Your Hands' future life planning - community & health group presentations/outreach... Pre COVID-19)



What does Close Encounters Aim to do?

- ✓ An enhanced quality of life for lonely isolated older people within their community
- ✓ Alleviate pressure on ambulance services supporting older frequent callers who have no medical need



What are Close Encounter's Objectives?

- Improve older people's access to community support through companionship, information, advice and advocacy services
- Increase community engagement by bringing local people together, enabling them to become more active participants within their community
- Make a positive difference to older people's wellbeing, providing resources to ensure a secure and happy life



How do we Achieve those Objectives?

- Once set up Close Encounters started delivering in **January 2019**
- Steering Group including service users was established...
- Tackling **Social Isolation (55+)** – developed a **referral system** for SCAS call handlers & clinicians re **frequent callers**
- ✓ **Advocacy Services**
- ✓ **Befriending and Come Here and Talk (CHAT)**
- ✓ **Social Clubs and fun activities...**
- ✓ **Enabling older people to access a wide range of welfare benefits**





Close Encounters Project Outcomes Thus Far...

- ✓ **Addressing Social Isolation** - 714 people were referred for help in Gosport and Portsmouth in the first 18 months
- ✓ Over **£1 million** of life empowering **welfare benefits** were secured
- ✓ **516 goals** were **achieved** with a further 200 in progress

Close Encounters Project During COVID-19

- Working with HIVE to create & distribute free emergency food parcels
- Creation & distribution of free Activity Packs
- Welfare calls & telephone befriending
- GVA - COVID-19 response calls and Dustbuster help
- Telephone support for benefits & form-filling
- **733 food parcels** have been delivered
- **263 hours of welfare calls** have been undertaken



People we have helped...



People we have helped...



A Case Study about Ted will be circulated...





What people say about help & support from Close Encounters

“I am extremely pleased with the support and help I’ve been provided with by Age UK Portsmouth and Close Encounters, I could not have filled in all of those forms by myself and I was not even aware of what I was entitled to. Knowing that I now have a number to call and just someone to talk to or see for company I am very grateful for, they could not have done enough for me. It comforts me to know that people do care.”

“I am extremely grateful for all the help I have received, it has made such a massive difference to my life”

“It’s absolutely amazing. I’ve made four new friends, its great!”

Information

Age UK Portsmouth

The Bradbury Centre, 16-18 Kingston Rd, Portsmouth PO1 5RZ



www.ageukportsmouth.org.uk



Close.encounters@ageukportsmouth.org.uk



023 9286 2121



Alex Massey – 07486 369878



Working in Hampshire



Information

GVA's Close Encounters & Age Concern Gosport

co-located in Martin Snape House, Pavilion Way,
Gosport PO12 1FG

GVA



www.gva.org.uk



sspgosport@gva.org.uk



02392 583836



Dawn Ward – 07722 403848 or Angela Gill – 07712 332396

Information

Age Concern Gosport (ACG)



www.ageconcerngosport.org.uk



info@ageconcerngosport.org.uk



02392 604699 or 07578 509079

Any Questions?





Hampshire
County Council

Increasing Social Connectivity in Hampshire post COVID-19

Peter Stokes
Demand Management and Prevention
Adults' Health and Care

STRENGTHS

What's working well?

High level summary:



Community & voluntary groups adjusted services to enable remote support for lonely residents



Capacity was increased



Vulnerable, previously unknown lonely residents identified and now supported










New ways of working have been trialled



A number of these organisations will also support their users to re-engage with society (e.g. shopping, transport)

THREATS Potential risks moving forward

High level summary:

-  Individuals not re-engaging with society and remaining 'locked down'
-  Temporary 'loneliness' services end and insufficient capacity in permanent services
-  Social activity opportunities suspended for COVID 19 don't re-start or take a long time to re-open
-  Volunteers unable to support higher levels of needs - e.g. Mental Health issues
-  Individuals don't have the technology available to participate in remote services & not enough FTF capacity
-  Unpaid carers that have been managing independently cannot continue without support
-  Over dependence on the befriender

WEAKNESSES What's been difficult?

High level summary:



Suspended services



Reduced confidence in unprecedented circumstances



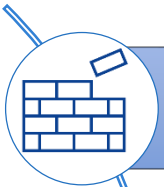
Increase in MH issues



Digital exclusion reinforced

OPPORTUNITIES Emerging options to explore

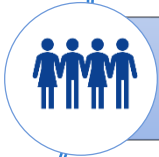
High level summary:



Build on new services - support sector to continue trialling new ways of working and share lessons learnt



Continue to develop the 'befriending' offer



Ensure that new clients remain connected into community support



Capitalise on growing community awareness of social isolation and loneliness issues

Next steps...

We can't be isolated in our response:

- We must work with Voluntary Sector, Health, Local Councils and other partners to understand the emerging and changing needs and how we can best meet them together.
- Particular areas of focus:
 - Re-engagement
 - Increasing digital connectivity
 - Communicating new service offers



Let us know your thoughts:

Alexia Mawdsley, Service Development Officer:
Alexia.Mawdsley@hants.gov.uk

Peter Stokes, Strategic Development Manager:
Peter.Stokes@hants.gov.uk

Any Questions?



The Psychology of Loneliness

Kellie Payne

Research & Policy Manager,
Campaign to End Loneliness

Campaign to
EndLoneliness

CONNECTIONS IN OLDER AGE

The Psychology of Loneliness

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Why it matters and
what we can do



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EndLoneliness
CONNECTIONS IN OLDER AGE

The Psychology
of Loneliness

Why it matters and
what we can do



Psychology of Loneliness and why it matters

“a subjective and **unwelcome feeling** which results from a mismatch in the quality and quantity of **social relationships** we have and those that we desire”

- Unwelcome feelings of loneliness can also affect social relationships
- Greater focus on ‘social relationships’ than ‘unwelcome feelings’?

Psychology of Loneliness and why it matters

Risk factors for loneliness

- What we know - living alone, poor health and mobility, poverty, life events and transitions amongst others
- We know less about how someone perceives their situation and how able they feel to respond

“Yeah, I think you miss somebody and you miss them being there, but the loneliness is in your head, isn’t it?”

How loneliness can make you feel

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distress

painful
feelings

anxiety

helplessness
and emptiness



abandoned

not being
understood
by others

fear and sadness

lost

Social cognition – how people perceive or make sense of social situations

- Loneliness can make you anticipate and interpret social situations differently
- Fearful, sensitive to social rejection cues, feel a burden, greater distrust

“ I put my coat on and get the keys, but as soon as I wanted to step out, I couldn’t come out. I was really frightened to come out, you know, for some reason, I couldn’t come out.”

Downward spiral

Loneliness can lead to a loss of confidence and make people withdraw from others.

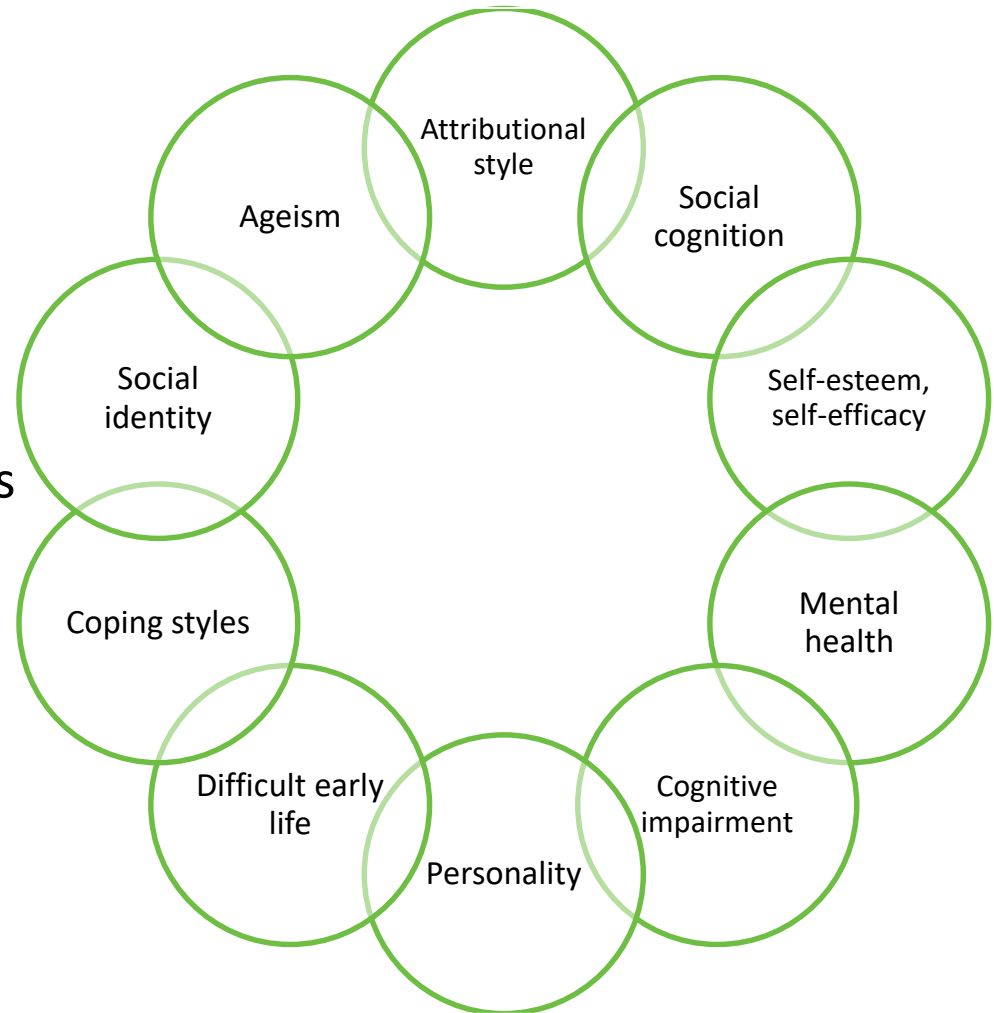
If left unchecked, this can lead to chronic loneliness which is harder to tackle.

This can set off a downward spiral of more negative thoughts and despair.

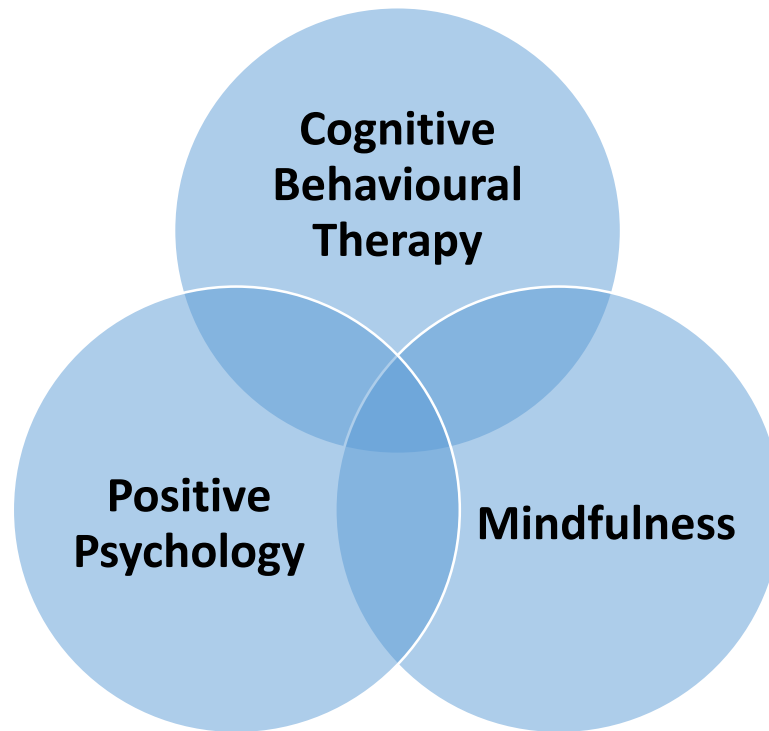


Psychology of Loneliness

- It is clear that psychological factors have a part to play in our understanding of loneliness
- What psychological techniques can be used to address them so we can better support people who are lonely?



Overview of Approaches



Cognitive Behavioural Therapy

Cognitive Behavioural Therapy

...helps people understand and challenge their automatic thoughts and feelings to help reduce loneliness.



Mindfulness

Mindfulness

...can help people become aware of negative thoughts which can undermine efforts to be more connected to others.



Positive Psychology

Positive psychology

...promotes positive emotions, helping people to override negative feelings and thought patterns, and increase our resilience to loneliness.



Campaign to
EndLoneliness

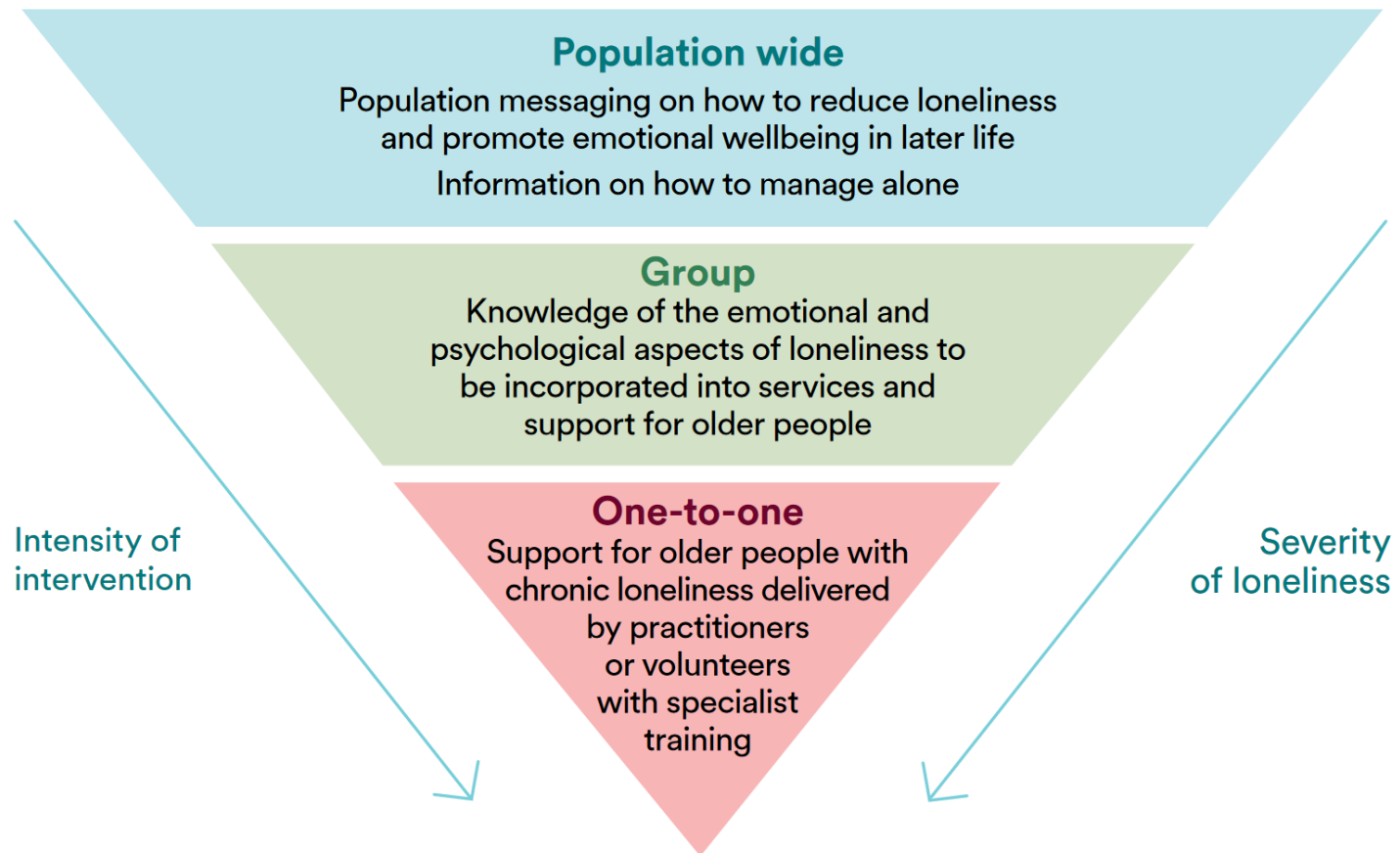
CONNECTIONS IN OLDER AGE

What can be done?

Supported by



Three broad categories



Public campaigns

Population wide

Population messaging on how to reduce loneliness
and promote emotional wellbeing in later life
Information on how to manage alone

Shaping existing services

Group

Knowledge of the emotional and psychological aspects of loneliness to be incorporated into services and support for older people

Recommendations for including psychological approaches in Social Prescribing

- knowledge that the risk factors for loneliness can be psychological as well as social, structural and associated with key life changes
- awareness of the stigma of loneliness, the challenges of talking about it and the language that may be used to describe the negative emotions associated with loneliness
- empathy, openness, warmth and respect to facilitate a conversation about loneliness
- listening skills to understand the cause of loneliness and to help tailor the response
- experience of participant led discussion, using open-ended questions, building in the time to do this

Specialist support

One-to-one

Support for older people with chronic loneliness delivered by practitioners or volunteers with specialist training

Call to Action

Using the information in this report, we call for organisations to:

- identify which aspects of their work include knowledge of the psychology of loneliness
- design future programmes of work to explicitly include psychological approaches to loneliness
- evaluate the impact of these programmes on reducing loneliness.

This will help to identify which factors or combination of factors are effective at reducing loneliness, and for whom, and to further develop the evidence base for loneliness interventions.

Contact Us

Join us www.campaigntoendloneliness.org/support-us

Twitter @EndLonelinessUK

Facebook @Thecampaigntoendloneliness

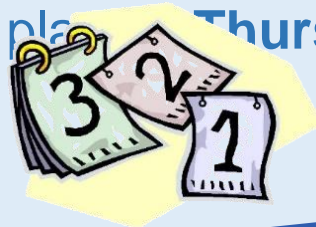
Email Us info@campaigntoendloneliness.org.uk

Any Questions?



Thank you!

- **Thank you** to all our presenters, Lin and the audience too!
- **If** you didn't have time to ask your question please email the presenter
- **Please feedback** via 'Chat' or to Lin by email - including your December Social Prescribing Webinar themes - Mental Health?/update ideas please?
- Do **email** Lin Dudman relevant **SP information to share** &/or for the **November HSPN Newsletter** by Friday 30 October 2020
- This **Webinar**, the PowerPoint and corresponding documents will be available via the **Community First** and **Gosport Voluntary Action** websites by end of play **Thursday 10 September 2020**



Next Hants & IoW SP Network Webinar Date...

- Tuesday 1 December, 1pm - Theme (Mental Health?)
TBC – your ideas please and for 2021 Social Prescribing themes too?
- Do feel free to stay on & virtually network...

Website Addresses:

- ✓ Community First:- www.cfirst.org.uk
- ✓ Gosport Voluntary Action:- www.gva.org.uk



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