



Hub Impact report for April 2023-March 2024

Cumulative Attendance 5819	Participants 98	Volunteer hours 2276	Meals served 2834
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Established in November 2022, through a collaborative initiative of Cornwall Council, Cornwall Voluntary Service and the NHS, our aim is to tackle isolation and poor health through companionship, healthy eating, and community support. Our well-established pattern for the week is always evolving as new opportunities or needs arise. We work in collaboration with many other agencies including CRCC, Gateway, Volunteer Cornwall, Local NHS Team, Adult Social Care, Housing, Employment, Financial/Benefits/Grants

The Hub runs 3 days a week: Monday, Wednesday and Friday. All are welcome.

Social prescriber: we are in close contact with the Frailty Team and Heidi, our Social Prescriber often accompanies her clients on their first visit. We have a number of people attending who have specific needs, facing health challenges such as Parkinson’s disease, dementia, or recovering from a stroke. These conditions can often be quite isolating so we try to subtly seat these individuals alongside others whom we feel might have a positive influence on them. All new arrivals comment on the welcoming atmosphere and how lovely the people are.

Pain café: a group has been started by the Social Prescribing team to help pain management.

Frailty Care team are now working with us to get people on the bus and to the Hub – three people so far with more starting next month.

Financial Advice
71

Our financial advisor, Kerry, continues to carry out her monthly visit, offering free advice regarding things like will writing; estate planning; managing energy bills; loan applications etc, she also very kindly pops in for one-to-one sessions in the interim, and does free home visits, should anyone linked to the Hub need them.



Age UK: Free electric blankets, gloves, rugs and other useful supplies were provided by Age UK and much appreciated. They also run wellbeing sessions like Step into Wellness in the Community Room and support the Community Minibus which we have used to bring people to and from the Hub.

ISight Cornwall
20

“We had an excellent session with Jodi Strick from iSight Cornwall today. She came in fully equipped with so many fantastic gadgets geared to support people living with sight loss. She began with a talk about the charity and the work they do, helping individuals all over the county.



**Conversation re
Needs
84**

**Often it is not just the person who is attending the Hub
who needs help but the family as well**

- One lady struggled to read the standard size print of our word searches, so we added some large print puzzles to our collection.
- A daughter of one lady with dementia, who attends, spoke at length about how the Hub is helping her to have some respite from caring full-time for her mother.
- A lady who now often turns to us in a crisis came in quite distraught one morning after trying to contact her doctor and being kept on hold for a long time. We sat with her and filled out the surgery's online contact form together so that she could get the help she required

**Digital
Together
223**

Vital support offered by CRCC is now a monthly session providing vital knowledge on using smart phones, tablets apps etc: Messenger groups have been set up so that people can keep in touch when they are at home and provide companionship and even play online games.



The transport group now uses Whatsapp to keep in touch with each other and confidence is growing rapidly. In these times when Doctors' appointments need to be made online and many other aspects of our life depend on internet access.

**Footcare
30**

We have added visits from our footcare lady, Michelle, who now has a regular six weekly booking slot with us where she provides our attendees with footcare at a discounted price. She was fully booked again this month and those who had appointments were very pleased with the work she did on their feet. Her next visit is already fully booked too.



Mindful Monday

**Puzzlemania
644**

As well as the various support/information sessions, Monday is Puzzlemania day: crossword puzzles, wordsearches, word wheels, sudoku are very popular and keep our minds active.



Wellbeing Wednesday

Chairobics 224

Very popular as it is designed specifically for our group. 15 minutes of gentle stretching to music, seated on a chair, is just perfect to ease limbs that are stiff. One recent arrival with a painful back who has been using a pushchair to help her walk was amazed to find she could walk unaided. The new sturdy chairs we purchased have been much appreciated as they are comfortable and steady.



Quiz 831

In addition to a physical workout, the weekly quiz also stretches our memory banks as well as all the puzzles and wordsearches available.



Feel-Good Friday

Feel-Good Friday 1309

The most popular day of the week with volunteer musicians who come and play. The Lower Hall is alive with everyone singing along or shaking, rattling and tapping our collection of bamboo percussion instruments. Those who have lost their short-term memory can still remember the words of old songs from the 50s and 60s.

Fridays are always filled with the joy of music singing and dance. We have such a variety of styles skiffle, rock, traditional Cornish, and instruments: guitar, drums, recorder, keyboard, banjo, tin whistle, washboard, bones, spoons plus percussion on every table.



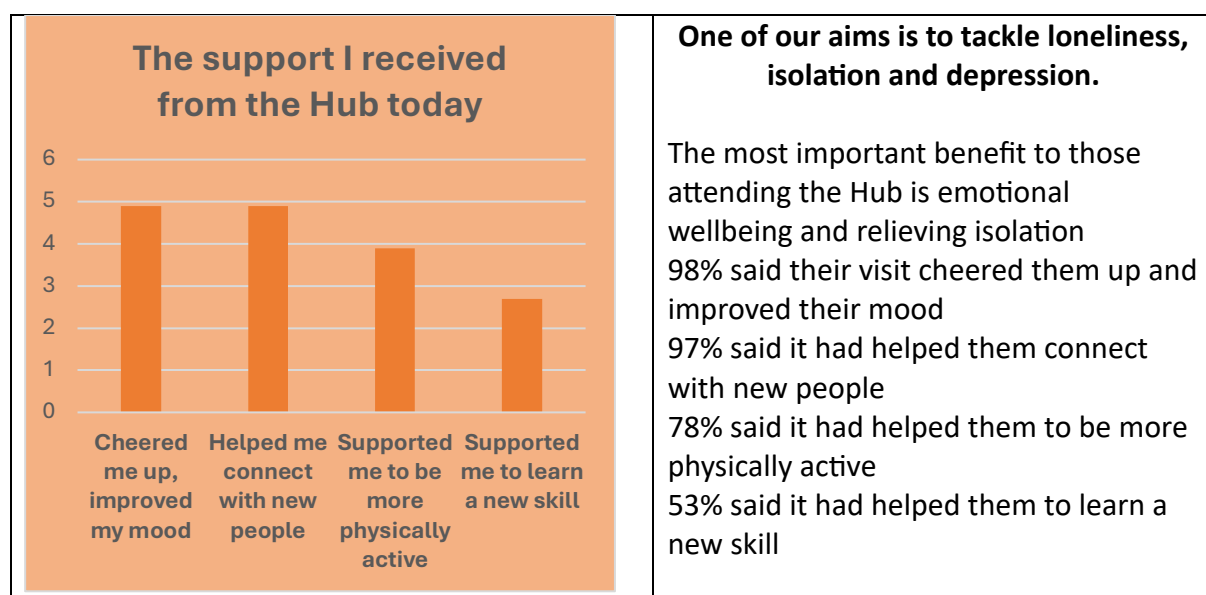
Funding: we have appreciated funding from NHS/Volunteer Cornwall, the Rowse Family Trust and the National Lottery Community Organisations Cost of Living Fund as well as from our local parish councils, the Coop and Asda plus donations from local supporters.

Our musicians have been inspired to put on fund-raising concerts to support the Hub and our Cornubia Fair -now once a month will have a Hub table to support the Hub.

Our thanks must go to Activities Coordinator, Jayne, who completes a brilliant monthly report to Volunteer Cornwall who coordinate all the Hubs in the County. Bill Davies, our Community Maker, is always full of praise for her reports. He also loves to pay a visit on Fridays and frequently comments on the “abundance of kindness and community spirit” in the room. She also produces the wonderful blog on our facebook page and the colourful posters advertising our activities and support sessions.

<https://www.facebook.com/groups/cornubiawarmhub>

Outcomes



It's a wonderful facility for connecting people and encouraging those frailer members of our community to join in.

I love the friendly environment -I feel I am getting to know new people.

I think this is a wonderful place to meet people.

The Hub has been a real lifeline for me because I meet up with other people and have a laugh. It takes my mind off other things in my life which aren't so good. The fact that I can pop in for lunch saves me a fortune too.

Individual support given



- Ongoing support 144
- Conversation re needs 84
- Signposted 116
- Financial Advice 71

Support to individuals increases self-confidence and wellbeing

Support to individuals is of utmost importance. Having someone to turn to can make a huge difference to a vulnerable person who is struggling. If we can't help we signpost to a service which can. People are often in need of a cleaner or carer or a contact number for services. 144 have needed ongoing support (144) 116 given help to find what they need 71 benefitted from financial advice 84 were able to have a conversation re needs

It's seamless-a service where everyone's need is covered. Even books are available there is something for everyone. My son was amazed at the support provided

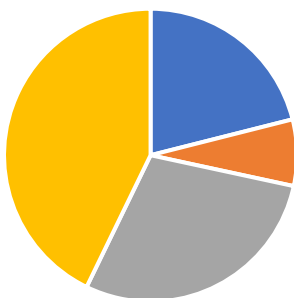
It's brilliant that it's here and we can use it for just dropping in. It's reassuring to know that there is always somewhere I can go and in the Wintertime it is warm. Before I came to the Hub I didn't know anyone, now I have so many friends.

One of the ladies told us that her daughter had asked her if she gets bored coming to the same place three days per week, to which she replied "Bored! I love it, it's saved my life"

I can describe it in one word: Brilliant!

Activities participation

Increase in cognitive skills, memory recall, health and wellbeing



- Puzzlemania 644
- Chairobics 224
- Quiz 881
- Music session 1309

Workouts for mind and body

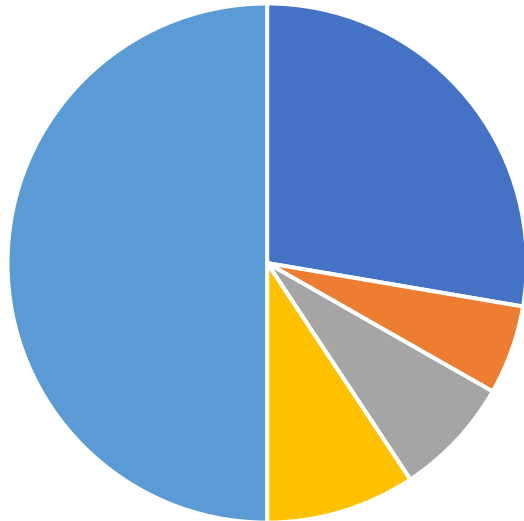
Quizzes, puzzles, crosswords, colouring, wordsearches all keep our minds active and increase cognitive skills and group games promote laughter and social cohesion.

The chairobics on Wednesdays and dancing on Fridays do wonders for stiff bodies and joints as well as bringing joy to those who love to move.

I look forward to coming to the Hub. Everyone is lovely and friendly. I loved the felting workshop today. The food is delicious.

The Wednesday quizzes help to improve my recall skills.

Volunteer Hours



■ General ■ Musicians
■ Transport ■ Preparation

Volunteers 2473 volunteer hours

Our volunteers are crucial in the running of our Hub: someone to keep an eye out for anyone who might be sitting on their own or needing cheering up, help put out tables and chairs, lift our spirits with music or transport those who can no longer drive are appreciated so very much.

Our bands of musicians provide free entertainment every Friday – by far our most popular day.

We provide transport for those who are unable to get to the Hub without assistance

This has been invaluable to me. I am in a wheelchair, and I have all the help I need. I think this is a fantastic thing to do and I really do thank the people who are running it. I hope it continues to do so.

Organisers and volunteers are amazing

IMPACTS

During your visit today, what did we support you with?



Other support offered

60% reported an improvement in physical health
 98% reported an improvement in emotional wellbeing
 36% have received financial advice
 23% have had support in employment /education
 3% Other help includes assistance in filling in forms or using the NHS app or using a phone

Our greatest impact is improving emotional wellbeing and having a welcoming venue to meet people.

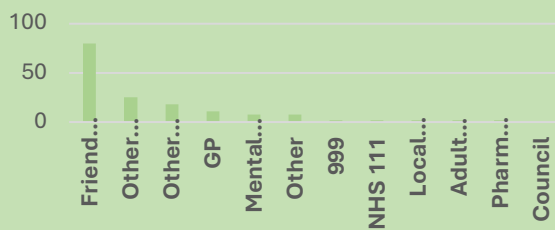
It's about the meeting of people, talking and supporting each other. Joining in with the music has been an absolute Godsend and is holding me together.

It's a good opportunity to meet people and get support with things that aren't available elsewhere, like podiatry, finances and energy support.

It's a place where loneliness can be cured.

It's opened up my life and helped me to make new friends who now ring every night to chat for an hour and check on me.

If you weren't able to get support from the Hub today, which of the following would you have approached for support?



Having someone to talk to is important

If we weren't there most would have sought help from friends or family 80%
 25% would have approached an NHS community service
 18% would have approached a community organisation or charity
 10% would have gone to their GP
 7% would have sought help from their GP or another Mental Help service
 2% would have called 999 or NHS 111
 Adult social care or a pharmacy.

Our presence makes a difference to friends and family and NHS services. By collaborating with other agencies, we can facilitate links with the Frailty Care team, Pain Clinic and and the social prescribing team plus other agencies

Meals

2834 freshly cooked, affordable meals were served over the past year. We are grateful for the back-up of caterer Malcolm Harris who stepped in when our cook was ill. He continues to provide a large weekly pot on Fridays as our numbers often exceed forty. We also order delicious pastes from a former cook at a local school. For our Friday sessions for some, our meals are the only hot food they will eat during the day. We can also provide a meal to take home and heat up the next day. A donated air fryer has been a great boon.



I wouldn't have a hot meal or drink every day if it weren't for the Hub, so now I come to the Hub I have a hot meal and more than one hot drink, if I want, three days a week. Well, we weren't expecting a delicious meal so it was win-win all round x

The subsidised food is a very popular aspect of the Hub.