



Community Support

1 Year On

IMPACT REPORT :
2021-2022



**Wilberforce
Trust**



Community Support

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The Wilberforce Trust Community Eyedrop Support.

Mission Statement:

During COVID-19 many people have had to isolate or shield which has increased and impacted the Community Nursing team's caseloads. Caseloads were reviewed using the national guidance and where possible people have been encouraged to self-care, however this is not possible for some individuals, especially when they are unable to receive support from a family member or carer. Therefore, this is provided by the community nursing team.

Sadly, sight loss is an increasing reality for many people; today more than 2 million people are living with sight loss in the UK, by 2050 this is likely to be over 4 million.

An aging population is adding to the challenge, resulting in a greater and more complicated demand for eye services. Globally, eye care provision is currently insufficient to meet the requirement for eye care services. This has led to a large unmet need for eye health provision. (Rono, et al. 2019). At the start of 2021 work took place between the NHS and The Wilberforce Trust to develop a new service to provide administration of eye medication to help release capacity in the Community Nursing teams for more complex treatments.

Comments from the Operations Director:

It has been an absolute pleasure working with the NHS management and funders to bring this service to fruition for NHS patients. As a charity we are always looking for ways to increase our impact and by being able to work with the NHS we have continued to stretch that reach and to have received such warm and positive feedback from both patients and the nursing teams has been incredibly rewarding.

Teams at both Wilberforce Trust and York and Scarborough Teaching Hospitals NHS Foundation Trust have worked incredibly hard to create something that has benefited the patients and we look forward to continuing this great work with them.

– Samantha Scholey-Dyson,
Operations Director

Comments from the Head of Integrated Care at York and Scarborough Teaching Hospital FT:

Administering eye drops has been a long standing challenge for community nursing teams as it doesn't require a nurse to do this but is clearly really important for the person to receive their treatment. Given the expertise Wilberforce have in providing services to those with sensory impairments we were thrilled to be able to collaborate to find an innovative partnership to tackle this, especially with all of the additional pressure that COVID has brought. We are really grateful to the fundraising team at Wilberforce and all their sponsors for helping us to deliver this together.

– Steve Reed, Head of Integrated Care

Development of The Wilberforce Trust Community Support.

Throughout the year the team expanded to different areas of support and received an abundance of referrals for clients, some requiring long term care and others simply needing shorter periods of support.



- 1 Administering prescribed eye drops, for various eye conditions including Glaucoma and Cataracts,
- 2 Support clients to remain independent in monitoring their blood sugar levels and administering insulin as well as other medication where needed,
- 3 Assisting clients with regular compression treatment to improve vein circulation in their legs and treat swelling, as well as to delay or avoid the recurrence of leg ulcers.
- 4 Provide catheter leg bag changes, whilst providing advice and reminders for maintaining good hygiene and catheter care.

"This service has been a great addition to the District Nursing team across York and continues to be a great asset to the service. Patients benefit from the continuity of same staff members visiting. The referral system is made simple and effortless, and the communication is excellent and efficient" - York District Nursing Team (North)

Our Support

Eyedrop Support

"Administration of eye drops is a task which is time consuming for DN teams and would be referred to us if a patient was unable to self-administer or did not have a family member or carer who was able to do this. Our service is very stretched, and we need to prioritise therefore if The Wilberforce Trust were not assisting, then patients may not receive the prescribed number of drops daily as we do not have the capacity to do multiple visits" – York District Nursing Sister and caseload holder.

The Community Service have received many referrals for eyedrop support through out the year, these can be for long term support, often for drops to lessen the effects of Glaucoma or short time prescriptions for post operative or anti-infection eyedrops. Due to the team accessing the clients home, often 3 to 4 times per day any changes to their sight or complications can be reported to the GP or nursing staff as soon as possible.

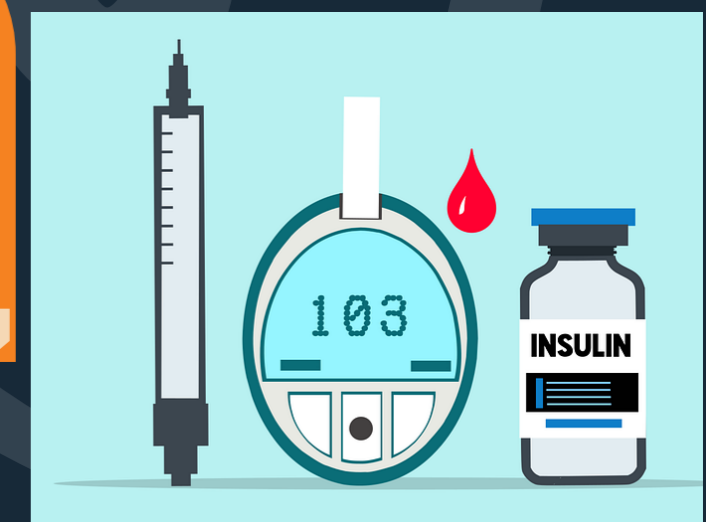
"I just wanted to say a huge thank you for being diligent, observant and caring re Mum. Really important that Mum is seen at urgent eye clinic at hospital to minimise risk of the blood vessel leaking again and causing her a lot of pain. Well spotted! Thank you again " –An Eyedrop Client's Daughter (following Wilberforce staff report of changes to eye condition)



Medication Prompts

Insulin/Medication prompt support was first commenced in April 2021 (Phone Calls) and further support agreed in June 2021 (Home Visits)

Insulin prompts can require up to twice daily support. Our clients are often those who forget to take their insulin at regular prescribed times by their GP and the medication prompts the team provide allow for regular checks of blood sugar levels. If the readings are too high or too low, individuals benefit from corrective changes to their insulin doses quicker making these more effective.



Our Support

Urinary Leg Bags

Supporting of Catheter Leg Bag Changes within the Community Support Service started in May 2021

Catheter leg bags require changing once a week to maintain cleanliness and hygiene and limit the chances of infection. The change is not a sterile procedure but still needs to be clean, ie. Washed hands and a clean, disinfected surface. Clients who receive support from the Wilberforce Team are referred into our system by the District Nurse team requiring a home visit for support. This in turn frees up the nurse's caseload as leg bags do not require a qualified nurse to change.



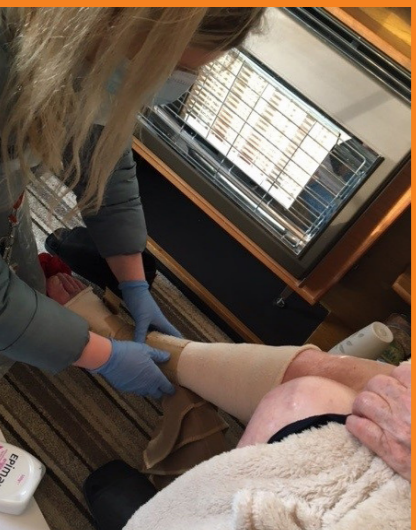
The Wilberforce Trust Team provide advice and support on behalf of the district nurses to make sure clients are maintaining a good level of catheter care, provide regular changes or intermittent changes if clients are experiencing issues. As well as assisting to order and monitor leg bag supplies.



Compression Management

The Community team commenced Compression support within the community in November 2021. Compression hosiery and bandages are designed to squeeze your legs and encourage blood flow upwards towards your heart. Due to the strategic way of applying compression stockings and wraps, clients are unable to independently put these on effectively, if at all. The tension or strong Velcro means it is even more difficult to remove for themselves. The visits also allow for the support staff to identify any breakdown or changes to the area and can be corrected quicker, reducing the number of re-admissions to the wound clinic or nurses.

The team have had 4 clients requiring this support need and would like to expand on this service but are unable to due to capacity. However, with the support already in place the clients are at least able to benefit from compression dressings during the week, even if they are unable to do this for themselves at weekends.



National Context

Why is the type of support we provide so important?



The impact of Covid-19

According to Age UK, more than 2 million people in England over the age of 75 live alone. They also asked a series of statements about how older people's health had changed since the start of the pandemic and found the following:



1 in 5 feel less steady on their feet



2 in 5 people who had difficulties walking short distances before the pandemic, now find this more difficult.



Covid-19

How we are improving Covid-19 isolation

“For many of the clients we visit, their support staff are the only person they see each day. Our clients particularly appreciate this social contact.”

Our community team support individuals in their own home with tasks they might need to attend a clinic for, such as catheter care and compression management which has been even less accessible to them due to the effects of Covid-19 lockdown and isolation.

The team can also provide support and advice to individuals via the District Nursing team if they are struggling or anxious about accessing the GP surgery. The aftercare of cataract operations requires prescribed use of antibiotic, anti-inflammatory and/or steroid eyedrops. An Ophthalmic Review in 2020 found that noncompliance with these vital eyedrops is all too common and can lead to potential complications such as eye infections or inflammation.

As well as providing vital social contact for the Individual to prevent social isolation we have also referred a number of people to our Yorsensory service and other specialist organisations such as Glaucoma UK and Diabetes UK.



Age UK reported that since the start of the pandemic, 1 in 5 are finding it harder to remember things.

Medication and eyedrops support provided by our team ensures our clients receive their correct medications at accurate and regular intervals, in the prescribed doses.

2021 Highlights

4478
EYE DROPS
ADMINISTERED

6500
MILES
TRAVELLED

621
HOURS GIVEN
BACK TO THE
NHS

778
TELEPHONE
PROMPTS

260
HOURS SPENT
PROVIDING
SUPPORT

1703
HOME
VISITS

This would not have been possible without the support from our funders

Generous funding has been provided to the service throughout the year from the Purey-Cust Trust, Feoffees of St Michael Spurriergate, the Earl Fitzwilliam Charitable Trust as well as the Hospital Saturday Fund. This funding enables the service to grow and continue the valuable support we provide! – Thank you!



The Community Co-Ordinator has attended many Wilberforce Networking Events as well as events held by our external sponsors to promote the new service and create new and lasting contacts for the Community Support Service and The Wilberforce Trust.



Looking to the future

The opening of Wilberforce House brings with it exciting spaces for activities and events. The Community Support Service hopes to expand and grow with the potential to hold events as well as working along side the YorSensory Team.

A message from The Wilberforce Trust CEO:

"We are delighted that the Community NHS eyedrop service delivered by the Wilberforce Trust has been so welcomed by the patients. We knew that in a pandemic period the resources of the NHS front line staff both in Hospitals and in the Community were working in the most challenging of circumstances, with the Covid virus dominating our NHS. We looked at how we as a Charity supporting people with Vision and Hearing impairment could step up to partner and support community work that would release highly trained NHS staff for the more critical work. With joint funding we have been able to continue to support the people in the Community and NHS with this important work. We would like to thank our amazing donors who have helped to joint fund this initiative with the NHS and continue to do so. The Wilberforce Trust team have worked alongside the NHS to make this such a success that we really hope to be able to further this work and support our NHS with services within the Community into the future" – **Philippa Crowther, CEO**





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