

Health Connections Annual Report

January 2021 - December 2021



**health
connections**
creating connected
communities



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Executive Summary

At Health Connections we work hard to provide the services which help create a connected community in the Bailiwick. Our innovative “Directory to Doorstep” model enables people to easily access the support that matters to them.

Our services were needed more than ever during the Covid 19 pandemic. During lockdown almost everybody experienced what it was like to be isolated and our services were promoted during the daily media briefings by the President of Health and Social Care.

At Health Connections we demonstrate a meaningful commitment to understanding and recording the impact of our services during 2021 and I hope this report demonstrates the enormous contribution we made.

We have published our 3-year business plan to ensure the community and our partners are clear of our objectives and despite the pandemic we are working at pace to realise this plan. See www.healthconnections.gg for our published business plan.

Our policies and processes have been updated to adjust to the pandemic which has ensured a trusted, safe, reliable and efficient delivery across all of our services.

We set ambitious key performance indicators (KPI's) and continue to measure our impact to demonstrate to the community how our work makes a difference.

At the heart of our services, 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.

To achieve this, we continue to map local support groups, activities and services that support people's health, care and wellbeing. Our online directory now has over 500 published “community assets” that offer this support.

Our growing network of 170 Community Connectors signpost their family, friends, neighbours and colleagues to this support and they have now signposted over 5,000 people.

In 2021, using our directory, our Health Connectors provided light touch signposting to support for 2,846 people and a further 191 referrals to off island hospitals received 1:1 support, whilst more than 500 people received an off island hospital pack.



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

Despite many older and frail people shielding due to the pandemic our Voluntary Community Transport Service booked 8,820 journeys for 371 passengers this year. This ensured that the most frail and isolated in our community, when they were not shielding, could stay active, connected, included and independent in the community by easily accessing opportunities for social connection. This service transported people to essential medical appointments during lockdown and delivered essential supplies to our most isolated people.

We hope this report informs our many partners, funders and the community we serve of the essential support proved by Health Connections LBG. They can be assured of our gratitude for their support to us in helping us support others.

Bella Farrell
Diretor / CEO



About Us

Our experienced Board of Directors has oversight of Health Connections’ strategic direction and all areas of service provision to ensure good governance, agreed outcomes and financial sustainability.

- Dame Mary Perkins - Patron
- Lady Corder - Patron
- Louise Misselke - Director/ Chairperson
- Pierre Herve - Director/ Health and Social care
- Bella Farrell - Director/ CEO
- Steve Langlois -Director/ Vice Chair/ Risk
- Mimi Fleur- Director/Digital and Communications
- Catherine Griggs – Director/ Finance
- Alison Rimington – Director/ Human Resources

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 Chairman

This has been a really challenging year for our whole community in so many ways due to the ongoing 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 professional team who worked without interruption and when required remotely during the pandemic. Our many dedicated volunteers who work hard to improve and provide our service to others in an extremely challenging 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, our voluntary transport service, our health travel information; our community connectors and of course, our community shops.

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

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.

The people we serve

- Every person in the Bailiwick who wants to be signposted to and attend services and support that prevents ill-health, maintains good health and wellbeing, prevents early onset disease and improves their quality of life.
- Those individuals living with long term conditions (including support for mental health) who want to have one to one support and advocacy.
- We will work in partnership with others listed on our directory to support their priorities and to implement and measure an accessible, equitable and quality service offer.
- Those individuals and their families who are going off island for treatment and care or who are on waiting lists for and intervention or treatment.
- Those who would benefit from having emotional and practical support while living with complex social needs which affect their wellbeing.
- Those who would like to be more socially connected, reducing their risk of loneliness and isolation.
- Those who are shielding or isolating during the pandemic.



Health Connections Directory

We have created an online directory of services, support and activities which our partners' organisations, their members, beneficiaries and people in the community actively engage with.

This is valuable to both professionals and people enabling them to connect and engage fully in their communities and live a happier, healthier and more fulfilling life. Without our directory, a one stop signposting service for all people in the Bailiwick does not exist. It continues to be kept up to date and trusted, support professional and self-referral for social prescribing and other health care interventions across the bailiwick.

We have kept our directory of support up to date and trusted during the pandemic whilst creating a special category with 70 new resources for those isolating.

There are now 512 community health and wellbeing services/support groups and activities listed on our directory. In 2021, we had 35,072 website users; 83% new users and 17% returning visitors.

A new monthly event called MEET the Directory will be starting at the St Pierre Park Hotel from Spring 2022. These events will provide the opportunity for charities and Not For Profits listed on the directory to speak to an audience of Community Connectors and the wider community which will increase awareness of the support available in the community.



512

**Community Assets
Published**

Visit: www.healthconnections.gg/directory/



Testimonials

“ESS are using the directory to find contacts at support organisations to share the new Housing Law consultation information with.”

“I think it’s a wonderful idea – philosophically I think it’s one of the best provisions on island, so well done you!”

- Helen Banks, Teacher Grammar School

“Well congratulations, the directory is a revelation and proved to be extremely useful in that I was able to print off the page with all the Taxi cabs that offer wheel chair facility.

I was able to access the directory page very easily and the page itself is very clear and easy to read.”

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

Community Connectors

We have trained 170 Community Connectors who signpost their friends, family, colleagues, neighbours to support on our directory.

We recruit, train and manage a network of Community Connectors (illustration- orange T shirt, badges) to ensure all people are connected to the support that matters to them.

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

Our shop-based Community Connectors have

signposted a further 5,000 customers to support on our directory.

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.



170+
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. 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!

The atmosphere was welcoming and friendly and informal which meant that we could all contribute.

Knowing where to go to find the knowledge that might be needed. Was wonderful, excited to start!

**“Making Connections
that support you”**

Talking Cafes

We provide information and support to people, enabling them to decide what support in the community matters to them.

Health Connections Talking Cafes are situated across Guernsey in existing cafes open to the public. Our trained Community Connectors provide a warm welcome to all who attend.

Talking Cafes bring people together for a chat and we know that even a short conversation can help people feel less lonely and isolated.

The Community Connectors at the Talking Cafés utilise the Health Connections Directory to signpost people to support that matters to them.

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

Some people come specially to speak with a Community Connector others may come across it by chance and learn about the wealth of support available in Guernsey and the work of Health Connections.

In 2021, our Community Connectors ran Talking Cafés in 6 locations including 2 cafes at the hospital to support people who are in hospital or are awaiting discharge care packages. Other cafes include M&S and Waitrose.

These cafes offered 600 hours of time for people to chat to a Community Connector (12 hours, 50 weeks p.a.). The impact is that over 1,000 extra people (4 per cafe) were signposted to support through this network.

600

**Hours of
Talking Cafes**

www.healthconnections.gg/talking-cafe



Testimonial

It was wonderful to sit and chat with the Talking Café volunteers. In many ways I got as much from talking with them and finding out about groups and activities as I did from seeing my doctor."

"The Talking Café is the best idea anyone has had to help pass the time."

Knowing where to go to find the knowledge that might be needed. Was wonderful, excited to start!

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

Health Connectors: On-island support

We provide information and support to people, enabling them to decide what support in the community matters to them. We see this as supporting Social Prescribing (see Appendix 2) by signposting people to the vast number of community assets on 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.

Our Health Connectors provided light touch signposting to support for 2,846 people this past year and a further 191 referrals received 1:1 support.

In 2022 we are rolling out a Check in and Chat over the phone service for isolated islanders. This will enable isolated people to chat about the support they need and we will then connect them to the support that matters to them.

Testimonial

“Thanks again for making that meeting possible at short notice, it is much appreciated. I have since spoken to xxx and they have renewed confidence that the suggestions/ activities discussed during that meeting will assist in enabling xxxx to live a better life and I hope this is the first step to a positive change”



3000+
people signposted
to support

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

Health Connectors: Off-island support

Despite fewer people going off island during the pandemic our off-island team provided 1:1 support to 103 people and distributed 94 hospital packs in 2021.

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

Testimonial

“I received the pack which was really useful when I had my hip operation and your team also helped me with travel details and lots of other practical information and support before I went for my operation which I could not have done myself”

“An excellent service, well implemented and gives one confidence when travelling away and takes some of the stress off ones shoulders at a difficult time.”

“I had to go away with my child at short notice and was advised to go to HC. They gave me a pack and explained the travel details which I was worried about. Your team made a couple of phone calls on my behalf and I came away feeling reassured we would make the appointment on time.”

94

Hospital Packs

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

Voluntary Community Transport Service

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.

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.

Currently we have 25 volunteer drivers who are trained to provide a safe, reliable and caring service.

Currently serving 371 people (68% increase during last year) and in 2021 we booked 8,820 journeys.

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

8820

**Journeys
provided**

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

Testimonials

Specialist Heart Failure Nurse trying to arrange attendance at clinic for shielding patient

"He really needs to attend but does not have a safe way to get here. Thank you....this is great news"

Shielding patient referred by GP surgery to attend essential medical appts- on finding out service is free of charge

"I cannot believe you would do this for me. I feel like a VIP. Thank you so much. It is unbelievable"

Regular passenger re new Covid changed service with CT Plus

"This is just perfect. You have never let me down: always reliable"

Nurse discharging patient from ward who had no other means of transport and no money. Patient was home within 2 hours of request. "Fantastic. Thank you, this is so helpful"

From Day Hospice lead at Les Bourgs Hospice. Day hospice patient who was transported weekly for 2 years.

"May I take this opportunity to thank you for the service provided to ,,,, as am aware driver has gone above and beyond with assisting her."



"I also wanted to write what an amazing service the voluntary car service provide. Speech and language therapy have used this service over the past few years to allow patients with communication difficulties to attend group sessions.

The patients have felt completely safe and secure with the drivers and have felt confident in using their varied communication styles with them. This service has allowed patients, who can no longer drive, to access services at the hospital that they would otherwise not have access to. The benefits for service users has been immense. Our service and users would struggle immensely without the voluntary car service."

"Enabling access to opportunities for social connection, health and wellbeing"

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.



Highlights of our Year

1. We have kept the online directory of community support, activities and services which support health and wellbeing in the Bailiwick up to date and trusted during the pandemic. We have published over 550 community assets in 82 categories. We are particularly proud of our category "support during isolation" in which we published over 70 local community support groups/ services which offered support during the pandemic.
2. We continued to develop our FREE innovative Community Connector program to develop a network of Community Connectors who connect people to support that matters to them on our Directory. 170 Community Connectors are now trained in our community.
3. In 2021, our Health Connectors continued to operate remotely and signposted 2,945 people to support that mattered to them and provided 1:1 signposting support to 191 people.
4. Despite another lockdown another 5000+ people were signposted to support from our shops.
5. Due to the pandemic, there were very few people travelling off-island for treatment and care. However, our 1:1 support service supported 103 people and distributed 94 hospital packs to those travelling to UK hospitals.
6. This year many of our vulnerable passengers were shielding and community activities remained closed. However, our Voluntary Community Transport Service provided 8820 journeys (an increase of 300% on previous year) and had a 68% increase in passengers; taking 371 isolated people to their essential medical appointments and collecting their essential supplies.



Our shops which support our work

One of the biggest problem facing the third sector is sustainability of income. The Health Connections charity pop up shop fundraising team have exceeded all expectations of the Board of Directors in working towards the charity becoming financially secure.

Our first pop up shop opened on Smith Street in early June 2020. It aimed to fundraise an ambitious £8,000 per month. By the end of June 2021, despite 2 months of lockdown, it had exceeded its target of £88,000 and raised £106,810 and by the end of Dec 2021, it had raised a further £42,235.

Our second pop up shop in Market Square opened in May 2021, again with an ambitious revenue target of £12,000 per month and by the end of Dec 2021 it had raised £117,186 (exceeding its target of £98,000 for 8 months).

During the second lockdown when this income was threatened the shop team coordinated 30 local volunteers to make 3,000 masks repurposing our shop clothes (which were laundered to Gov.gg guidelines).

They organised another team of volunteers to launder and individually package sets of 3 masks in sealed packages.

They then partnered with existing hedge veg holders to sell the masks on Health Connections roadside Mask boxes.

They raised £7,585 in 6 weeks to make up for lost shop income.*

As well as being an important source of revenue; our pop up shops offer us the opportunity to tell people about our work. 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 being Community Connectors offer a friendly supportive chat to our customers whilst helping them find the practical things they need to live happier, healthier lives.

Our shops support a sustainable environment for a happier, healthier Bailiwick by following our shop mantra 'Preloved-Reloved'.

They also offer a comfortable place for people to rest and connect to others when coming to town to support our wonderful town.

*<https://healthconnections.gg/in-the-news/health-connections-community-mask-making-project/>

Preloved Smith Street

This pop up shop continues to maintain its popularity and position in the shopping landscape of Town. It has cemented its own style combining truly excellent quality clothing, homewares and small items of furniture.

Preloved currently stocks clothing and accessories for women and children as well as our Dressing Up Nook and Connect & Chill Out space where everyone is welcome. The Connect Space also hosts our children's department with toys, games, books and crafts and it doubles as our Gallery for many of the artists whose work we stock. We encourage active play for children, and parents and carers can have a breather, look at the art and have a chat if needs be.

The haberdashery department is now very 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 twice a week and is well supported.

Preloved was the venue for Guernsey Photography Festival's exhibition by Sylvain Granjon, which sat very well alongside our own message of supporting everyone in choosing to dress to express themselves without conforming to stereotypes.



Reloved Living / Market Square

The addition of this pop up shop which opened in May 2021 has given us an extraordinary opportunity to fund raise in a really significant way as we aim towards self-sufficiency for the maintenance and growth of our services.

Reloved currently 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. Some of these are offered by donors direct to the charity and we now assist people with house moves/clearances particularly when downsizing or through bereavement. Some of these are from direct introductions from Martel Maides Auctions who now have a trusted partner in Health Connections to offer to clients and probate services for goods that are unsuitable for their sales.

The standard of quality of donations is also well supported by our partnership with Martel Maides Auctions. They have held 3 auction views upstairs and unsold items from these sales can remain in the shop to be sold with a commission to Health Connections. The benefit is equal to both parties and our teams work very well together.

Reloved also hosted 2 private shopping evenings for members of the local LGBTQ+ trans community which they were immensely appreciative of. Liberate Art club regularly

meet on Saturdays upstairs and Liberate Choir rehearse every Friday evening.

This year Reloved has also hosted 2 exhibitions; Anais Lopez exhibiting 'The Migrant' for Guernsey Photography Festival and 'All of Me' for Guernsey Mind.

We have also supported Giffard Ward with furniture and other goods in its transition from post-surgical to a ward caring for people with dementia waiting for places in care homes. Additionally, helped College of Further Education set up a shop for, and run by, their students.

Our recent Kindness Rail, offering coats 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. Likewise, our support of Ukraine with a raffle, window displays and giving funds raised from blue & yellow clothes to States of Guernsey recognised charities, has gained much publicity and positive responses.



Overview of both shops

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, with many donors commenting that they choose Health Connections as a place where their goods will be properly valued and appreciated.

Our pricing policy of valuing items fairly according to the design, manufacturing process and quality of materials used is clearly displayed and explained when necessary and is beginning to be understood as part of the growing awareness of sustainable shopping habits. This has enabled us to remain pioneers in the way preloved goods can be sold to raise funds for the charity's services.

We now stock creative goods - art, craft, textiles and print - from local creatives in both shops. They are grateful for the opportunity and donate 20% of their sales income to the charity. We are delighted to share the message of the benefits of well-being that their creativity creates and will be launching a Meet the Creatives series in 2022 to help spread the word and encourage others to be creative.

Both shops continue to host window displays from other charities helping them share their message - in alignment with our own connecting people to support - from prime town centre locations. These have included In-Dependence, Bowel Cancer Awareness, Bright Tights, Repair Cafe, Women's Institute and Choices.

Our volunteers are truly wonderful and have formed a close knit, supportive inclusive community of their own. They are all encouraged to do the Community Connector training so they can confidently engage with customers and donors and each other.

The shop team are equally committed to the shop success, and to one another's well-being, and we will continue to build on the model we have established, constantly listening to customers and donors with our imagination and agility allowing us to respond in the moment to whatever arises in these very busy environments.



Our Commitments 2022

We will continue to develop our on-line Directory of support ensuring it is up to date with trusted information and we will host Monthly Meet the directory series to enable more people in the community to understand the support available to them.

We will expand our network of Community Connectors enabling more people to signpost friends, family, colleagues and neighbours to support that matters to them.

We aim to expand the Talking Cafe Network enabling people to make new connections and chat to a Community Connector about activities, support and services in the community that matters to them.

We developed a Link Worker service to support the Bailiwick Social Prescribing project in partnership with HSC and The Guernsey Community Foundation which is now an established separate service. Going forward we will continue to support social prescribing on island through our 1:1 support from our Health Connectors and Network of Community Connectors.

We will work in partnership with our directory partners to enhance the volunteering pool to increase practical support in the community through the Uniti App.

We will provide information and support to those going off-island for treatment and care.

We will continue to provide and develop, working with our partners, our Voluntary Community Transport Service enabling more access for all to opportunities for social connection, health and wellbeing.

We will continue to explore the opportunities that our CONNECT community space can offer including hosting the Stay Connected Project and Meet the Creatives



“Working together to create a connected community”


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.


If you would like to support us to support others, please do:

- Engage with us to explore how Health Connections can consistently add value, fill gaps, increase collaboration and align with your priorities, purpose and projects.
- Keep our team informed of best practice and current research and developments in the health, wellbeing and social care setting.
- Increase our understanding of how we can continually provide support that reflects the current and future trends and needs of everyone in the Bailiwick and visitors to the islands. Join our network of Community Connectors.
- Join our team of Voluntary Community Transport Drivers.
- Support us to develop new income streams through Social Enterprise, fundraising and donations or work in one of our shops.
- Partner with us as part of your CSR, providing volunteers for one of our projects.
- Explore other innovative ways to partner with us!
- visit www.healthconnections.gg/how-you-can-help/





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



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