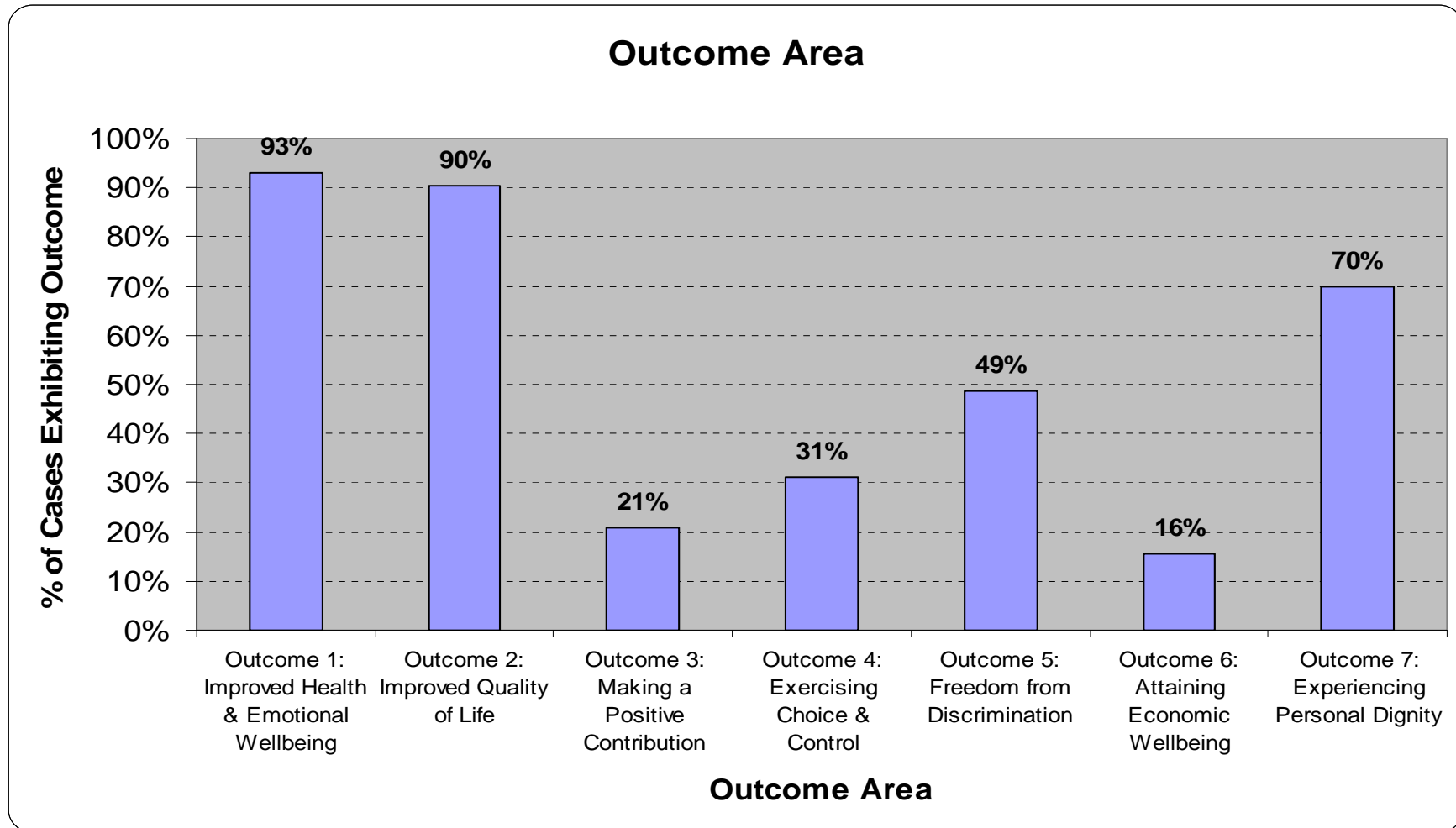


Community Mentoring

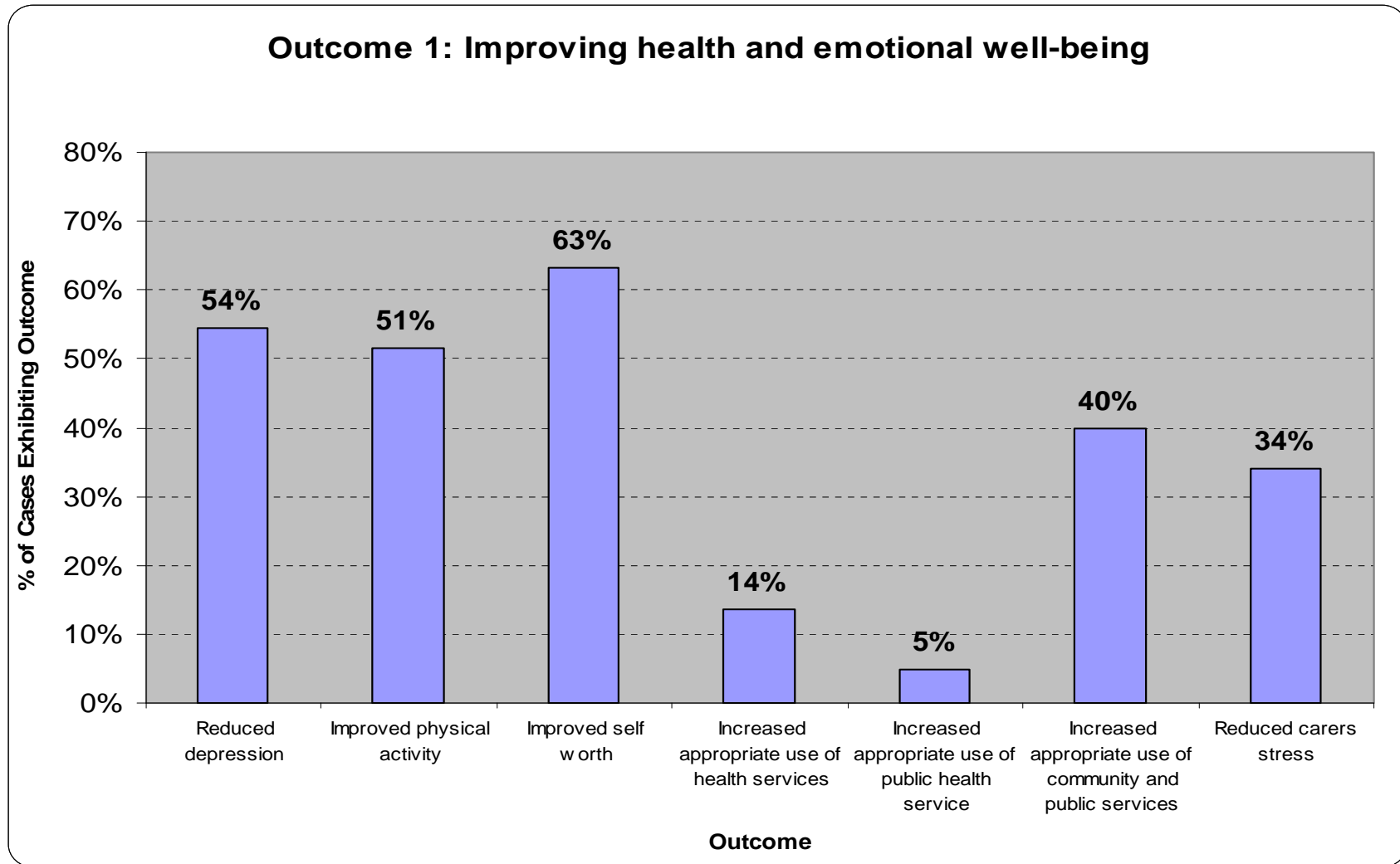
- These charts outline the results of the Community Mentoring Outcomes and Benefits Analysis Exercise conducted by service managers and the workstream lead
- The presentation is of a time series of 103 cases (“individually” or “intensively” mentored) from all service providers analysed at closure. The analysis is based on case file notes and outcomes analysis provided by mentors and checked by managers. Comments from participants were used wherever possible.
- Outcomes checking and benefits analysis was undertaken collaboratively between providers with the workstream lead, providing challenge and base lining. Case files/histories were available for examination in this process. The timing, of case closure, means that outcomes were as observed at that point – typically about 12 weeks, longer in the case of BME participants. This process identified more benefits in areas covered by the outcomes analysis. On the basis of this and further file and case examination it is believed that outcomes and benefits may be under rather than over-reported.
- This exercise demonstrates the pattern of observed and reported outcomes for participants, and where in the statutory system the benefits impact.
- We know from the PMS research that: “The socio-demographic and social activity profiles of mentoring clients were significantly different from those of community respondents across all domains. The general disparity between samples provides evidence that the mentoring services are targeting and working with a sub-set of Devon residents who might be defined as being socially isolated. For example, community mentoring clients were more likely to live alone, reported fewer close family or family within their social network and were less likely to belong to a club, group or organisation. The distribution of the frequency of social contacts with family and friends over the last year also varied significantly, with a greater proportion of mentoring clients reporting the lowest frequency of contact.”
- The service has helped in excess of 1770 people at the level of help of people included in the sample. A total of about 7650 people have been helped in total. The service has been in a state of continual development over the whole of the period of service, and it is estimated that at current levels of funding this is likely to be the same or bettered by a stable service across the county over a twelve month period.
- Notes pages contain commentary on the slides. There are case studies at the end of the analysis. We have commissioned and are undertaking further research and evaluation.

Sue Younger-Ross
Community Mentor Workstream Lead
March 2009.

Outcomes for Wellbeing

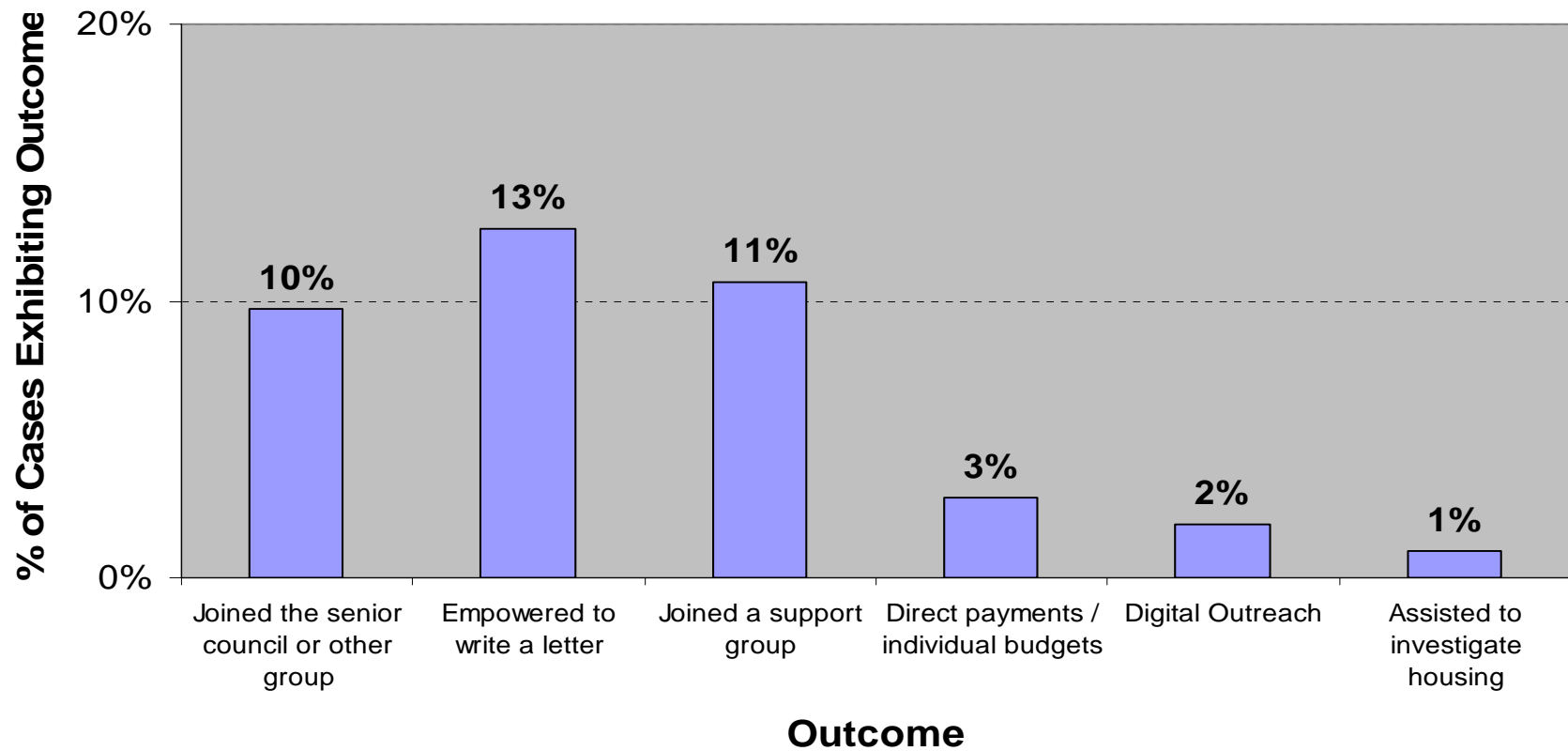


Outcome 1



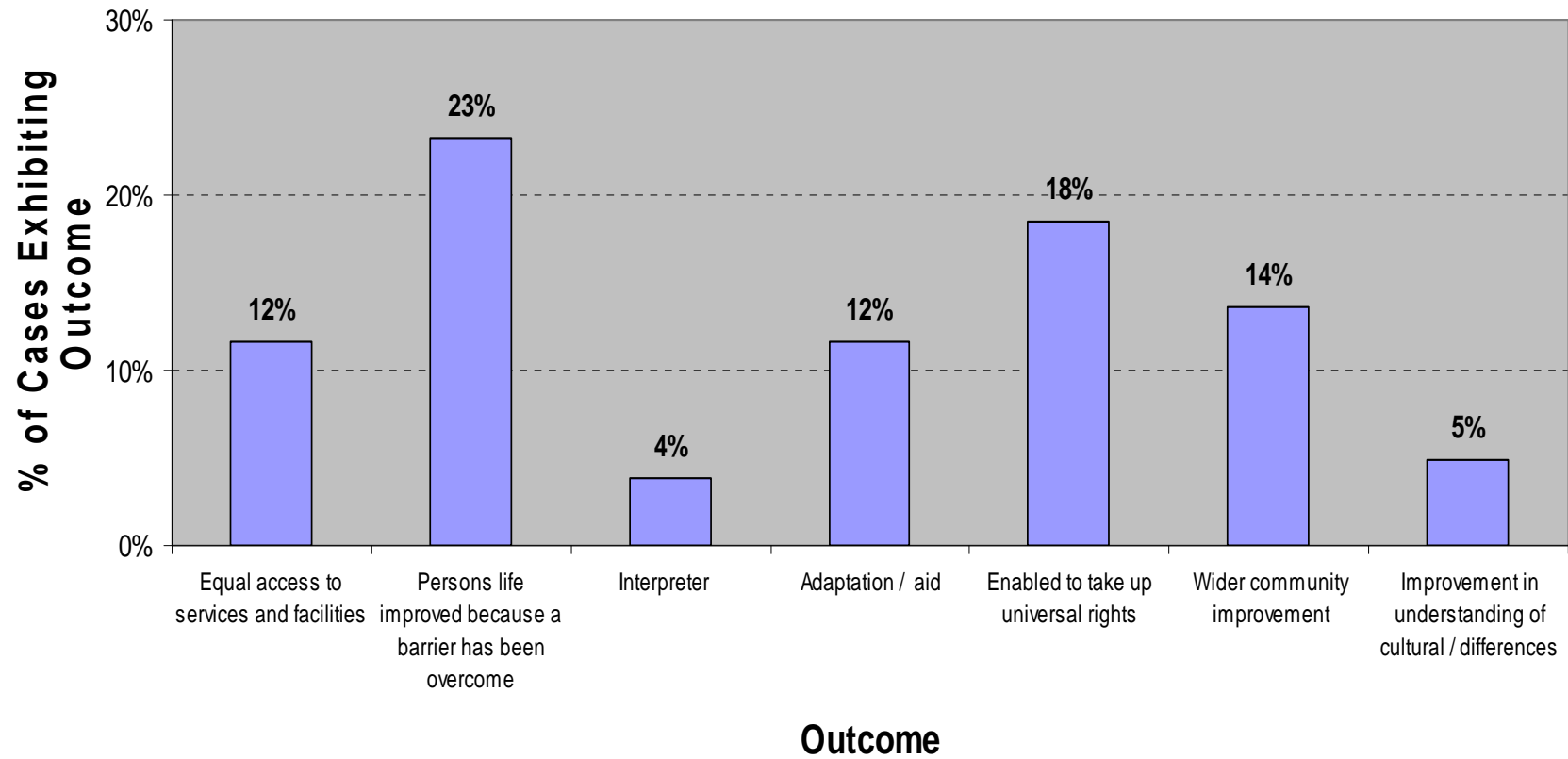
Outcome 4

Outcome 4: Exercising choice and control



Outcome 5

Outcome 5: Freedom from discrimination

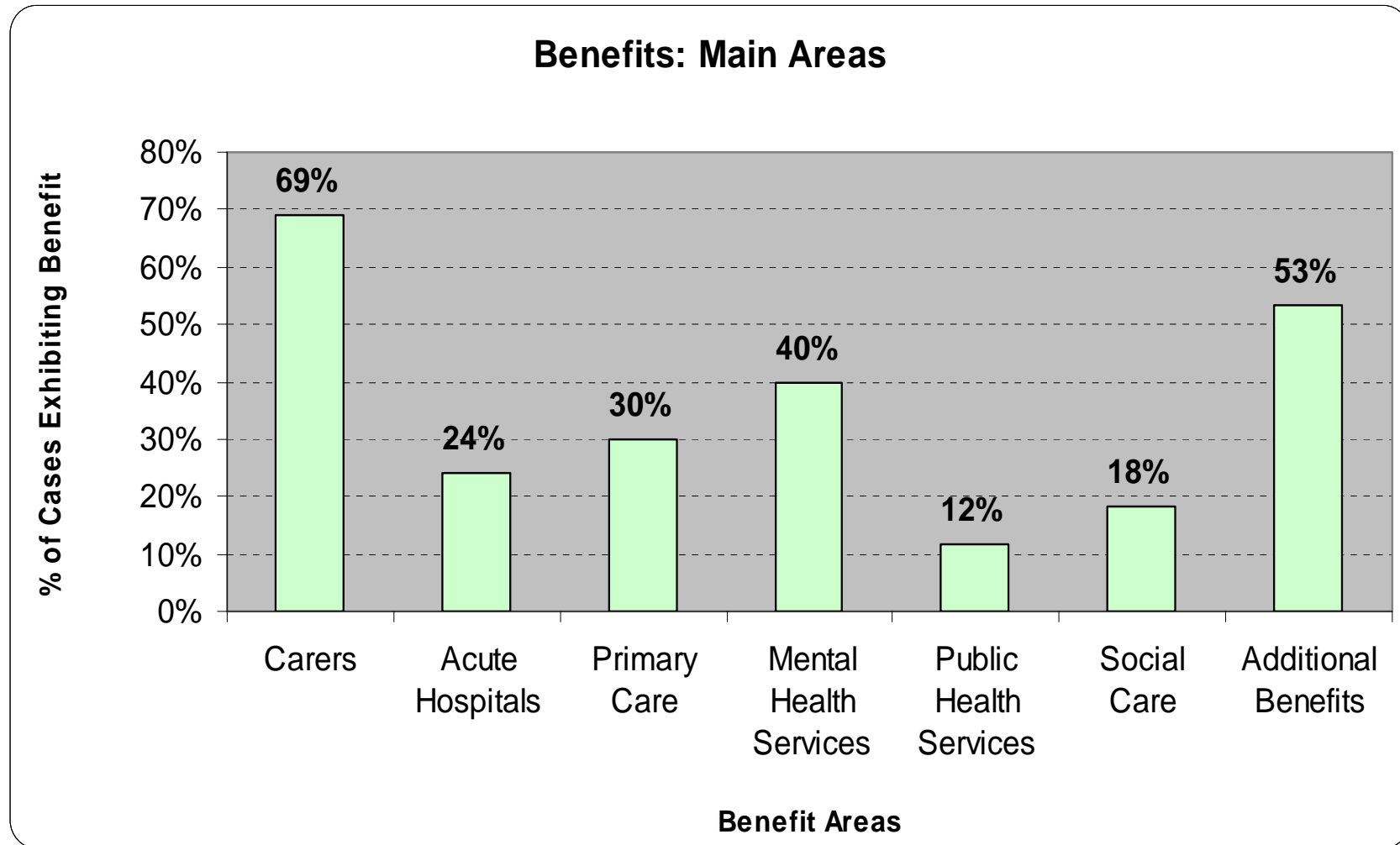


Benefits

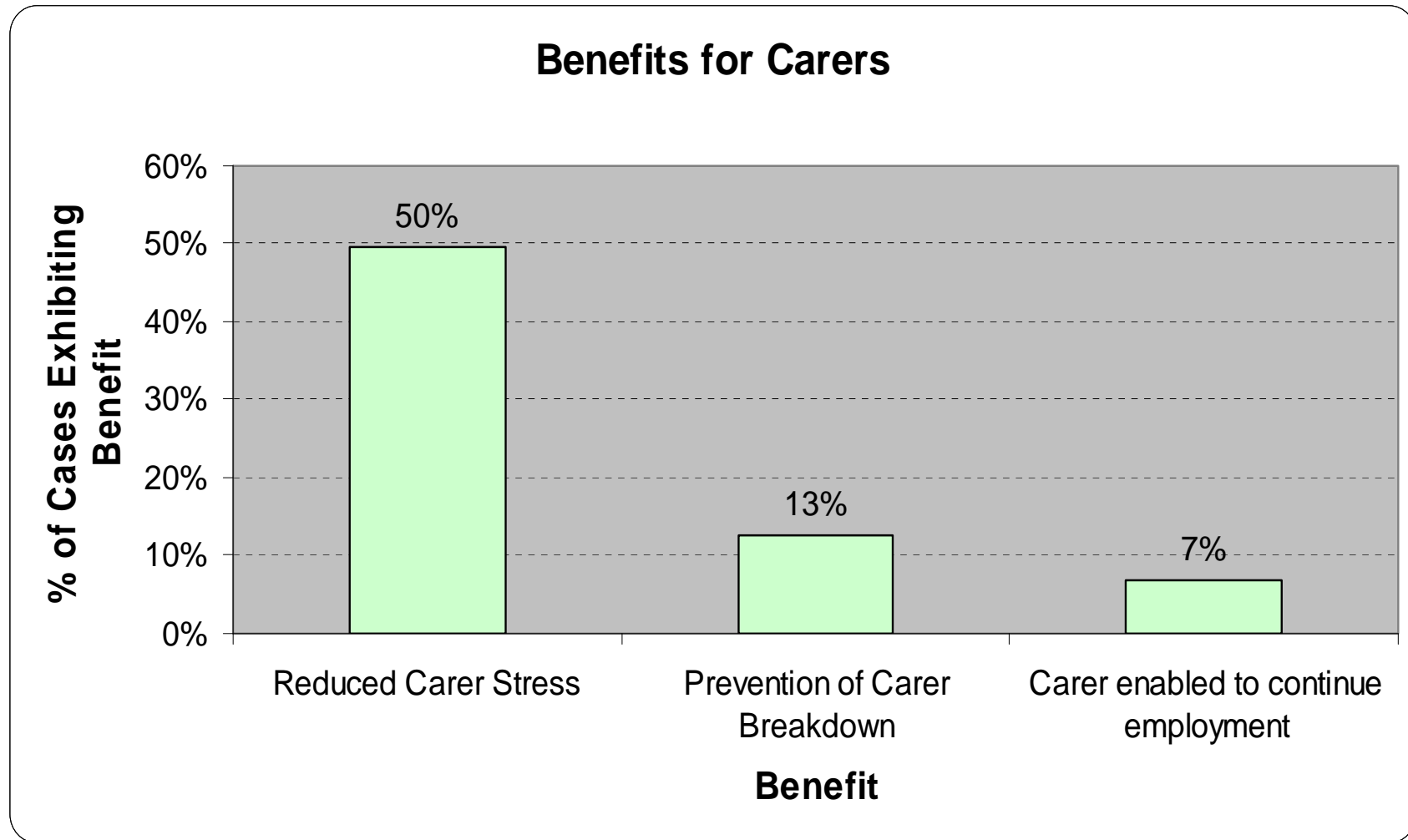
All Benefits



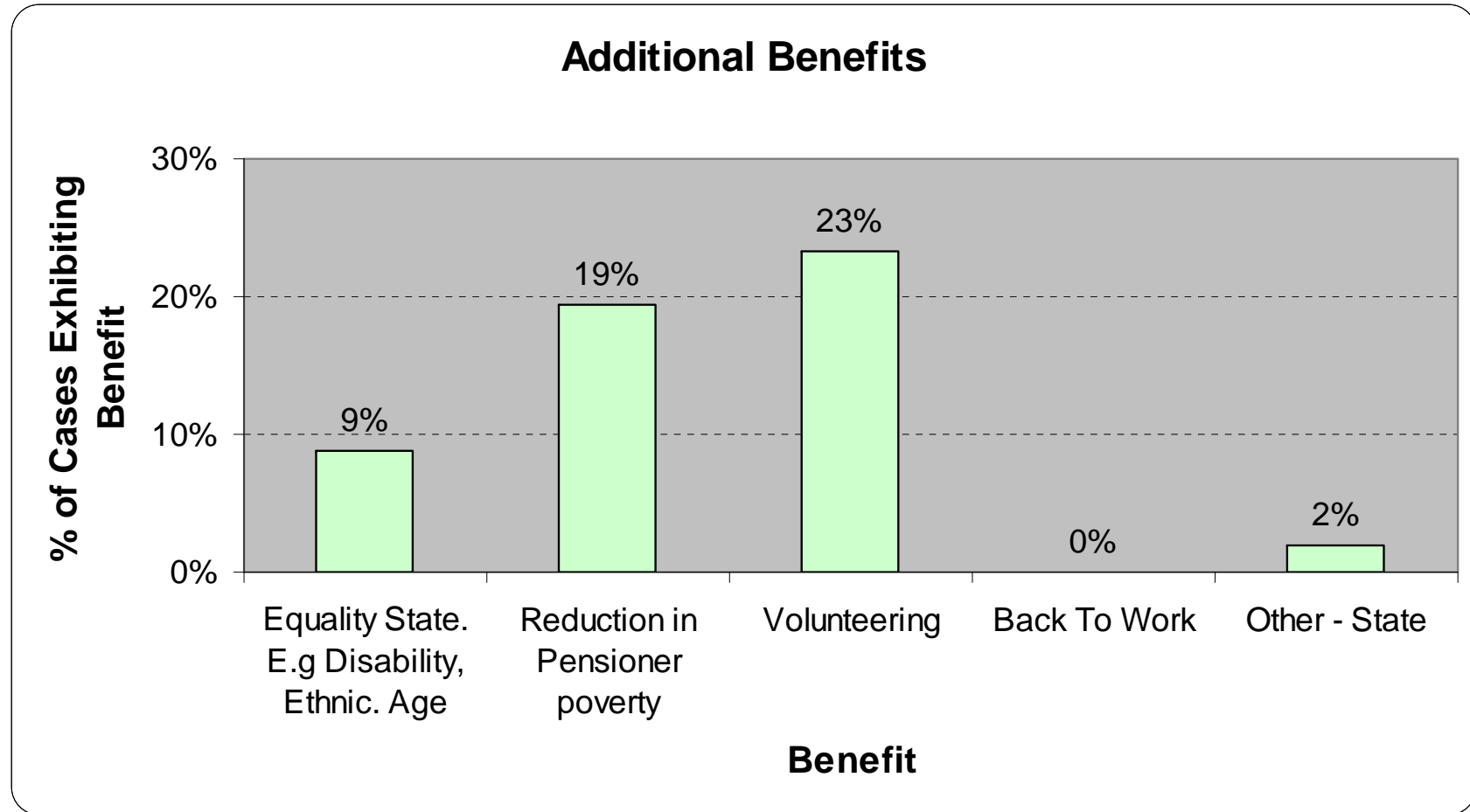
Main Benefit Areas



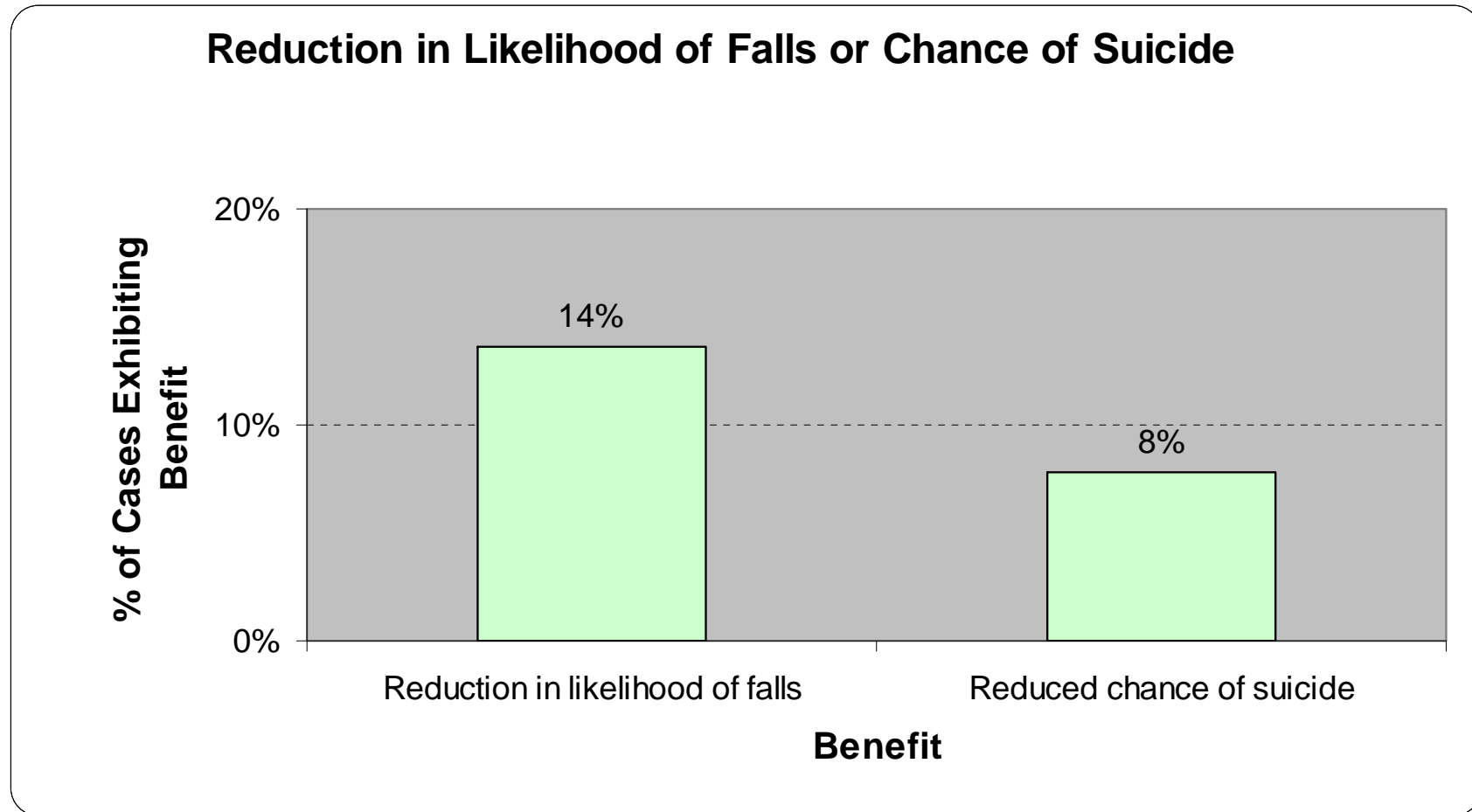
Benefits for Carers



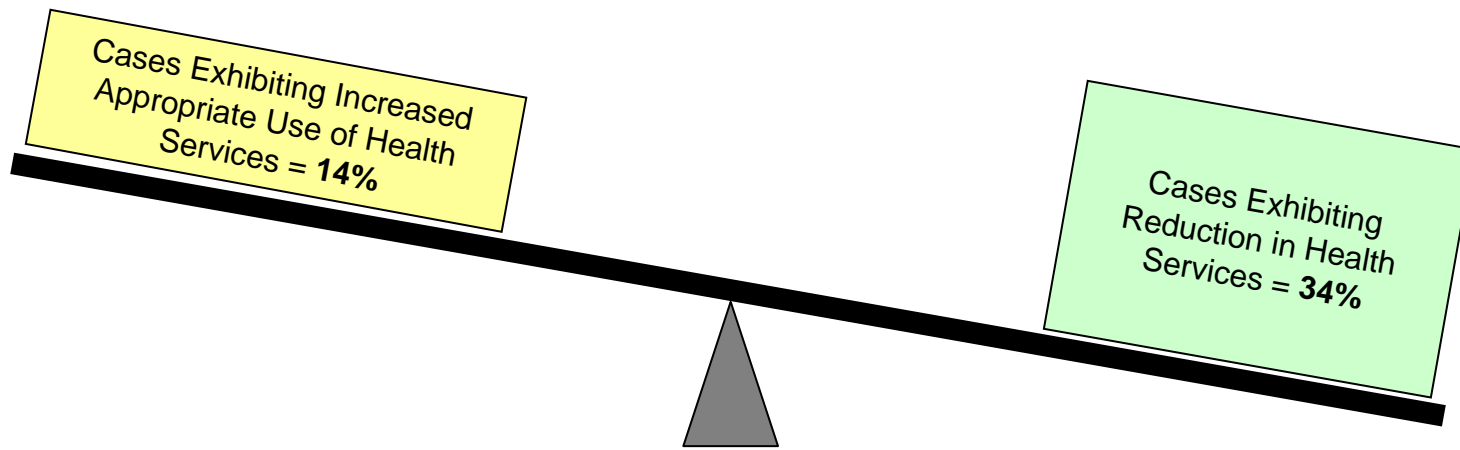
Additional Benefits



Falls and Suicide



Balance of Improved Access and Demand Reduction



Tina and Brian Breetz of Westward Ho, Bideford, North Devon

- Pictured with mentor Maria
- **Tina's story**
- In 2007 without any warning or recent illness Tina Breetz suffered a major heart attack during which there was a shortage of oxygen to her brain resulting in brain damage. At the time Tina was not expected to be able to walk again if she survived at all. However Tina had other ideas and just over a year later has not only learnt to walk again but she can also talk and make herself and her husband Brian a cup of tea.
- Although Tina had made huge progress the impact of such a major change in their lifestyle was taking its toll. Tina was extremely anxious with very low self esteem and a real lack of confidence and Brian was under enormous pressure caring for Tina and supporting her in her recovery. It was at one of Tina's physio sessions at Bideford Hospital that her physiotherapist Suzanne explained to her about the 'Time for Life' community mentoring service and Tina agreed for Suzanne to refer her.
- Time for Life became involved in March 2008 with mentor Maria visiting Tina and Brian. Since this time Tina has come on in leaps and bounds and some of the pressure that Brian was feeling has been relieved.



Tina and Brian continued..

- Tina explained how she felt when her mentor Maria first started to come and visit her. “I was very nervous to begin with and I was worried about what would be expected of me and that I might let everybody down. Now Maria is like a friend to me, her support and help over the last few months has made such a difference to both me and Brian. I can now be myself when I am with Maria which to begin with I couldn't have been.”
- Maria said, “In the time that I have spent with Tina she has grown in confidence so much, it is quite amazing and she continues to improve further every time that I see her. She can now walk confidently with the help of her walker into Westward Ho and is able to enjoy chatting whilst we are walking which is a real sign of her improved confidence and belief in her self that she can do it. Each time that we go out Tina wants to go that little bit further which shows the determination to get better and stronger that she has. ”
- Maria added “Time for Life has reduced Tina's feelings of being socially isolated and at the same time increased her feelings of self worth. The service has also helped to build a support network for her very caring husband Brian.”
- Brian and Tina have a real love of animals. They belong to an animal charity which helps injured animals and although they do not do as much for the charity as they did they have several pets that they have 'adopted' over the years. These include dogs, cats, rabbits, tortoises, birds and even at one time they looked after a seal before it was taken to the National Seal Sanctuary in Gweek, Cornwall.

Tina and Brian continued..

- Brian said, “We have always taken in injured animals and looked after them until they are better and ready to be re-homed or released back into the wild, it is part of our life. The only thing is that we cannot leave animals for any length of time and so getting a break away can be difficult. Tina’s mum has been really supportive and now that Tina is more confident we have been able to go out for lunch together which we have both really enjoyed.
- Although our lives have changed dramatically and at times it has been very difficult there is one thing that has not changed and that is that Tina and I want to be together and so spending some quality time together out of the house is really special for us.”
- Tina and Brian have joined the Headway Support Group which is a weekly support group for people with brain injuries. Tina said, “When Maria first suggested that we joined the support group I was very nervous and dreaded going. Now I enjoy it as I can have a chat to other people who are in a similar situation to me. It helps me as they know how I am feeling and that helps.”

Tina and Brian continued..

- Much to every ones surprise Tina has wanted to get more involved with the support group. They recently attended a charity auction in Barnstaple organised by the support group and at a local Fun Day they organised a Tombola stall to raise funds for the support group.
- Day to day Tina enjoys doing word puzzles in magazines as they are helping her to improve her reading and writing and she also enjoys playing 'Deal or no Deal' and 'Brain Training' on her Nintendo DS.
- Tina explained about her Christmas shopping trip that she has planned with Maria. "Maria and I are going to go Christmas shopping so that I can buy some presents for Brian. Last year I had to ask Brian's brother to get some for him as I would never have been able to have gone myself but this year I am determined to do it myself."
- When asked about the future Tina told me that she has one major goal which is to cook Brian a meal. "Brian does everything for me and never complains but I would like to be able to cook him his tea one night so he can have a break and watch the television. It is really part of my overall goal which is to get back a sense of normality."

John & Anne Beer, Barnstaple, North Devon

**Anne (left)
with mentor
Ruth and
dog Maggie.**



John and Anne continued..

- Anne and her husband John had always lived a very active outdoor life style. Anne was a swimming instructor and has always enjoyed walking and John was a keen cyclist and also had a love of motorbikes. Together they have always shared a passion for sketching and painting and have spent much time painting some of the many beautiful coastal areas of North Devon. Their home is full of many of the wonderful paintings they have done over the years. They accomplished a lifetime goal in 1985 when they cycled 3000 miles around mainland Britain in 2 months, camping en route.
- In January 2007 John suffered kidney failure and as a result now has to go to South Molton Hospital three times a week for kidney dialysis. This has led to a huge change of lifestyle for both John and Anne which has been difficult to adjust to when they had been used to leading such active lives. The change of lifestyle has been particularly difficult for Anne as she is now John's Carer.
- Over the months since Johns kidney failure Anne noticed herself that she seemed to be gradually withdrawing within herself. John knew the impact of his condition was affecting Anne and actively encouraged her to have some time out.
- "I had noticed that things were getting a bit much for me and that I seemed to be withdrawing into myself. I had got into a rut as I was doing the same thing every day and I couldn't see any way out. I knew that I had to do some thing about it and so I referred myself to the mentoring service."

John and Anne continued..

- Anne was a member of a local art group because of her lifetime passion for painting and it was here where she was introduced to the Time for Life community mentoring service. Mentor Ruth began visiting Anne and on her first visit they sat down and put together a list of goals for Anne to work towards.
- Ruth explained, “Setting a list of goals to work towards is a really good way of seeing how much progress has been made when you revisit them a month or so later and you can see how many have been achieved.
- At the same time we talked about what Anne wanted most and she told me that she simply wanted time by herself to go and walk her dog Maggie. We quickly sorted this one out as I started picking Anne and Maggie up and dropping them off where they wanted to go for a walk and then a couple of hours later I would pick them up and drop them home again.”
- Anne explained how valuable this was to her. “It was wonderful to have that time to go for a walk with Maggie. It gave us both a much needed change of scenery and I felt both stimulated and relaxed at the same time.”
- Another goal for Anne was to go on a bus as they no longer had a car. Anne was very nervous about going on the bus and in particular taking Maggie with her.

John and Anne continued..

- “It may sound silly to some people but I really was very nervous about using the bus but knew that if I wanted to start getting out and about it was a hurdle that I needed to get over. Ruth and I first went on the bus trip to Ifracombe and we have since been on several bus trips together with Maggie and each time I am growing in confidence. I was thrilled the other day as we went to Lynmouth on bus and I managed to take some of my paintings with me as an Art Gallery there had agreed to display them on my behalf.
- We have had some funny incidents whilst on our bus trips that luckily has not put me off. On one occasion there was a group of young lads who were a little worse for wear on the bus, another time the bus broke down and we had to change buses and on another occasion the bus didn't turn up at all!”
- Over many years Anne had been sending a friend letters describing the many walks that she had been on and the various paintings that she had done whilst on her walks. Anne had collated these descriptions and paintings into a book called ‘Looking forward, stepping back’. Anne has always dreamt of having her book published but as self confessed ‘techno phobic’ she had no idea how to go about it.
- Ruth said, “We went to the local library so I could show Anne how to find out more about publishing her book. I showed her how to use a computer and how to access the Internet. This was quite a challenge for Anne but with a little push she gave it ago and is working on improving her computer skills further.”

John and Anne continued..

- Anne has recently achieved her Basic Counselling Certificate and is keen to help others who may be in the same situation as her. “I would like to help others who are in the same situation as I was before Ruth came into my life. I want to be able to listen to others just like Ruth listened to me.”
- Anne explained the impact the mentoring service has had on her life. “The mentoring service has changed my world around and I feel much more able to cope better with the day to day things at home now. I feel cheered up and this is mainly thanks to Ruth who has been an absolute quiet tower of strength.”

Anne – on film!

- In March 2009 Anne agreed to be interviewed on film about her experience of the mentor service:
- Ann: “To be mentored, as it were, is something private. When you can’t speak to your relatives or your dear ones, this is something you can open your heart to, when a doctor won’t listen, this is somewhere and somebody you can go and really get help.”
- Interviewer: “How much difference has it made to you?”
- Anne “The difference between life and death.”