



SOUTH RIBBLE TOGETHER

Community Hub Case Studies

Andy* was homeless, placed into temporary accommodation by the Council prior to the COVID outbreak. Following a hospital stay and some major surgery, he submitted an application for Universal Credit. While recovering, and with no income, he borrowed money from family and friends to get by. Food parcels from the hub have enabled Andy to eat regularly as his medication requires, pay back his debts and give him a sense of hope. Andy tells us he feels better able to cope alone and maintain his tenancy; he will always be grateful for the goodwill he was shown.

Alex* lives with his wife and two teenage children. He was a self employed tradesman, until a hospital visit earlier this year turned his life upside down. A planned biopsy developed into the removal of a large tumour. Upon discharge, Alex was unable to work or move without assistance, felt helpless and slipped into a depression. Upon speaking with a member of the hub team, Alex wanted to be able to walk again to enable him to leave the house and end his life. Lockdown had created pressure in the household which had become unbearable for him.

With his consent, we contacted his GP and arranged an emergency telephone appointment, then delivered his new medication to him. Through NHS Community Services, we got a commode delivered to him, along with a walking trolley and walking sticks. This enabled him to be independent within the home. A referral was made to SMILE for professional befriending calls. Alex said 'you'll never know what a difference you've made.'

Julie* is a single mum with 3 boys, including one with additional needs who was shielding. She works part time around school hours, but was furloughed. Julie was very upset, anxious about money and hadn't received vouchers in place of free school meals. She couldn't let the boys play outside in the sunny weather as fence panels had blown down and neighbours' dogs were roaming into her garden. This made them behave badly and fight with each other.

Through the hub, we were able to listen to Julie and give reassurance. We contacted the school, who printed her vouchers and dropped them off. We liaised with Progress Housing to escalate her case and fence panels were replaced.

Julie says 'thank you for helping me to find my sanity'

Mr and Mrs Jones* are a retired couple who live in a rural area of the borough. Prior to the pandemic, despite Mrs Jones health problems, they were very independent and didn't need any support. They drove to the supermarket and had never shopped online before. When lockdown was announced, Mrs Jones received a letter from the NHS and then a phone call from her GP, telling her that she and her husband must not leave the house – to do so could put her life at risk.

Mr Jones did his best to arrange shopping, but struggled to get deliveries as there are no shops close by. During lockdown, Mrs Jones' condition sadly deteriorated and as doctors prescribed different medications to help her, the pharmacy could not deliver them. Through the hub, we have supported a click and collect food order until a delivery slot became available, and dropped prescribed medication to their home, up to 4 times each week. Mrs Jones is on the extended shielding list through to the Autumn; local NHS Volunteer Responders have now been engaged to help them going forward.