

Compassionate
Neighbours
in East London



**Impact Report
2016 - 2017**



223

**Compassionate Neighbours
trained and making a
difference in their community**



A Social Movement

Compassionate Neighbours is a social movement of trained local people who are empowered to be more compassionate in their local communities. They provide emotional and social support for community members who are isolated and elderly or experiencing chronic or terminal illness.

Compassionate Neighbours is not a befriending service; rather a mechanism to put the local community at the heart of end of life care by providing support to community members who are referred to us both via the Hospice and externally. Community development and co-production principles are integral and the Neighbours are the focus of the project as major stakeholders in its delivery and development. The match is not an intervention of the Neighbour to Community Member, but a mutually beneficial match where true and long-lasting friendships are formed.

Agents of social change

Our Compassionate Neighbours strongly identify not only that the project is theirs but also that they are combatting some of their own isolation through the neighbour network and the activities available to them. They are also more confident talking about death, loss and dying and about the hospice and its services.

Compassionate Neighbours is underpinned by public health principles which promote and protect health and well-being through the organised efforts of society. They emphasise the collective responsibility of society and community:

- We seek to improve understanding and confidence on the part of local people about issues related to dying, death and loss.
- We aim to develop skills on the part of individuals and communities to participate in discussions on these important issues and to become more confident about using related services such as available at St Joseph's Hospice and throughout the community.
- We aim to increase choices for individuals who are living in the last years of their life and for the individuals caring for them.

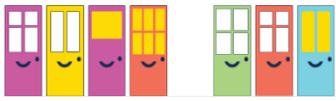
91%

of Compassionate Neighbours feel that their quality of life and community connectivity have increased since getting involved in the project.



63

**Compassionate Neighbours
regularly visit someone
in their community**



Compassionate Neighbours are at the heart of the project

In addition to their regular visits to community members, we offer an extensive programme of support, training and social events for Compassionate Neighbours. They are the driving force of the project so it is important they are engaged, developed and supported throughout their journey. This year we:



96

**TRAINING OR
SOCIAL EVENTS
HELD**

80



**COMPASSIONATE
NEIGHBOURS TRAINED**

4,044

**INDIVIDUAL INSTANCES OF
POSITIVE, SOCIAL COMMUNITY
CONTACT**



354

PEOPLE INVOLVED

**Including Compassionate Neighbours,
Community Members and local people.**

“It’s a natural friendship. You can’t buy that. It’s a real, true friendship and that is what I love about Compassionate Neighbours.”





Community Members

We receive referrals from a variety of sources, both within the Hospice and externally. As a founding member of the Hackney Social Isolation Forum, we work in partnership with a number of local community organisations all engaged at supporting lonely or isolated people. This ensures people are receiving the services they need and we are able to share resources, good practice and expertise effectively.

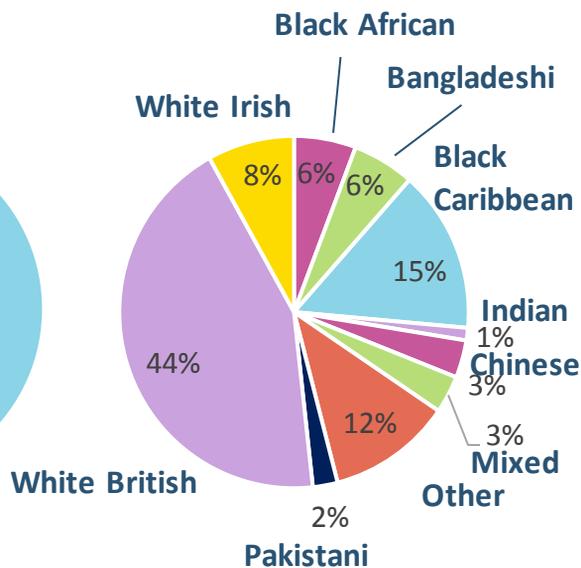
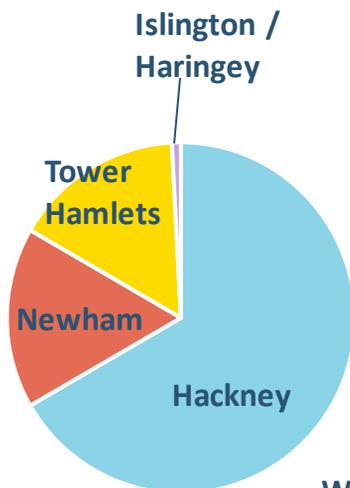
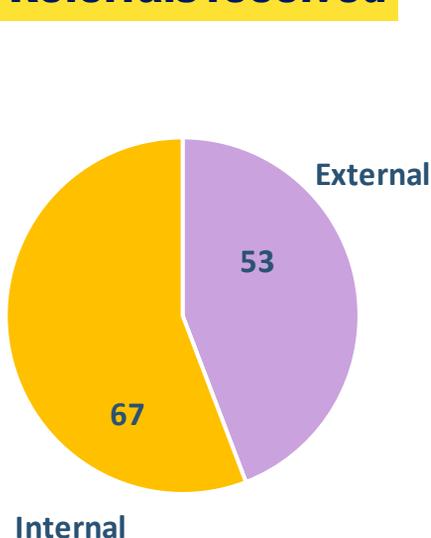
80%

Feel more connected to their local community

60%

Have an improved perception of the Hospice

120
Referrals received





Our social movement is:

1. **Impactful**
2. **Sustainable**
3. **Cost effective**

This year, we have trained 80 Compassionate Neighbours, all of whom are representing St Joseph's Hospice in the community, demedicalising hospice care and having meaningful conversations about death, dying, grief and loss. Once they have completed the training, they become Compassionate Neighbours and we are sure that their increased confidence and understanding of issues around death and dying have a benefit on their community, even if they are not formally matched to a Community Member. They are hospice ambassadors and our movers and shakers for the Compassionate Neighbours movement.

63 **Active
Compassionate
Neighbours**

6,552
Hours of community compassion

MORE THAN
£225,500



Saved by the NHS in patient contact time*

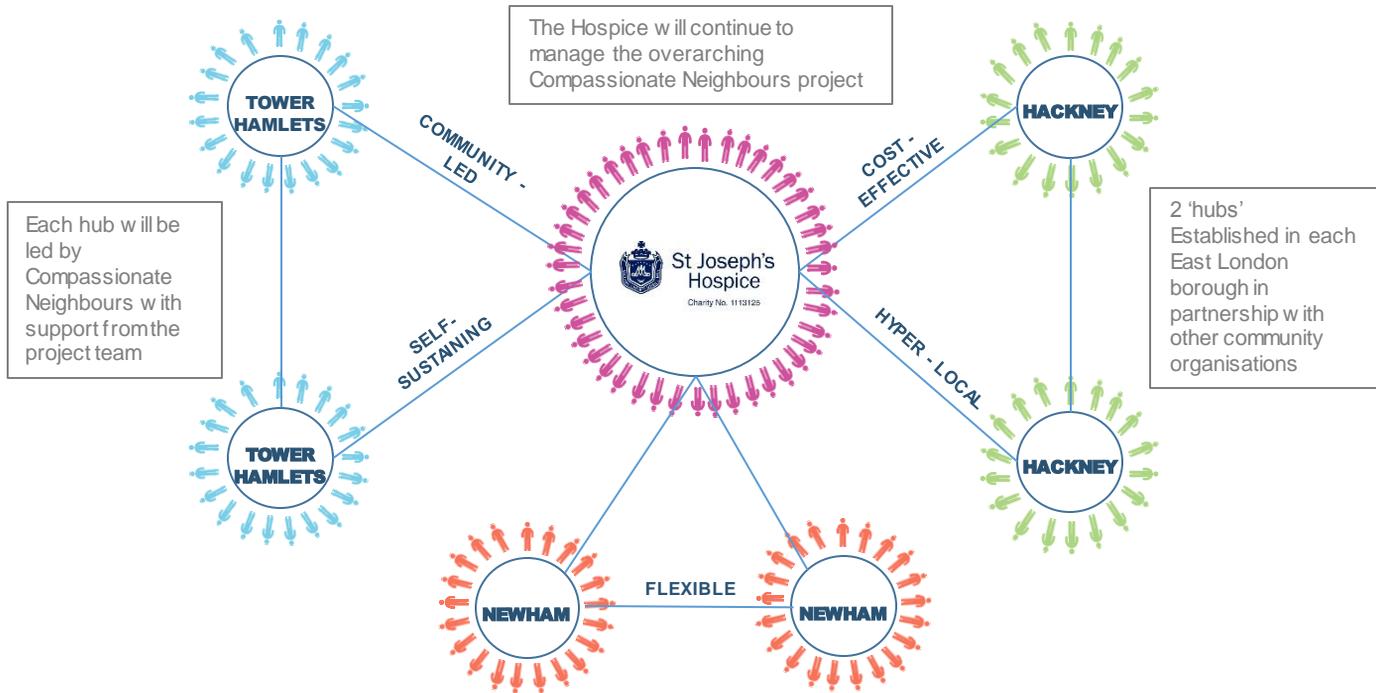


3,276

**Home visits carried out by
Compassionate Neighbours
in the last year.**



Compassionate Hubs: A model for sustainability



With over 220 people trained and almost 100 Compassionate Neighbours matched since its inception, the project has been hugely successful and continues to grow. The 'Compassionate Hubs' model ensures this growth can be manageable and sustainable. Each 'hub' will be a selected group of Compassionate Neighbours operating at a local level. This could be in partnership with a housing association, community centre or coffee shop and the Neighbours will be supported by the project team to establish their own Compassionate Community including social and information events, recruiting new Neighbours and encouraging referrals of Community Members. This model harnesses the power of our existing compassionate community and offers sustainable scalability of the project in a way that effectively serves the needs of the communities we are working with and empowers our Compassionate Neighbours to take ownership of their own hubs.



Lime Tree Court: Compassionate Hub Pilot

-  **Partnership with Hanover Housing**
-  **12 new referrals**
-  **9 successful matches**
-  **3 new Compassionate Neighbours**
-  **Weekly coffee mornings attended by more than 30 residents**
-  **Community garden planted**



Thank you

To all of our wonderful Compassionate Neighbours, Community Members and everyone who continues to support this project and contribute to this ground breaking social movement.

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www.stjh.org.uk/neighbours

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