

19 April 2017

Agenda Item 6e

Shopper-Aide Ltd

Summary

Enter a brief summary of report.

1. Purpose

Shopper-Aide has been asked to provide information about our services to help older people live independently at home. We shop, help in the home & provide social interaction services.

2. Recommendations

Recognise the value of the work we do & the implications of how to replicate elsewhere.

Understand that this is a service that will not decrease due to the growing numbers of an aging population & desire to keep people healthy & out of hospital & long term care homes.

3. Background

In 2009 from a need highlighted at South Kintyre Fit Communities group by Community Nurses for a shopping & extra help service for older people, especially coming out of hospital, they noted there was such a service in Dumfries & Galloway -The Food Train. Enquiries found that there was government funding to set up a scheme in each council area but Argyll & Bute had declined & were promoting Wilshire Foods to housebound clients but this doesn't cover many essentials, help in the home for tasks they can no longer do or social interaction. Our group felt that there was a need for more than this (and has proved it) & therefore pushed to set up a similar scheme in Kintyre which is Shopper-Aide.

2010 – 2013 - With funding from First Port the company & charity was set up, Awards for All helped to pay for premises & basic equipment a few volunteers & help via Fyne Futures towards paying for 2 part time staff we started to help older people get shopping, help in the home & set up an Old Pals group in Campbeltown for men while at the same time chasing any funding we could get & applying for more long term funding from the Big Lottery.

2013 – present - With lottery funding towards a manager, assistant, rent/utilities, office, costs, marketing & professional fees we have grown

considerably but are continually chasing funding to ensure that the needs of our clients are met.

4. Detail

Today we have a client base of over 200, 18 staff (from 35 hours to 2 hours per week), 40+ volunteers on a weekly basis (160 hours in total), do 70+ shops per week & collect 22 prescriptions, 8 regular extra help in the home (20mins sessions), 12 hours housekeeping (a new service), run 2 four hour clubs weekly (Elderberries), 2 Old Pals groups (Clachan and Southend) & Garry's Gang (taking men out for a weekly trip). We support 10 ladies to attend a weekly church coffee afternoon. Running costs 2015/16 £108,934.

We also take clients to appointments including escorting & going in with them if needed (audiology, doctor, dentist, optician, lawyer, bank et al) as well as taking to other events or some respite for a carer if they have an appointment. 80% of our clients do not have or want access to a computer so our main contact is via a visit or telephone. We are also there if they need help e.g. we have taken people to hospital, helped when they have a fall, organised a plumber (and other trades) when there is an emergency, arrange information sessions at Elderberries (safety in the home & personal safety, hearing problems, falls prevention etc).

Costs for services are kept low and are the same all over (£3 for shopping, £4.50 for Extra help services and £12 for housekeeping)

We defrost fridges, help people move home, post letters, wrap presents, shop all over town, weed & plant and so many other things. Many of our clients are not in receipt of care packages and referral can be self, family, social work, NHS, other organisations.

5. Conclusions

There is a need for such services all over Argyll & Bute – we do not have the capacity to roll it out – we spend so much time keeping our selves going and chasing future funding – if such funding isn't forthcoming and we have to stop – who will pick up what we do. NHS Beds cost £400 per day and all clients & organisations including statutory, say –“... don't know what we would do without you”.

6.0 SOA Outcomes

Outcome 5 People Live Active, Healthier and Independent Lives

Name of Lead Officer

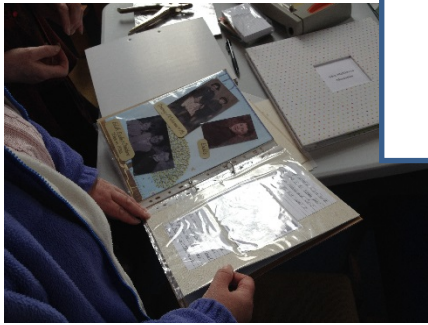
Susan Paterson Director Shopper-Aide

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For further information please contact:

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We make memory books at Elderberries, and in people's homes



Primary school pupils visiting and helping with shopping



Grammar school pupils with Elderberries visiting for games day at the grammar



Jim filling Cherry-Aide with our bags & Ritchie with Dalintober pupils shopping using Blueberry





Out and about – Museum, Glenbarr, on the bus and Christmas dinner



Awards

