

All Good News to End the Year

Our 30th Anniversary year is coming to a close in a very good way. During the autumn we learned that we had won the Cambridgeshire County Council tender to deliver the Community Navigators service for another four years. Well done to Nikki and her team for such an excellent service over the last four years.



In addition, we have also secured Big Lottery “Reaching Communities” funding for a further five years to support our work in Fenland and Hunts. Early in the year we added the Healthy Fenland project and since then additional Help at Home projects working from Hinchingsbrooke and Addenbrooke’s Hospitals. This means that we start 2017 with funding largely sorted and comprehensive services being delivered by all three teams – Community Development, Help at Home and Community Navigators.

This does not mean we are complacent or have run out of ideas; we have a whole list of initiatives which we are hoping to implement in the New Year. These include re-installing a Help at Home Coordinator in our office in Ely and developing new and more interesting roles for our volunteers. If you are reading this you might be interested in helping people read letters or do paperwork. Or perhaps you would prefer to develop longer-term relationships with people, befriending them and helping them to re-connect with their communities. Alternatively, you might feel an affinity for people living alone with no family support. If this is you, please let your local coordinator know.

May I take this chance to wish you a joyful Christmas and a peaceful New Year and we look forward to working with you again in 2017.

Ruth McCallum, *Chief Officer*

News From Fenland

To the west of Wisbech residents are very fortunate to have a number of thriving pubs offering good food and a network of lunch clubs in a relatively small area.

All the clubs are very friendly and welcome new members. If you live nearby and would like to get out and meet people and enjoy a good meal why not book a place and visit one or more of these lunch clubs? You can always ask for someone to accompany or meet you the first time. The bleak months auer Christmas are an excellent time to do something different and make new friends. There are also a variety of coffee mornings, auernoon teas, as well as the soup and sandwich lunches at Newton, in local villages.

Community car schemes provide a lifeline for people to make essential journeys like appointments at the surgery or hospital who do not have their own transport or someone who can take them. They also enable elderly, isolated or vulnerable people to get out and about and retain their independence. But it can be difficult for car schemes to match supply of voluntary drivers with demand for journeys all the time. Too many drivers and they can feel that they are not really needed but many schemes face times when they are unable to meet all requests owing to driver illness, work or family commitments or



Please contact me for further details.

Gorefield Lunch Club meets fortnightly on Wednesdays at The Woodman's Cottage (contact Norman on 01945 870387)

Guyhirn Lunch Club meets monthly on Thursdays at Wisbech St Mary Sports & Social Club (contact June on 01945 450212)

Murrow Lunch Club meets monthly on Wednesdays at The Bell (call Mark on 01945 700422)

Parson Drove Lunch Club meets fortnightly on Thursdays at the Butchers Arms (call Janice on 01945 700109)

Working between neighbouring schemes and sharing drivers makes sense and usually works well but is not without problems. Potential passengers need to be made aware that although schemes all operate within the guidelines issued by Cambridgeshire County Council they are independent and may have slightly different rules and charges. If a driver has to come from further afield then the passenger will be required to pay more. However, the great majority of people who rely on local car schemes are extremely grateful for the friendly, helpful and reliable service they receive from co-ordinators and drivers alike.

Sue Beel,
Community Development Officer - Fenland

News From South Cambs

Care Network has been working alongside the National Trust at Wimpole Home Farm

to create a new group for people who have a background in rural life, farming, agriculture or horticulture. The group is aimed at those who may be suffering from memory loss or early stages of dementia.

Participants attend with a relative, friend or carer as a support and the group is also supported by Care Network volunteers, National Trust Volunteers and Staff.

The group have been involved in a wide variety of farm activities including collecting eggs from chickens, tending rabbits, changing bedding for pygmy goats and grooming horses.



Don and Vicki with the pygmy goats

It's not all work and there has been plenty of social time to talk about their experiences over a cup of tea or coffee.

The piloting stage of the group has been a great success with all involved; participants, volunteers, supporters and National Trust team are all keen to continue.

The group meets every other week on a Friday between 2-4 pm and would love to welcome new members. So if you or someone you support is interested contact us on

01954 211919 or email mirella.t@care-network.org.uk or alix.c@care-network.org.uk

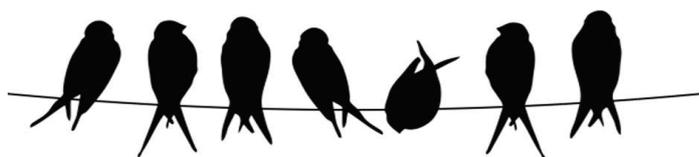
The first meeting for the new year will take place on January 6th 2017.

Sing to Remember! That's what members of a group meeting at Landbeach Baptist Church are doing each Thursday morning.

Sessions start with coffee at 10:45 and the group then gets into voice from 11:00 till 12:00. Although meeting on church premises they are a secular community choir, open to anyone in the earlier stages of memory loss, including those with other progressive illnesses such as Parkinsons or Multiple Sclerosis. Members with dementia-related conditions are asked to bring a carer with them who stays. Donations towards the cost of coffee are encouraged.

The group was set up with the help Community Development for Care Network.

When one member recently had a 90th birthday, the group celebrated together, which of course including singing!



The Alzheimer's Society advises "Singing is not only an enjoyable activity, it can also provide a way for people with dementia, along with their carers, to express themselves and socialise with others in a fun and supportive group. Hidden in the fun are activities which build on the well-known preserved memory for song and music in the brain. Even when many memories are hard to retrieve, music is especially easy to recall."

News From South cont

Oakington and Westwick Neighbours (OWN) is a good neighbour scheme is all about connecting people in the village together. Whether young or old, fit or frail, people can ask for help with one task and/or offer help with another.

Oakington and Westwick Neighbours is a network of volunteers who are offering their skills and time to help with a variety of needs. Whether you can do just one hour a month or more, all offers of help are welcome.

Care Network Community Development have helped support the group set up and recently put the group in touch with a volunteer trainer who delivered an excellent Dementia Friends training session at their November training meeting.



If you are interested in contacting this group take a look at their web page at <https://oakingtonandwestwick.com/about/comment-page-1/> For information about similar groups elsewhere, or to set up a group in your parish, contact Care Network on 01954 211 919, or email alix.c@care-network.org.uk

And if you are interested in having a good neighbour scheme in your village contact Care Network Community Development.

Alix Clark,
Community Development Officer
- South Cambs

News From East

New Activities Planned

It's been a busy few months in East Cambridgeshire with several new activities planned. An Arts and Crau Group started in Burwell with artists and crauers meeting to share ideas and enjoy a cup of coffee. There has been an increase in interest for chair based exercise which we have been able to organise for individual groups and support the set-up of Soham Chair Based Excercise Group. Our indoor bowling set is proving as popular as ever, with the Swallowtails at Wicken planning to purchase their own set.



A new evening language group meeting at Sainsbury's café in Ely on Tuesday evenings 7.30-9p.m. is starting in January and would welcome any new members. In addition keep an eye out for a new singing group aimed at those suffering from memory loss and their carers which is planned to start in Ely auer Christmas.

Whether you would like some additional support for your existing group, would like to start something new or would like further information on any of the above, please give me a ring on 01353 661132.

Kathy Bowles,
Community Development Officer -
East Cambs

Spotlight on a Community

I have been out and about the last few months visiting community groups and as I am travelling around I am always looking for a good picture to add to the collection and putting a spotlight on your community.

Holywell-cum-Needingworth Good Neighbourhood Scheme held an afternoon tea party to celebrate 10 years. I was invited to come along and take part in the celebrations. A fun afternoon was had by all and everyone was talking about the importance of the scheme and here are just a few comments people said:-

'This scheme is my life line',
'The tea parties are lovely',
'They are helping me to keep my independence', 'I feel part of something and I am not forgotten'.



If you would like to find out more information about the scheme please contact the coordinator on 07794 680475.

Please let us know if you would like your community group or scheme to be featured in the next Newsletter, we would love to include photos and quotes as well. If you are interested please send Susan (susan.bate@care-network.org.uk) your community feature.

Susan Bate,
*Community Development Officer
Hunts*

Reaching Communities Evaluation across Huntingdonshire & Fenland.

A total of 181 interviews have been carried out from January 2016 - October 2016. The participants were asked does this group enable you to and the 181 answers for each of the questions are below. All the participants ticked at least one of these and all of these are indicators that they have reduced isolation.

Here are few of the comments that people have said are the main reasons for attending community groups: -

Come to help people, keeps my mind active and it keeps me going.

Enjoy the company, gets me out of my four walls and I can see people.

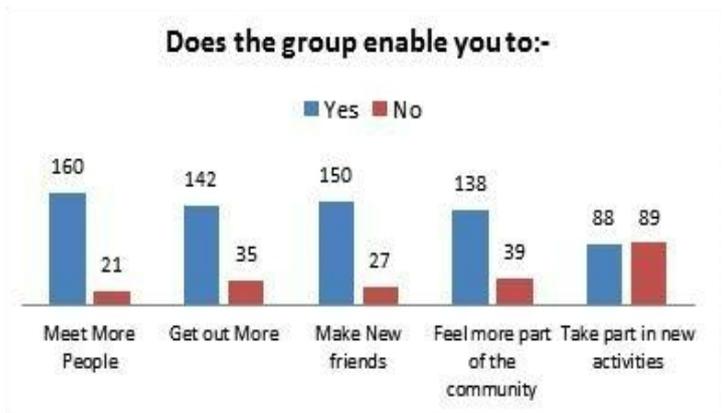
I recently lost my wife after 60 years of marriage. The group has enabled me to restart some social life (at first reluctantly).

So friendly and meet new people all the time. Gets me out from my four walls otherwise I would be stuck inside.

Sometimes I don't want to come but I am pleased when I get here.

To get out of the house, the company and to feel part of the local community.

To meet people and have a chat with, as staying at home is lonely.



Direct Services

What a busy year 2016 has been for Help at Home, and also within our new initiatives at Hinchingsbrooke, with Home Safe and Sound and Addenbrooke's with our new Carefinder service. In addition we launched new joint volunteer training to help bridge the gap between Help at Home and Community Navigator volunteer roles to allow more volunteers to be able to help both services.

Help at Home

Help at Home continues to make a huge difference to hundreds of people across Cambridgeshire, helping people to recover more quickly after a stay in hospital, to avoid unnecessary admissions to hospital or just by being there to support people through an illness or a difficult time. We are so appreciative to all of our volunteers for everything they do to help those who need that help across Cambridgeshire.

By way of appreciation, we present our longest serving volunteers with awards. Here are just a few from this year:

At 94, David Pollock is not only one of our longest serving volunteers, but is also our oldest volunteer! Ruth, Chief Officer here at Care Network presented David with his award and thanked him for all the work he has done supporting people through Help at Home. Star Radio were also there that day to present David with a Random Acts of Christmas award for the voluntary work David does not only with Care Network, but all of the other volunteering he does, including putting on lunches for others where he lives to keep people socially connected. Thank you David!



[The Volunteer] took me to Tesco's and helped me. It was nice to be able to do it myself but have someone with me. He was so helpful. I felt more confident not being on my own. I couldn't praise you enough. What a brilliant service. Thank you.

Direct Services cont

Home Safe & Sound

We are so pleased to be able to offer this service at Hinchingsbrooke. In the initial 6 month period of funding from June – November 2016, the Home Safe & Sound team took home and settled 131 people! All of those taken home, and on a wider scale, everybody the team has spoken to, has been offered the support of the voluntary sector though Help at Home, the Community Navigators and referred onward to other organisations where appropriate, to help them in their recovery and hopefully avoid unnecessary readmissions to hospital. Home Safe and Sound funding was extended to 31st March 2017, and we are currently waiting to hear news on a further funding extension.

She was great. She brought me home in her car. It was so nice coming home from hospital in a normal car - not a taxi or an ambulance. I felt like a normal person not an ill person and I felt cared for.

“She was very helpful. The shopping was a concern - she said one of your volunteers could do it. My husband would have had to go home by taxi which we can't afford as we are pensioners. It's a great service. I can't go out of the house because I have agoraphobia so it was helpful having you there.”

Carefinder

Claire Marsh has had a really great start with Carefinder at Addenbrookes and in the first month helped 5 people source care and leave hospital as soon as they were able.

An example of how Carefinder has helped is Mary. We visited Mary on the Tuesday as we had been told she was now well and ready to be discharged home. She wanted to return home in time for her 101st birthday on the coming Sunday. Claire managed to find 2 suitable options for Mary to consider. When Mary decided which option she wanted to follow, they were able to visit her in hospital and make the arrangements for Mary to return home 2 days later, meaning she was safely settled in with the required support in time for such a fantastic birthday!

It's a very daunting task finding care for your own mother and your service was useful.

There has been so much in the press about the difficulties that self-funding is causing families and their sick relative. It has been a stressful time, and I thank you for helping me through it..

I really want to thank all of our fantastic volunteers and also our amazing team here at Care Network Cambridgeshire, for everything we have been able to do in 2016, to reach and support more and more people in all of these different ways.

Here's to 2017, I'm sure it's going to be a busy one!

Happy Christmas and Have a great New Year.

Lynette Hurren, *Direct Services Manager*

Community Navigators

Following a competitive tender, the team were really delighted to be awarded a contract for Community Navigators for four years.

Information and Advice

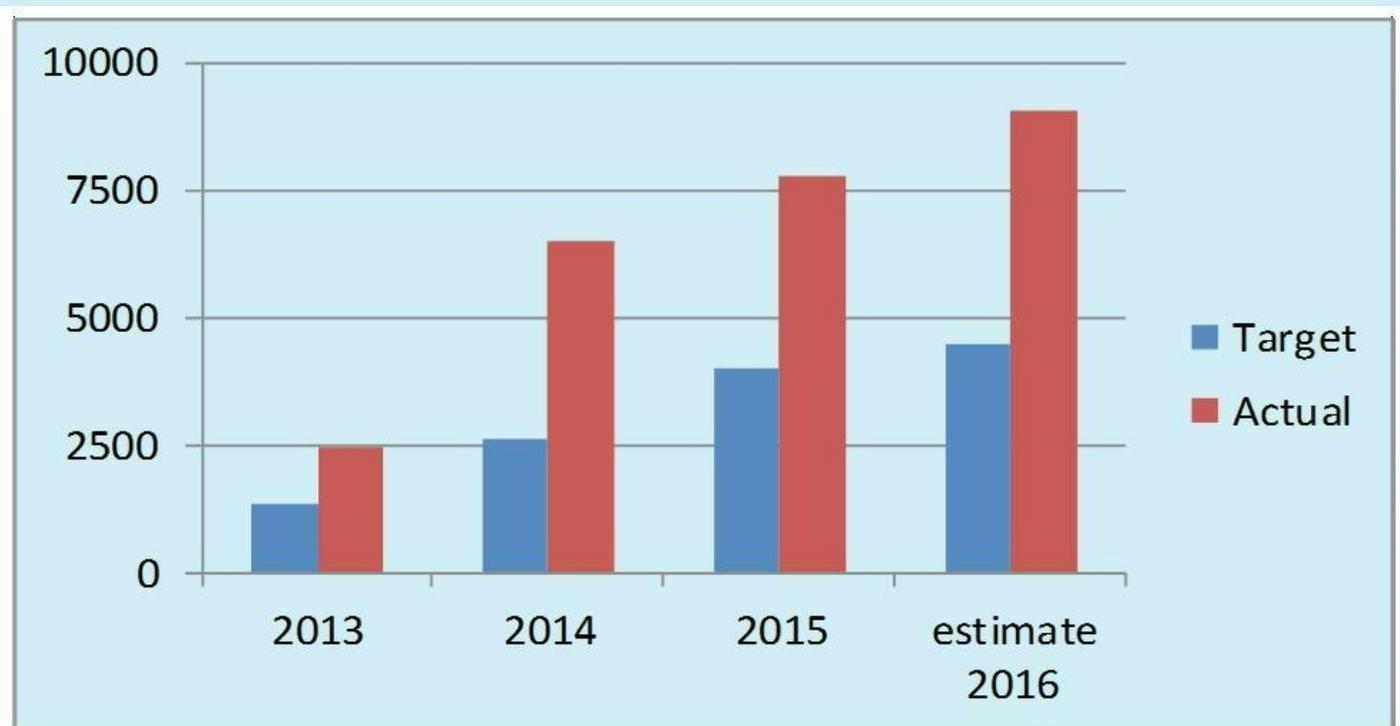
The demand for the service has grown every year. We always need more volunteers who are willing to seek out and pass on suggestions in response to people's queries. There is training and support until you feel confident. Our staff are now trained to level 3 in Information Advice and Guidance. That's the same level as an A-level.

Supporting Adults with Disabilities and Carers

About a fifth of our queries come from adults who are 18 – 65. Now our service officially extends to include adults with physical disabilities, learning disability, sensory challenges, mental health needs, HIV and AIDS as well as older people and adult carers. Please contact us if you have ideas about building closer links with new groups and organisations to reflect this new broader remit.



Community Navigators have continued to exceed their targets in helping clients with information on Services and Activities



Community Navigators cont

Working with the Older People's Teams and Early Help

The new contract introduces a closer working relationship with the Adult Social Care teams that support Older People. We will work together to share ideas of broader support that is available from charities, communities and private providers, to give people more choice about what's important to them. We're also working more closely with the Adult Early Help team, who work with people at a point of crisis, to promote recovery, prevent deterioration and help people adapt to their changing circumstances.



Wellbeing Support



A couple of years ago, we noticed that people with mental health needs were not taking action on the information they asked for. So we set up the Wellbeing pilot service to give support to people with low to moderate anxiety and depression so they can take the steps they needed to benefit from the Navigators service. The evidence of the impact that our brief intervention had for people has been really encouraging and the new contract brings reliable funding to allow us to support people to grow in confidence and to take action on the changes they want to make.

Kate, Wellbeing Coordinator

Volunteers

Thank you to all the volunteers who give their time and skills so generously. As the service has expanded over the past four years we have adapted the opportunities for volunteers to keep pace with the growing demand.

We still have traditional Community Navigators, who seek out information - whatever people ask. As well as the sources we train people in, and the suggestions they get from their coordinators, they go hunting online, or searching through directories and leaflets to ferret out the things people need. They may decide to specialise in a subject dear to them, or focus on their local village. Some people are happy to travel to support people; others want to focus on the members of their local club. Whatever their passion, people love their empathy, perseverance and smiles.

Community Navigators cont

We also have admin volunteers who do the navigator role but from an office base, so they keep information up to date, order leaflets, create letter templates, speak to people on the phone or even write poetry (see excerpts below)!

Supervised by our Wellbeing staff, Wellbeing volunteers work with people with low to moderate anxiety and depression in a strengths based way, providing encouragement and support to enable people to take action. People feel a sense of achievement as they grow in confidence and skills and the volunteers share in their enjoyment.

We have other volunteering options such as Outreach volunteers who help to let people know about the service and Neighbourhood volunteers who act as a contact point.

As well as initial training, volunteers are offered extra sessions to increase their knowledge of subjects such as Falls prevention, Dementia, Mental Health awareness and Carers Champions.

Same high standards

We are delighted to have consistently achieved over 95% customer satisfaction since this measure was introduced at the start of 2014. We feel proud that last quarter 94% of people said they felt more supported and 87% said they felt more positive as a result of the service.

Nikki Soyza, *Community Navigator Manager*



*Our names are Sandy and Pam and we re delighted to help
Care Network, hence we've both become volunteers
It's great to be useful and needed once more
Now we're not working, after being employed for so many years*



*We (Pam and Sandy) have become very good friends
And endeavour to work hard and never slack
Lesley and Sarah keep us topped up with biscuits and cake
Just to make sure we keep coming back*



*So what do we do to help in our volunteer roles?
Well, since Christmas we have been compiling a new A-Z
And listing all the leaflets that are available to the scheme
It was a job that Lesley and Sarah did dread.*

Community Development Stop Press

Welcome to Sarah Heather

We are very pleased to welcome Sarah Heather as our Community Development team manager, following the loss of Lynne McAulay to Cambridge Housing Society.

Sarah comes to us from Mind in Suffolk where she was involved in setting up peer to peer support and therapeutic community groups. Before that she worked for Citizens Advice Bureaux in Newmarket and Haverhill.



She has qualifications in Charity and Social Enterprise Management from Anglia Ruskin University and in Understanding Management from the Open University. She has recently moved to March in Cambridgeshire.

We wish Lynne all the best in her new role and look forward to working with and learning from Sarah.

Annual General Meeting

Our 2016 AGM was held in the elegant Assembly Rooms at Huntingdon Town Hall on Wednesday 12th October 2016. Over 60 people attended to hear how Care Network has celebrated 30 years of helping the old and vulnerable across the county. The Cambridge Art Salon brought their Tree of Wisdom installation and we displayed some works of art created by our clients as part of our joint Pearls of Wisdom project.



Our speaker, Emily Bradfield (University of Derby, Research Assistant in Creative Art for Health in Older Age) explained how important art is in maintaining cognitive abilities and social interaction and there were art boxes supplied by Kettles Yard for those there to have a go at creating their own piece of art on the day.

Dates for Your Diary

Tues 10th Jan	10:00 – 3:00	Help at Home and Community Navigator Training At Broadway House, Hardwick
Wed 26th Apr	10:00 – 3:00	Help at Home and Community Navigator Training At Broadway House, Hardwick
Mon 19th Jun	afternoon, time to be confirmed	Volunteer Tea at Bishop's Garden, Ely, CB6 1AD.

To contact us about our events or any issues in this Care Network News, please ring our main office on **01954 211919** or email admin@care-network.org.uk. You can also write to us at the address below.



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If you'd like to volunteer with us, or suggest a new good neighbour scheme idea, please ring the same number and we'll link you up with our office nearest to you. If you can help us by making a donation, we'd be very grateful!

Cheques to Care Network Cambridgeshire, or log onto www.localgiving.com and type us into their search box. This is an easy way to give on-line.

We look forward to hearing from you, and thank you for your support!

