

'Making a Mark'

Mark Holder Social Impact Declaration

Help & Care

Help & Care has been working across South-Central England for over 30 years, promoting dignity and independence for all people, particularly people living with a health condition, carers and those in later life.



Our vision is a place where people and communities are living the lives they choose. We have worked since 1985 to improve the communities in which we work. What makes us different is our person-centred approach. We understand that each individual has different needs, so we work closely with people to understand what really matters for them and to help them lead independent and fulfilling lives.

The Social Enterprise Mark criteria includes a requirement for all applicants and renewing Mark Holders to provide 'social impact statements', which illustrate how they are striving to meet their social/environmental objectives.

Below are examples of how **Help & Care** is Making a Mark, striving to create a positive impact on people and planet.

Supporting people to live the lives they choose

We provide a range of services to support people and communities to live independent and fulfilling lives. Outcomes include:

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- **Reducing loneliness and isolation** - an example is our telephone befriending service, which matches volunteers (who are mostly older people themselves) with people over 55 who live across Dorset and who are isolated, lonely or housebound. Our volunteers give them a call twice a week for a friendly chat
- **Providing support to maximise independent living** - our core activity is to provide information and/or direct support to help people live the lives they choose and primarily, as independently as possible. This includes telephone support and guidance, community based workers, one to one health coaching, or via independent advocates
- **Improving outcomes for people with long term health conditions** – we run a health coaching service for people with long term health condition across Bournemouth, Poole and Dorset

Measures of support provided

- **Reducing loneliness and isolation** - last year there were **367** volunteer sessions delivered to vulnerable people by **20** volunteers
- **Support to maximise independent living** – across Dorset County we engaged directly with 1,855 individuals in the past year and had almost 42,000 general contacts by engaging in community events and activities
- **Health coaching service** – in the past 12 months we have engaged with **700+** people across Bournemouth, Poole and Dorset

Creating social impact

- **Reducing loneliness and isolation** - our community workers work across rural Dorset to ensure people are aware of and have access to all the resources and support they need to maintain safe and independent lives
- **Support to maximise independent living** – this helps reduce pressure on public health and social care services and improves patient choice
- **Health coaching service** – enables people to self-manage their health conditions and maximise their independence

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