

Health Connections Annual Report

January 2022 - December 2022





Our Services

Talking Cafes

Meet new people, make new friends and chat to a Community Connector about activities, support and services in the community in local cafes which adopt the Talking Cafes Charter.

Email _____

communityconnectors@healthconnections.org



Health Connections Directory

A one-stop directory of community activities and services which enable people to live healthier, happier and more fulfilling lives. To join the directory email us at _____

Email _____

directory@healthconnections.org

Voluntary Community Transport Service

If you require transport for appointments or activities that benefit your health and wellbeing, we provide a door-to-door service.



Contents

Executive Summary	4
About us	6
Note from the Chair	7
Our Mission	8
How we aim to work collaboratively	9
The people we serve	10
Our Work	11
The key outcomes of our work	12
Health Connections Directory	13
Community Connector Training	15
Talking Cafes	17
Health Connectors: On-island support	19
Health Connectors: Off-island support	21
Voluntary Community Transport Service	22
Our Shops	24
Preloved Smith Street	25
Reloved Living / Market Square	26
Feedback from our customers	27
Our Partners	28
Support Us	29

Executive Summary

We work hard to provide support which helps create a connected community in the Bailiwick of Guernsey. Our innovative Directory to Doorstep model enables people to easily access the support that matters to them.

Our strategic objectives are reviewed annually, and we have a business plan to achieve our objectives, which include:

- Maintaining an up to date and trusted online directory of support and activities which enables people in the Bailiwick to live happier, healthier and more fulfilling lives and to easily find the support that matters to them;
- Providing a one to one, face to face, email and telephone Health Connector Service which connects people to this support, listed on the Health Connections Directory;
- Providing information and one to one support (including off island hospital packs) for those receiving treatment and care off-island;
- Delivering a Voluntary Community Transport Service to increase access to opportunities for social connection and health and wellbeing support in the community e.g. doctors & Health and Social Care appointments, social welfare, social prescribing and community centre activities;
- Providing Community Connector training which enables active citizens to become more familiar with the 5 ways to wellbeing, the social model of care and the support listed on the HC directory and skills to increase their confidence to connect other people to this support;
- Raising awareness of the directory and our services in the community through:
 - Talking Cafe Host Volunteers in our Talking Cafe project
 - Hosting the Meet the Directory monthly network events; at which, 3 Directory Partners promote their services/support
 - Offering our shop floor and windows to our Charity partners to promote their work;
- We continue to strive for financial sustainability through our charity shops' income and currently we operate 2 shops in St Peter Port; RELOVED LIVING in Market Square and PRELOVED on Smith Street.

At the heart of our service, we encourage the principles of The Partnership of Purpose by recognising and promoting the value of community, public, private and third sector collaborations. Through a collaborative approach, we can co-produce across the whole ecosystem in service of a healthier, happier Bailiwick where people feel supported and connected within a compassionate community.

Our approach supports people to actively participate in managing their own and others' (if they are a carer) health and wellbeing.

It also encourages independence, self-care, prevention of ill health, early intervention, effective care when unwell, speedier and more sustainable recovery and personalised timely support at points of transition in peoples' lives or in end-of-life care.

We hope this report informs our many partners, funders and the community we serve of the impact achieved by the charity in 2022. They can be assured of our gratitude for their support towards us in helping us support others.

Bella Farrell
Director/ CEO



About Us

Our experienced Board of Directors have set the strategic direction of the charity Health Connections LBG, approve the business plan and have oversight of all areas of service provision to ensure good governance, agreed target outcomes and financial sustainability.

- Dame Mary Perkins - Patron
- Dr Louise Misselke - Director/ Chair
- Pierre Herve - Director/ Health and Social care
- Bella Farrell - Director/ CEO
- Steve Langlois – Director/ Vice-Chair/ Risk
- Mimi Madell - Director/Digital and Communications
- Catherine Griggs – Director/ Finance
- Alison Rimington – Director/ Human Resources
- Srabani Sen - Board Member
- Kirsty Le Pelley- Company Secretary

An organisational structure and profiles of all our team can be found on our website www.healthconnections.gg/who-we-are/our-team/

Note from the Chair

As our whole community recovers from the impact of the pandemic; our emphasis on enabling people to seek improvements in their health and wellbeing with the support that matters to them has been critical for our community.

Our primary goal is to ensure we provide easier access to the full range of support and information across our community.

I must give credit to our team who support and supervise our many dedicated volunteers and work hard to improve and provide our service to others throughout the year. The team continuously respond proactively with professional dedication and wholehearted compassion when serving the community through our directory to doorstep services, whether that be; our directory, 1:1 signposting support, our voluntary transport service, our health travel support and information, in Talking Cafés and of course, our community shops which have gone from strength to strength.

I am proud that this annual report identifies our continued progress. Our work continues to enable people in the Bailiwick to be connected to the support and information that allows them to live healthier, happier and more fulfilling lives. I am incredibly grateful to all our Patrons, Sponsors and Partners for their ongoing support.

Louise Misselke
Chairman



Our Mission

Health Connections' mission is to enable all people in the Bailiwick of Guernsey to be connected to information and support that enables them to live happier, healthier and more fulfilling lives.

To enable us to do this we operate on a set of core values that are based on a social model of service to others.

Our Core Values

We uphold a set of core values that are based on a model of service to others.

People

We live by the ethos that health, well-being and respect for people comes first. We strive to provide the right connections for our service users and support our staff and volunteers in their well-being and development to provide the best service we can.

Collaboration

We believe in taking a collaborative approach, benefiting the whole community, making connections that add value and are useful. Our collaborative approach means that we can maximise the outcomes for the people we serve.

Dedication

The Health Connections' team approach to service delivery will be that of a dedicated desire to inform and support those in our community. In so doing, the charity will demonstrate a genuine commitment to assist individuals in a kind, empathetic, individualised and professional way. Good and effective governance will be a central and underpinning feature of the charity's work.

Passion

We are passionate about what we do leading to creative and innovative solutions that are tailored to individual needs.

How we aim to work collaboratively

Health Connections is committed to working collaboratively and in partnership with others. We routinely signpost to other projects and organisations listed on our directory of community assets, through our Health Connector service and our transport service takes people to these organisations.

We continue to develop partnerships with allied Health and Social Care professionals including statutory services at Health and Social care, Employment and Social Security, Environment and Infrastructure as well as private practice i.e., Medical Specialist Group and Primary Health Care practitioners and other local Charities and initiatives which support health, social care and wellbeing e.g. the Bailiwick Social Prescribing project (BSP), St John's Non-Emergency Patient Transport, Guernsey Voluntary Service, Citizens Advice Bureau (CAB).

Where partners' organizations are closely aligned to our mission, we work hard to avoid duplication and align ourselves to their priorities, adding value to fill gaps and increasing impact across all our core services. We often cross refer: e.g. a person with complex needs will be referred to the GP / BSP project; a passenger will be referred to St John's Non-Emergency Patient Transport service when they become too frail for our transport service; an enquiry with complex financial / housing needs will be referred to Citizens Advice Bureau.

The HC Directory requires that we partner with providers across the community from all sectors, with 500+ organizations actively engaging in the signposting project and helping to maintain an up to date and trusted online directory.

We have developed a monthly Meet the Directory, a networking event hosted by the Health Connections CEO, which aims to provide a platform for directory partners to showcase their support and to share up-to-date information.

Our charity shops have enabled us to improve our financial sustainability, as well as a place for us and for other charities to promote their services in the community.

We aim to work alongside other transport providers to support the development of an Integrated Community Transport Service which may incorporate a Dial-a-Ride service; extending the service to include food shopping, social gatherings and whatever support matters to our passengers e.g. transport to the bank or library.



The people we serve

We specifically support those

- Who want to be connected/signposted to and attend services and support which prevents ill-health, maintains good health and wellbeing, prevents early onset disease and improves their quality of life.
- Who are living with long term conditions (including support for mental health) who want to have one to one signposting support and advocacy.
- Individuals and their families who are going off island for treatment and care or who are on waiting lists for an intervention or treatment.
- Who would benefit from having practical support while living with complex social needs which affect their well-being.
- Who would like to be more socially connected, reducing their risk of loneliness and isolation.



Our Work

We continuously review the quality, identify risks and measure the impact of our work:

- All our services are measured for impact against clearly defined Key Performance Indicators on a monthly basis and reported to the Board.
- An IT system, Flexiroute, records outputs across our transport service and another IT system, Lamplight, records our outputs across all our additional services.
- Our Board Secretary is being tasked with doing an annual survey across all our services.
- We maintain a safeguarding and training register, as well as an ongoing risk register.
- All services have an ongoing improvement action plan which is reviewed monthly.
- We also proactively seek ongoing feedback and testimonials via feedback@healthconnections.gg



We want

your

feedback

The Key Outcomes of Our Work

1. Improvement in health and wellbeing of Bailiwick residents by promoting an emphasis on “what I can do to help myself” and signposting people to support that matters to them, improving individual resilience.
2. Increased awareness of the support in the community for early intervention and prevention of ill health resulting in better health outcomes and a reduction of costs of acute healthcare.
3. Strengthened community by improved knowledge of and access to asset-based community resources that help address the wider determinants of health.
4. Improved access for all to community support and opportunities for social connection leading to increased equality and inclusion and a reduction in isolation and loneliness.



Testimonial

“I'm a big admirer of the Health Connections model and evolving impact! I truly believe this approach is reaching people authentically and is a sustainable, accessible and creative way to change the perception of health in the community. I love the inspiration I get every time I step into your stores and see your community impact on social media”.

Health Connections Directory

Throughout the year, the charity added to its online directory of support and activities which enable people in Bailiwick to live happier, healthier and more fulfilling lives. This enables people to easily find the support that matters to them.

It continues to be maintained as an up to date and trusted resource which supports professionals and self-referrals for social prescribing and other health and social care support and interventions across the bailiwick.

Without our directory, a one stop directory of health and wellbeing support for all people in the Bailiwick does not exist.

There are now 534 community health and wellbeing services/support groups and activities listed on our directory in 84 categories.

In 2022, we had 36000+ on-line users.

In Spring 2022, the charity launched Meet the Directory.

This is a monthly networking event hosted by the Health Connections CEO, which aims to:

1. Provide a platform for those listed on the Health Connections directory to showcase the support they offer and to share up-to-date information.
2. Increase awareness of the impact of this support.
3. Improve understanding of who might benefit from this support and how this support is accessed.
4. Promote Community Connector Training.
5. Strengthen community networks between the providers of support from third sector, private sector and statutory services in the health and wellbeing space.



534

**Community Assets
Published**

Visit: www.healthconnections.gg/directory/



Testimonials

“Employment and Social Security have used the Directory to find contacts for support organisations to share with the new Housing Law consultation team. They have found it very useful”

“The Directory is an absolutely brilliant resource, there’s so much in it and it’s laid out in such a simple, sensible way; it’s a great starting point for any of us who are looking for information on anything to do with health and wellbeing!”

“Connecting you and your loved ones to support that matters to them”

Community Connector Training

Community Connector training enables active citizens to become more familiar with the 5 ways to wellbeing, the social model of care and the support listed on the HC directory and skills to increase their confidence to connect other people to this support.

Community Connectors are NOT volunteers but Active Citizens who help friends, family, colleagues and neighbours find a new activity or a support group to help them live a happier, healthier and more fulfilling life.

With additional safeguarding training and by fulfilling our recruitment criteria, they can become Health Connections volunteers and work in our Talking Cafes.

Community Connectors are very good at joining up local communities and provide a bridge between local people and health and well-being services.

Without Community Connectors, more and more people risk being lonely and isolated, feel less supported and can become more dependent on statutory services at points of crisis.

Community Connectors can specifically enable people to:

- Meet new people in your community
- Feel less lonely by connecting you to support in the community
- Find activities you enjoy that supports your health and wellbeing
- Find reliable information and advice to remain as independent as possible.

Community Connectors also identify and unearth often “hidden assets” in the community and help ensure that our directory remains a current and trusted resource.

290+

**Community
Connectors trained**

www.healthconnections.gg/supporting-you/on-island-support/community-connector/



Testimonial

“I just wanted to say thank you again for yesterday’s training session; I’ve had really positive feedback from all the attendees who I’ve spoken to which is great. Hopefully all of us who attended will now have the knowledge and confidence to point customers, family, friends etc. in the right direction if they need any information or support at any time.”

Our shop volunteers who have attended the Community Connector training have signposted a further 5000+ customers to our directory.

**“Making Connections
that support you”**

Talking Cafes

The charity's Talking Café project enables people to meet new people, make new friends and chat to a Health Connections Talking Café Host about activities, support and services listed on the Health Connections Directory.

Health Connections Talking Cafés are situated across Guernsey in existing cafes open to the public. Talking Café Host volunteers, who have completed Community Connector training, safeguarding training and our volunteer induction, provide a warm welcome to all who attend.

Talking Cafés can help people feel less lonely and isolated. Some people come specifically to speak with a Talking Café Host, others may come across it by chance and learn more about support available for them or someone they care for.

The Talking Cafés also provide Health Connections with valuable feedback from the community about new support that can be added to the Directory and identifies gaps in services that Health Connections can advocate the need for.

In 2022, there were 283 Talking Cafés in 6 locations including 2 cafes at the hospital to support people in hospital or who were waiting for discharge care packages. Other cafes included M&S (St Peter Port), Waitrose (Rohais and Admiral Park) and Earlswood Garden Centre.

The impact is that another 1000+ extra people were signposted to support.



600

**Hours of
Talking Cafes**

www.healthconnections.gg/talking-cafe



Testimonials

"Thank you for talking to us- we didn't think a talking cafe was for people like us."

"I've used the Health Connections community transport three times since you told me about it - it has opened up my world."

"I do love doing the Talking Cafes and I feel it's a great privilege. I enjoy meeting so many interesting people - the volunteers, the staff and the lovely people we meet in the cafes. It's so rewarding."

"I have got more out of talking to you for twenty minutes that I ever get from my treatment."

"I came here all depressed and stressed but after our chat and hearing you talk to all the people all around me I feel much calmer. It is so comforting."

"Meet new people, make new friends and chat to a Community Connector about activities, support and services."

Health Connectors: On-island support

Our Health Connectors provide one-to-one, face-to-face, email and phone help to enable people to be connected to support, that matters to them, which is listed in our Directory.

This service is valuable to people as it supports them in their choices about what matters to them to stay well, recover, flourish, receive better care or take better care of themselves or their loved ones.

Without this service the people we work with will feel less supported and in control of their own health and wellbeing.

In 2022, the charity's Health Connectors provided light touch signposting support to 1529 people and a further 251 people received ongoing one to one support.

www.healthconnections.gg/supporting-you/on-island-support/health-connectors/



Testimonials

A professional in the community who had done the Community Connector training contacted HC regarding a patient who needed some additional support. The Health Connector met their patient and was able to identify some additional support. “Thanks for spending time with me. It was a very helpful conversation and I feel this is going to make all the difference to my wellbeing.”

A visitor to the PEH arrived looking confused and needed to go to an appointment. Our volunteer assisted her. Her relative said; “I understand you gave my mum a helping hand at the PEH, she was so pleased with your help, thank you so much.”

Health Connections worked closely with a mother who lost her son to suicide to promote a talking bench created in his name to help encourage others to talk. A QR code was placed on the bench which, when scanned, took the user to Health Connections Directory and the charity’s phone support. The mother said, “I just hope that it helps other people who live alone. The only person that may speak to them is the checkout lady who’s scanning their groceries. Hopefully we can save a life at this difficult time of year.” - A quote from his mother at Christmas time.

“Supporting you to support yourself.”

Health Connectors: Off-island support

Despite fewer people going off island during the pandemic our off-island team provided one to one support and distributed off island UK hospital packs to 215 people. A further 1,346 packs were viewed via the charity's website.

Without this compassionate one to one support, people going off-island would feel much more vulnerable at an exceptionally stressful time in their lives.

Testimonial

"This [hospital pack] will be so helpful. I didn't know how I was going to manage, as a single parent with a young baby being sent to Southhampton hospital."

"I just wanted to let you know the people you put me in touch were great, thank you so much as I had no way of finding out who could help me."

"Thank you so much for all of your help. Having someone to support me with information about off island care took so much stress out of an already stressful situation."

Hospital Packs
rated
100%
for
satisfaction

www.healthconnections.gg/supporting-you/off-island-support/

Voluntary Community Transport Service

There is a segment of our community who need to use the Voluntary Community Transport Service because they are unable to use public transport, may not be able to afford taxis and may not have friends or family available to transport them. This service enables people with unmet transport needs to access opportunities for social connection as well as attend appointments which support their health and wellbeing.

We are delighted to have had a 38% increase in volunteer drivers in 2022 and we now have 33 drivers who provide a safe, reliable and caring service. The service is currently serving 394 registered passengers. This is a 14 % increase.

Without this service, these people would not remain independent in the community or be able to access appointments and opportunities for social connection, health and wellbeing.

In 2022, we booked 10,070 journeys and delivered 7,718. The journeys cancelled were due to either illness of our passengers or cancellations of their appointments.



7718

**Journeys
provided**

www.healthconnections.gg/supporting-you/on-island-support/health-connectors/



Testimonials

“A big, huge thank you to your lovely drivers, amazing people. They are absolute legends, so kind and courteous.”

“I appreciate your excellent service. The voluntary drivers are friendly and reliable: they are happy to chat or just to listen. They offer a very personalised service.”

“The drivers are so kind and make me feel safe. It takes so much pressure off me and they put my mind at rest. I really appreciated that the driver was there for me after an unplanned A&E visit.”

“Enabling access to opportunities for social connection, health and wellbeing”

Our shops

Our charity shops offer Health Connections several unique opportunities; as a place for signposting to support, a location for directory partners to promote their support and primarily as part of our strategy and longer-term goal to become financially self-sufficient.

Our first pop up shop opened on Smith Street in early June 2020. By the end of December 2022, had raised £212,835.

Our second pop up shop in Market Square opened in May 2021. By the end of December 2022 had raised £282,419.

As well as being an important source of revenue; our shops offer us the opportunity to tell people about our work and the support offered by our directory partners. Customers can pick up a directory card or a leaflet from any of our directory partners and will feel more connected to support after visiting our shops.

We are grateful to our pool of 20+ shop volunteers who help us run the shops and having completed the Community Connector training can offer a friendly supportive chat to our customers whilst helping them find the practical things in our shops which help them live happier, healthier and more fulfilling lives.

Our shops support a sustainable environment by following our shop mantra 'Preloved-Reloved'. In addition, all our waste is recycled with no unwanted donations ending up in landfill.

They also offer a comfortable seated space, called CONNECT, where people can rest and connect with others whilst visiting town with children or frail relatives.



Smith Street

Our Smith Street shop focuses on women's high-end clothing and accessories, smaller items of furniture and local artists' paintings and cards.

The haberdashery department is well established as a go-to place for many local creatives looking for inspiration and vintage crafting goods. Clean Earth Trust's Repair Cafe continues here weekly and is well supported.

A reading corner enables a chill out area predominantly stocked with fiction, travel, crafting, cookery, health and wellbeing books.

The CONNECT space has been used by other charities and community groups. It was particularly special this year to see a group of Ukrainian and Russian women meet to chat and support each other in this space this year. The shops hosted private shopping evenings for members of the local LGBTQ+ trans community and Liberate Art Club regularly meet in the CONNECT space.



Market Square

Our Market Square shop stocks men's and women's clothing, sportswear for all ages, homewares and furniture. The greater floor space allows for selling much larger, higher value pieces of furniture including sofas, dressers, wardrobes etc. The children's corner has become a resting place/play space in town for many young families. Children's clothing, shoes, toys and books in this area are all now Gifted Forward without charge.

Partnering with Martel Maides

The standard of quality of donations is also well supported by our partnership with Martel Maides Auctions. They have held 3 auction views upstairs which have increased footfall in our charity shop.

Gift it Forward

In the spirit of kindness, Health Connections shops are offering all children's clothes, toys, books and games FREELY. However, donations are gratefully accepted at the till.

Kindness Rail

Our Kindness Rail, offering coats, school uniforms, sportswear, beachwear free to those in need or for people to take to gift on, struck a real chord with the public and we will continue this, theming the offering with the seasons.

Shop windows

Both shops continue to host window displays from other charities, enabling them to promote their support from prime town centre locations.

Local artists and makers

We now stock creative goods - art, craft, textiles and books - from local creatives in both shops. They are grateful for the opportunity and donate 20% of their sales income to the charity. This enables us to promote the health and wellbeing benefits of creativity.



Feedback From Our Customers

Feedback from customers in both shops is consistently excellent, customer service levels, quality of stock and merchandising are all regularly praised. This, in turn, encourages high quality donations and a positive, improved awareness of secondhand shopping.

“An amazing shop, plus wonderful staff and volunteers!”

“Beautifully presented goods. A lovely experience for such a good cause.”

“It's just like a film set, full of surprises and makes one want to linger.”

“This shop is a piece of artwork! Absolutely beautiful! Well done!”

“Beautiful music, including a piano for anyone to play, very calming and inviting - thank you.”

“Fabulous shop, fabulous ladies in both shops! Loved the ambiance and browsing. Made some gorgeous purchases too to remember your shop by! Thank you, hope to visit again!”

“What a find! The most attractive charity shop ever. No wonder it was busy! On holiday but will come in everyday for more bargains!”

“Guernsey needed this! It's like walking into a dream and so much positivity.”

“I really love the Health Connections shops! They are so beautifully displayed and I've been trying to reduce the amount of new things I buy in the last few years so they make for an easy and very enjoyable shopping experience.”

“Well done! You have reinvented secondhand shopping!”



Our Partners

It is with immense gratitude that our sponsors and partners have made our work possible! We are delighted to have so many Directory partners in the community and thank those across those in the private, public and third sector for their collaboration and support for our work.



Visit: <https://healthconnections.gg/who-we-are/our-partners/>

Support Us

Donations to support our work can be made through our website

<https://healthconnections.gg/how-you-can-help/donate/>

or by using the QR code:



Donate to our shops

Email shop@healthconnections.gg with any enquiries about donating clothing, furniture, homewares, books or toys.


Volunteer at Health Connections Visit

<https://healthconnections.gg/volunteer/> or
e-mail recruitment@healthconnections.gg


To find out more about our services

Visit www.healthconnections.gg.

#CreatingConnectedCommunities



Health Connections
Unit 4, Cour Du Bordier,
42 The Bordage,
St. Peter Port,
Guernsey.
GY1 1BP



01481 227470
www.healthconnections.gg
hello@healthconnections.gg