

Share your Fab Stuff! #FabAwards23

Title of innovation / initiative

- Summarise your innovation / initiative – try to make it engaging!

The Inception and Growth of Kendal Lunch bunch!

Problem

- Please clearly and concisely describe the problem that you were trying to solve.

The Kendal Integrated Care Community (KICC) team received an Accident and Emergency attendance notification way back in December 2017. The form detailed an older man from the town who on the 25th December rang 999 and was transported to A&E as he was hungry and lonely. He was provided with food and discharged home into our care, prompting the Kendal lunch bunch journey began.

Aim

- What were you trying to achieve? Try and make it specific - how much and by when

As a team committed to population based health, this resonated greatly and plans were quickly made to work alongside a local partner 'Waste into Wellbeing' and their 'Peoples café' to begin some meal deliveries for older, frailer and vulnerable people in our town. At this point we only had very short term, week by week goals.

Plan

- What did you do and how did you do it?

We began collecting some ready prepared hot meals from the 'Peoples café' on a Saturday and using some of our own time to deliver them. They were so gratefully received, and the feedback was amazing. The following Christmas 2018, we turned up en masse and delivered meals, gifts and warm wishes to a preprepared list of people.

- What were the key steps / actions you took and changes you made?

From this we began a more regular 'meal drop' service with evidence of weekly growth in numbers and a community following and interest.

As a team, we regularly analysed our progress and the impacts that this was having on health and wellbeing. A light bulb moment then occurred....why were we as a team providing 25+ individual house visits when we could bring everyone together in one place?!!!

The whole project was revisited, the local Parish church was asked for kitchen and room hire and Lunch Bunch as we know it was born in September 2019.

That same year we were asked to meet a local man who was struggling with grief following the death of his wife. He was found at the local cemetery twice each day sat at her graveside; his loss was palpable. He was invited to Lunch bunch where he soon became the life and soul of the group, his interest in gardening resumed and he grew the most wonderful plants to share. He also set up a jigsaw dealing business and encouraged people to telephone him for chats.

Sadly the Covid 19 pandemic began, we decided to revert back to the delivery model, to maintain some humour we dressed up for VE, Easter and Christmas day and delivered afternoon tea, soups, cakes and hot meals.

Once restrictions were lifted, we resumed our face-to-face meetings on a very gradual basis, with smaller groups of people as conditions allowed.

We now host three rotating groups of approximately 15 people who meet for lunch every three weeks. This has become the highlight of some peoples very empty social calendar and brings palpable, joy, laughter and love.

- *Did you use any improvement methodology or tools?*

A good dose of local knowledge and spirit!

Benefits

- *What were the benefits of the innovation / initiative for patient experience, staff satisfaction, health outcomes and costs?*
- Along this journey we have created multiple new friendships and reinstated some older ones. This initiative has primarily been about wellbeing, self-care and providing an in-built resilience to those who have time alone. The food that is supplied is delicious, nutritious and very wholesome with many people asking for seconds and taking away doggy bags!
- Some of these meetings have provided opportunities to talk about health, care, falls, hospital care and ultimately dying. As an ANP I can only visit occasionally now, but because I know many of the attendees I can see subtle changes in functioning, mood and physical health. As such the model has become proactive and reduces the need for GP home visits and ambulance calls.
- If a member of the group moves into a long-term care setting or dies, time is spent reflecting and remembering them and their contribution to the group.
- *If you can quantify the improvement or savings please also include numbers – this can help others produce a business case. If you have patient or colleague quotes, you can also include these here.*
- Essentially the group survives in a lot of goodwill from amazing cooks, volunteers and the left over supermarket food. Fresh produce is bought to compliment the groceries and there is a pay what you can approach.

Measures

- *Please share any measures that you used to discover if your initiative resulted in an improvement.*
- The measures are largely subjective and around the individual persons experience. Please refer to the photographs to begin to comprehend the social movement that has been created to reduce loneliness and hunger in our town.

Resources / team

- *What did you need to make the change (equipment, budget etc)?*
- Recipe for a successful Lunch bunch;

A hardworking health care team
Several creative cooks

Many vivacious volunteers
One compassionate church
A cheerful charity
Amazing appetites
Delicious desserts
An outgoing group of older people

- One of our clever cooks was successful in obtaining a grant from the local council to help sustain the group. This has enabled us to buy some resources such as board games, fresh additional ingredients and host Christmas parties.
- *Who was involved in making the change – did you involve patients and carers?*
- We involved our key stakeholders namely the local Church, the waste into Wellbeing charity. Our older population have had a voice from the beginning, and we welcome their steer and insight into the leadership and delivery of the groups.
- *Did you use evidence or build on ideas from other trusts or organisations?*
- We think this may be quite a unique innovation in its approach to population health and care, but we are happy to trail blaze here!

Key learning

- *What have you learnt from this project?*
- I think we have learned compassion, humanity and to never doubt the harm that is caused by loneliness.
- *What would you do differently if you did it again? What would you do the same?*
- We would probably go even bigger and try to do some Lunch bunch outreaches in our smaller surrounding villages and thus capture a wider audience!

Tips for others

- *Who else can benefit from this work?*
- This is a simple, cost effective and joined up approach to supporting older people to remain well, make friends and live their lives to the full. The volunteers get great joy from their contribution and go the extra mile to make themselves available for Fridays, we cant thank them enough.
- *What advice would you give to others doing the same thing?*
- Have a go, work hard and enjoy the joy this small initiative will bring your community.

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Date of innovation / initiative: December 2017 to the present date

Do you have any attachments?

- "A picture is worth a thousand words". Are there any photos or graphics that could help bring your story to life?
- Are there any supporting materials, documents, communications or other outputs that you used or produced that you could share to prevent others reinventing them?

If so, please upload them to the Fab site with this completed template.