



Annual Report



1 January – 31 December 2017

Introduction and Executive Summary

In this report we have set out what we have achieved during our second full year of operation and what we hope to achieve in the next phase. Above all, Solva Care is a community project – we work together to care for those in our community who need help. Funding for the first two years 2015-2017 came from the Sustainable Development Fund administered by Pembrokeshire Coast National Park Authority (PCNPA) and we have been reporting back on our progress on a quarterly basis. There has been considerable and widespread interest in our project and in 2017, PCNPA responded positively to our renewed application for extended funding for another two years. This gave us the chance to further develop the project, and to explore long term funding arrangements.

Solva Care is still a trial project – we know from our first two and a half years that it works – thanks to our volunteers and our co-ordinator and the support of the community. We have good connections with our local surgery, with social workers and the third sector. We are working with all those concerned to find ways around the blocks and to resolve problems – we continue to learn and to record the lessons learned to provide support and guidance for other communities seeking to deliver a similar service.

Our joint research project is described below, and we have secured further funding for a project to support local private carers, to work with Agency Carers and to support those seeking to use Direct Payment to secure care more suited to their needs. We aim to delay, if not prevent, the slow decline into loneliness and dependency and this new project will develop closer ties with Health agencies towards a programme of preventative health care for the community.

You will see from the report that follows that 2017 was very busy! Thanks to our Community Council for their support and to our Co-ordinator, our volunteers, our partners, the people we support and all those who have helped us. Together, we have been able to make a real difference to people's lives and wellbeing and the community has benefitted. We can all be proud of what we have achieved so far in Solva Care. My thanks to all those people who have taken part and who will be working with us in the future, not just to carry on the good work, but to develop and extend it to meet the needs of the Solva Community. I hope you will enjoy reading this report – please get in touch if you need further information.

Yours,
Mollie Roach, Project Leader

Connecting our Community

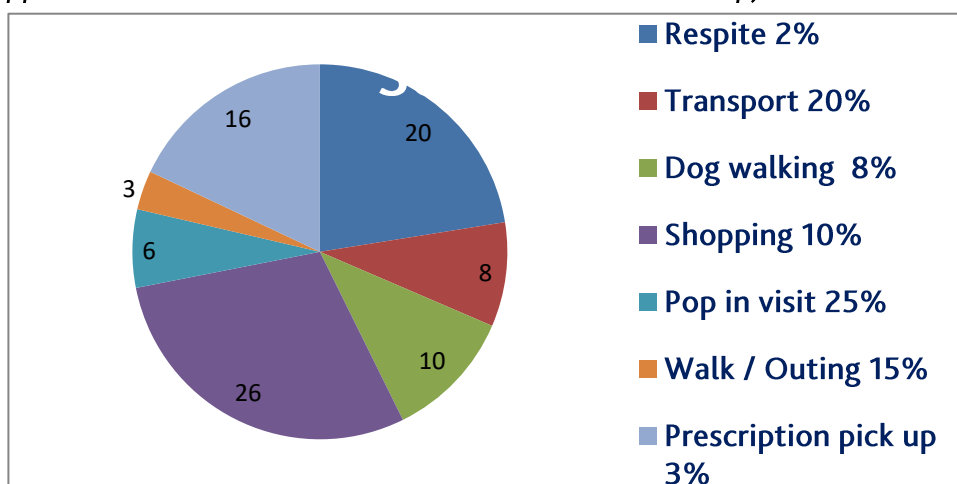
Objectives

Solva Care is a community initiative initially set up by Solva Community Council in June 2015 to offer local support and help to those who needed it in Solva Parish. Following concerns about the Community Council's inability to trade, we have changed our status and become a registered Charity. However, we still maintain close link with Solva Community Council and it is represented on our Board of Trustees. Our aims are to improve health and wellbeing by enabling residents to stay in their own homes, to remain a part of the community, offering a way to counteract loneliness, isolation and social disadvantage and to provide extra support to family carers. The services are provided by local volunteers, coordinated by a part-time paid Co-ordinator. Solva Care is governed by eight Trustees.

We ran a pilot scheme for two years, which was funded by a grant from WAG, administered locally by the Pembrokeshire National Parks Sustainable Development Fund. The funding was renewed for another two years and most recently we received funding from the Allen Lane Foundation. We are increasingly receiving donations, privately and from fundraising.

Achievements

During the period 1 January to 31 December 2017, 30 volunteers gave 1350 hours of support to 46 Solva residents. In addition to this, 632.5 hours were spent helping at events organised by us in Solva Hall (on average 165 hours/month or 38 hours/week).
(See *Appendix 1 – Who can use the service and how we can help*).



Solva Care is filling the gaps in the provision of services from local authorities, paid care services, family and friends. The Co-ordinator provides the link between the volunteers, people we help and a variety of support organisations.

(See *Organisations we have worked with or learned from*, listed in *Appendix 2*.)

We arrange a weekly 'Friday Club' in the village hall – two hours of music, light exercise, craft, games, reminiscing and other activities - as well as outings several times a year: e.g. a visit to a garden, a café for afternoon tea, the cinema etc. These are open to all residents and are attended by several people living with dementia and their carers.



Together with the VC Gallery in Haverfordwest we ran nine weekly art workshops in the Solva Football Club, where participants could experiment with different styles under the guidance of the experienced VC volunteers. The main aim was to encourage and extend social cohesion through art. This proved to be very successful attracting members, some of whom had previously made no social commitment to any group.

We have shared our experiences by attending several events during the last year: We had a stand at the Annual British Gerontological Society's (BSG) Conference, held at Swansea Bay University Campus, with over 300 delegates attending from across the world to present and share their research. The theme of the conference is *"Do Not Go Gentle" - Gerontology and a Good Old Age* We did a presentation at thWISERD Research Conference in Bangor

We attended and had a stand at the 'Campaign to end Loneliness Pembrokeshire' launch in Letterston, organised by Ageing Well in Wales and Pembrokeshire County Council. Furthermore, we did a presentation at the Rural Health and Care Conference in Builth Wells: 'Sustainable Health and Social Care Services in Rural and Remote Places'. On 30 November 2017 we had a stand and attended the Dementia Conference at Withybush General Hospital

We arranged a 'Living well with Dementia' event in co-operation with Dr Prem from the St Davids Wellness Centre (and former GP of Solva Surgery) in Solva Memorial Hall. Speakers included a doctor and a nurse from Ward 12 at Withybush General Hospital.

Our first AGM was held on Tuesday 25th July 2017 and was attended by 16 residents.

Impact and Value

Together, as a community, we have set up an operational co-ordinated volunteer service that underpins the work of statutory health and social care services in our area.

Outcomes of what we do:

- improvement in health and wellbeing of many people in the village
- higher attendance at village activities such as coffee mornings and luncheon club
- reduction of stress for carers and elderly people
- a quicker solution to problems such as transport, picking up prescriptions, assist with pets.

Thanks to our volunteers and the support we get from the community, we can help each other live more fulfilled, happier lives and this in turn contributes to our wellbeing and to the sustainability of the whole community. We are moving towards working more closely with domiciliary care workers, trying to create a more integrated care system, and towards a preventative care programme which will keep people healthier for longer! We are also still pursuing our aim of the development of a domiciliary care service to run alongside the volunteer service. This is much more difficult to set up, but we will continue to work towards this end.

We still lack security with regard to long term funding. We are doubly grateful to local people for their fundraising efforts –the money is put to effective use and the community support is very encouraging. But our work needs a more permanent funding basis and we continue to negotiate with the County Council, the Local University Health Board and at Regional and National level.

Case Studies - Solva Care Pilot Phase

1. Mr A has recently moved from England to live with family in a small hamlet near Solva. He has early onset of dementia, no longer drives a car and the family members work full time. When he arrived here he did not know many people and was a bit isolated. The family asked if we could help him to get to events in the village. We now bring him to both the weekly coffee morning and Friday Club. When the family go away for a week or longer we organise people to visit him. The volunteers enjoy it as he is an interesting and likable person to talk to.

2. In Solva there is a regular luncheon club once a week. This is held in the Memorial Hall which is in the upper village. Although this is only about a mile from the lower village, it is uphill and beyond walking distance for residents who do not walk well and can no longer drive. A rota of volunteers regularly bring residents up to luncheon club from the lower village and take them home again. There is one couple where the husband has severe dementia. It takes two volunteers to bring him and his wife to the hall. If he decides he doesn't want to go, one volunteer can stay with him while the other takes his wife to the lunch and brings a meal back for him.

3. Mrs B lost her partner about a year ago and has felt lonely ever since although she lives in the village. We have arranged for her to attend Friday Club every week and sometimes coffee mornings. She brings her little dog along too. We also helped her to attend an art group in St Davids and one of the other members now regularly pick her up. She had a fall recently and lost her confidence in going out. We were fortunate to be offered a lightweight three-wheel walker, which we lent to her, and she is now able to go to the shop and for short walks with her dog.

Endorsements from residents we have helped:

"This project has helped my mother and myself a great deal. The walks she is taken on help to alleviate her boredom as well as furnishing her with some much needed and very beneficial exercise."

"My mother enjoys these visits as she finds the conversations stimulating and interesting. From our point of view, knowing that a reliable, friendly very communicative person is in contact with my mother is the most enormous relief to us all."

"Following the recent death of my Mother, I feel I must write you a brief note to express how much the work of Solva Care was appreciated by both Mum and myself."

"Within this small close-knit village environment, we are very fortunate to have this facility which benefits individuals and families to cope on a daily basis. As a Surgery we are able to signpost patients..... they can provide and tailor the necessary support and services required in any individual case."



Volunteers

There are 30 local volunteers, who have all been DBS checked, signed a confidentiality agreement, are insured and all had induction training. Most volunteers are retired people who are still active in the community but have got some time to spare to assist their fellow villagers.

The volunteers have attended a variety of training courses, apart from Induction Training, including Safeguarding of vulnerable adults provided by Volunteering Matters. Other training has been provided by The Alzheimer's Society, SCWDP, the Red Cross and the Reach project among other organisations (see *Appendix 3*).

There are annual get together events for the volunteers. At one of these, the volunteers were asked to answer a few questions anonymously. Here are some of the comments:

"Wonderful; community-spirited and rewarding. I have made new friends and gained a greater understanding about dementia etc."

"Being part of a group is the best thing for me."

"Has been wonderful and brought me out of myself."

"Enjoyed being with Solva Care. Works both ways, helping others and myself."

"Love it – very rewarding and interesting."

We ran an Away Day for our volunteers in October 2017 to reflect on what they do, why and how. The day was carefully planned and facilitated by external facilitator Professor Fiona Verity, Director of the Wales School of Social Care Research. The evaluation feedback showed that the participants valued the opportunity to share experiences and to consider the value of their volunteering.



Projects

Stay Safe Stay Connected July 2016 - June 2017

In June 2016 Solva Care was awarded a grant of by the Dyfed Powys Police and Crime Commissioner to run a project called 'Stay Safe, Stay Connected'. The aim of the Project was to raise awareness of scams by mail, phone, text, internet and doorstep callers, and to prevent our community from falling victim to fraudsters. We worked closely with the Police and Trading Standards to provide information through the village newsletter, run prevention session for volunteers and organise "meet-the police-sessions".

Events included a Film evening with the screening of 'Catch me if you can' and talks by the Police & Trading Standards and a special Coffee Morning to share information about scams people had come across.

We also ran a quiz in the December Newsletter, the prize being a trueCall device (the secure plus model) worth £119.99. The prize was presented by Dafydd Llywelyn, Dyfed-Powys Police and Crime Commissioner who visited Solva Care on 2 February 2017.



The Great Solva Steps

Solva Care set up a community-mosaic arts project that involved members of the community learning how to create mosaics, and putting the skills learnt to use by producing mosaics to decorate a set of unattractive village steps. The project aimed to demonstrate wellbeing outcomes amongst participants from the community who were involved in producing the mosaics. The aims of the project were to:

- ■ Bring the generations together in an enjoyable and productive social activity, which would improve the village environment.
- ■ Enhance the wellbeing of participants – happiness, confidence, creativity and enjoyment.
- ■ Improve the participants' sense of creativity, interest in the arts and other community activities. ■ Develop existing skills and learn new skills.
- ■ Extend the participants' social connections and connectivity.

The intended physical outcome of the project was to decorate the steps with mosaics and make them safer.

The Great Solva Mosaic Steps Project was a project funded by the Allen Lane Foundation. The project commenced in October 2017, and first stage – completion of the mosaic panels by the community – ended in December 2017. The installation of the panels on the steps, along with the fitting of new handrails and step re-surfacing will be completed in May 2018.

Marketing and Publicity

Solva Care appointed a part-time Web Administrator in October to develop and maintain the website as well as the Facebook page and Search Engine Optimisation (SEO) is being worked on. A 'Friends of Solva Care' scheme has been introduced along with regular news stories. We are also active on Twitter.

Research, Monitoring and Evaluation

This has been a year for strengthening structures and networks to progress our plans and learn from the expertise of others. The Solva Care Research Monitoring and Evaluation group met regularly and the first meeting of the multi - agency Solva Care Research Collaborative was held in Llanelli on August 24.

Two grants were secured, the first from European Funding to conduct a pilot trial of Care Messenger with Aberystwyth University; the second from HDUHB to prepare a toolkit for other communities wishing to set up similar projects to Solva Care.

We submitted a collaborative research project proposal to Welsh Government to research the sustainability of Solva Care. We also worked on a research application to the CHERISH fund, with Swansea and Stirling Universities, on the use of technologies in community led social care support. Large scale partnership grants with our academic leads have been elusive but we have started to build capacity in our own research team and are training our own community researcher to undertake hands on research work. This has been very successful in the evaluation of the mosaic project.

We attended the launch conference of the Wales School of Social Care Research on 14 February, and the International Conference in Public Health on 26-27 October in Cardiff. We also had an abstract accepted for presentation at the annual conference of WISERD in Bangor held 4-6 July. Furthermore, we contributed to the workshop run by the County Council, on prevention, on 24 January. On 12 September we arranged a talk by Swansea University in Solva Hall 'Moving or staying put' with results from a research project in North Wales followed by a focus group on electrical safety for older people.

We have successfully secured funding for the Care Messenger pilot. Most of the funding will go to the University evaluator but we will receive about £300 for facilitating the research. We were unsuccessful in securing research monies with our academic partner to research sustainability but have resubmitted a reworked application to Churchill Medical. We have a partnership project application, with Stirling and Swansea Universities under consideration to look at the use of technologies in community initiatives

We have continued to assess evidence and use it to influence our plans and actions.

Long term Strategies

We now plan to build on the first two and a half years. Our new project will work with those delivering hands-on domiciliary care in Solva, so that between us, we can deliver seamless, user focused continuity of care. We will also be trying out ways of extending and expanding our services, to take a more preventative approach so that we can help and support people in our community to delay, and perhaps prevent, the slow slide into dependency and isolation. We have begun to build up our local services register, so that the people we support can quickly find reliable local trades people – gardeners, cleaners, maintenance workers etc. and to involve our young people in the Project. We have begun a register of local people who work as Carers and we will be looking at ways of supporting those carers – above all, we want to concentrate on responding to individual need, to stay local and focus on keeping our community viable and sustainable.

Appendix 1: Who can use the service and how we can help

The people we support are:

- those in ill health living alone and without family close by
- those with mobility problems and without their own transport
- elderly and frail residents
- those who are lonely and isolated
- those living with dementia and their families
- unpaid carers or helpers and their families
- anyone else requesting help.

What we do:

- Shopping, collecting prescriptions
- Dog walking
- Transport to surgery, shops, restaurants, leisure activities
- Accompanying to village events: coffee mornings, luncheon club and village cinema
- Pop-in home visits for chatting or reading
- Phone calls
- Help with forms or correspondence
- Short periods of respite care
- Small one-off household or garden tasks
- Arrange regular events to prevent loneliness
- Help with finding reliable trades people, cleaners, gardeners (Co-ordinator)
- Sign posting to other available services and charities (Co-ordinator)

What we don't (can't) do:

- Domiciliary care which needs trained staff and regulation
- Medical treatment including small tasks such as supervising tablets, eye drops
- Tasks that would take work away from trades people
- Heavy or dangerous work (house removal/clearance, move furniture, tree cutting).

Appendix 2: Organisations we have worked with or learned from

The Alzheimer's Society
Paul Sartori
Shalom
Crossroads
Good Neighbour Scheme
Somerset Community Catalyst Project
The Debenham Project, Suffolk
PIVOT
Solva Surgery (makes a room available to Solva Care once a week)
St Davids Surgery
District nurses
Withybush General Hospital
Social Services
The Reach Project (Pembrokeshire College)
The Memory Café in St Davids
Ageing Well in Wales
The VC Gallery in Haverfordwest
Swansea University
Cardiff University
Aberystwyth University
Rural Health and Care, Wales

Appendix 3: Training Courses attended in 2017

The Co-ordinator has attended the following training courses:

Complaints Training for Social Care Providers
Governance Workshop (for charities)
First Aid training by the Red Cross

Training Courses attended by the Volunteers

Advance Care Planning by Paul Sartori
First Aid Training by the Red Cross