



# IMPACT

# REPORT

# 2021 - 2022

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# INTRODUCTION

**The Rainbow Foundation, Wrexham is an active ageing charity that delivers outstanding services to improve the health and wellbeing of our communities.**

We offer a range of interventions including our **Day Opportunities** service which provides **social engagement** and **supports independence** in later life for the elderly and a **Home Care** service which delivers **support in the home**. Our **Rainbow Meals** provides **healthy, nutritious, and affordable** meals to people at home while our **Community Transport** provides a vital service which allows people to **retain a level of independence** which would otherwise be out of reach.

Within our community wellbeing team our **Community Agents** provide **free information, support, and advice** for the **over 50's** in our local communities.

Whilst our specialist **Social Prescribing** service works with **GPs across the whole of Wrexham** to support **anyone over 18** with their **mental health and wellbeing**. We deliver a range of social prescriptions too, including our innovative **Active Futures** programme, **bereavement support groups** and **menopause support group**.

As well as a wider offer of **social and support groups** which take place at our three hubs in **Penley, Marchwiell and Chirk** and in local community spaces. **Volunteer opportunities** are also available within the charity and provide a vital service in our local communities.

These services:

- Promote independence, participation and self-care
- Addresses the determinants of active ageing
- Promote better mental health and wellbeing,
- Reduces loneliness and isolation
- Provide services closer to home
- Are aligned to the Charities Objects as set out in our Constitution.

Our Trustees present their annual report together with the financial statements of the charity for the year **1st Nov 2021 to 31st October 2022**.

This report covers the same period.

# A WORD FROM OUR CHIEF OFFICER



*Pictured LtoR: Cllr John Pritchard, lead member for Adult Social Care (WCBC), Caroline Tudor-James and Ken Skates MS, Clwyd South*

Widening our holistic offer to address what matters most. Our core services remain deeply embedded in our local communities and developed in response to local needs.

Through our day opportunities and home care service we provide care closer to home. Our day opportunities service operates from 3 wellbeing hubs, which include a community garden with hens living on site, lots of peer support groups, and you might find children from the local nursery interacting with our clients with singing, crafts and games. These services support us to effectively tackle loneliness and improve our client's ability to live independently.

We also provide much needed accessible transport to enable those most in need to reach us, this would not be possible without support from our sponsors.

Social Prescribers have returned to GP surgeries, providing face to face Mental Health support.

We have widened our holistic offer by employing a growing number of Community Agents, who remain on the ground, providing outreach support to the over 50's, including accessing benefits or using digital technology to setting up a range of local support groups which are supported by our incredible volunteers and our Volunteer Coordinator.

We are acutely aware of system stressors in the NHS and Social Care, as these have a direct result on the care and support our clients receive. With this in mind, we have been working innovatively to deliver 'Active Futures' and develop 'In My Place'.

To reduce the risk of falls and related hospital admissions, we launched our innovative 'Active Futures' programme. Jointly led by a physiotherapist and our community wellbeing team, Active Futures helps build confidence, strength and resilience for those at risk of falls. Results have been incredible, and this has led to this pilot being rolled out across Wrexham in 2023.

We're also working with partners to develop 'In my place' a hospital avoidance scheme, which will respond to non-critical falls at home, support people to die well in the place of their choice, and reduce the stigma about death and dying. As a lead into this project, we took part in the BCUHB led Red Bag Pilot, a hospital transfer scheme, which resulted in improved patient care for clients being admitted into and discharged from Wrexham Maelor Hospital.

## What next?

We will work to ensure our services remain financially viable as we navigate through the current cost of living crisis, which has led to increases in fuel, food supplies and staffing costs.

We will continue to deliver and develop services to meet the changing needs of our local communities based on our mission and values and in line with our strategic plan.

We are passionate about finding better ways to do things and also need to understand the full impact that the Rainbow Foundation is making so will work to further embed how we assess impact across the organisation.

*Caroline*

Caroline Tudor-James  
**Chief Officer**







# COMMUNITY PROFILE

**1 IN 10**  
OLDER PEOPLE  
ARE **LONELY**

**50%** OF ADULTS  
**OVER 50**  
ARE LIVING WITH  
**CHRONIC ILLNESS**

**1 IN 4 PEOPLE**  
**STRUGGLE**  
WITH THEIR  
**MENTAL HEALTH**

**1/5** PEOPLE IN  
WREXHAM  
ARE AGED OVER 64  
& NEARLY  
**1/3 LIVE**  
IN RURAL AREAS

**FRAILTY**  
AFFECTS 25%  
OVER **85'S**  
ACROSS WREXHAM

**DEMENTIA** IS ON THE  
R I S E  
& **CARE IS IN**  
C R I S I S

# DAY OPPORTUNITIES

**Enhancing and developing relationships, and building self-confidence** to enable clients to better manage their health, wellbeing and self-care while combating loneliness.

The Day Opportunities service operates from three Care Hubs, situated in Penley, Chirk and Marchwiel.

Our core offer includes:



exercise



great food



self-care



entertainment



friendship



**90%**  
OF CLIENTS  
**ARE AGED**  
OVER **75**

**78%**  
HAVE A  
**DEMENTIA**  
DIAGNOSIS

**70%**  
OF CLIENTS ARE  
**FRAIL**

**100%**  
HAVE ONE  
**OR MORE**  
DISABILITY



**Our Day Opportunities service has been proven to:**

- Reduce loneliness and isolation,
- Reduce frailty,
- Provide a sense of belonging and purpose again,
- Improve routines for clients, specifically those with dementia, including sleep patterns, appetite, and reducing waking nights

## Monitoring Movement to Combat Frailty

In 2022 we trialed our Pedometer Test where 10% of our clients were monitored with a pedometer to assess the impact that attending our Day Opportunities service made to their physical activity.

Not only did participants take more steps during the challenge, but quality of step length increased too, allowing them to travel a greater distance during their time at the centre & combat frailty.

**140%**  
INCREASE  
IN DISTANCE COVERED

**136.6%**  
INCREASE  
IN STEPS TAKEN



# CASE STUDY

## A few words about Eddie

Eddie joined The Rainbow Foundation with depression and did not want to leave his house. We put in place a buddy and transition process and we are now so pleased that Eddie joins us three days a week.

## What Eddie says

Coming here I feel has changed me. I just stayed in my house for a long time, sometimes not getting out of bed. I now feel better. The staff and my friends I have here make me feel happier. I like going out on the bus and I really like the chair exercises we do in the morning.

I now go out with my daughter to the pub. I saw a friend and she was shocked to see me out, asked where I had been all this time. I said I am back and I will try to keep coming to see her, she was so happy.

## What Eddie's daughter says

Dad became very introverted after personal losses and lockdown, he never went out, was depressed and had episodes of tearfulness. He was very emotional.

Going to Rainbows at first, he didn't like the idea but very quickly once he started to go, he has increased his days and would go more if he could. It has given him a new lease of life, a purpose to get up and leave his house. It has totally turned his life around; he has got his spark back.

For me, it has been fantastic and a relief because I know he is happy, and it has given me time to get things done and concentrate on other things I wouldn't have had time to do before.



# HOME CARE

Developed in response to a lack of provision for home care across rural South Wrexham, The Rainbow Foundation is the only provider operating in the main villages and hamlets we serve.



**Full transparency direct to the phones of our clients and their families**



- ✓ get to know their carer in advance
- ✓ receive clarity as to when we arrive and leave in real time updates
- ✓ read a summary of what their loved one and their Rainbow carer got up to during their visit

The app gives families piece of mind that their loved ones receive the high standards of care they deserve.

**24**  
**CLIENTS**  
**SUPPORTED**  
**WITH COMPLEX NEEDS**

**215**  
**HOME**  
**VISITS**

**476**  
**MEDICATIONS**  
**SAFELY ADMINISTERED**

**692**  
**CARE TASKS**  
**COMPLETED**



bringing our  
**award-winning**  
service direct to  
our clients  
**door**



medication reviews



frailty assessments



skin condition checks

The Rainbow Foundation's Care Team have provided **over 140 care assessments** to support clients to: retain their independence and access wider services across Wrexham; including:



# COMMUNITY AGENTS

Providing free information, advice and support for over 50's in our local communities

**172** CLIENTS SUPPORTED  
WITH COMPLEX CASE WORK



**Falls prevention** (mobility aids, falls assessments and falls team referrals)

**450** CLIENTS ENGAGED  
EVERY MONTH  
ACROSS SOUTH WREXHAM & HOLT

to access services, peer support groups, appointments and activities to improve their health and wellbeing



**Income maximisation** (benefit checks, and appeals and tribunals)



**Retaining independence** (telecare, community alarms, OT assessments, home care)



**Reduction in loneliness and social isolation** (peer support groups and volunteering, befriending services)

FACILITATED  
**164** PEER GROUP SESSIONS

including seated exercise, lunch clubs, a menopause support group, carers group, art groups, walking groups and, come and cook sessions as well as supporting Active Futures.



**Health improvement** (local surgeries, community nursing teams, mental health teams and hospital discharge, pharmacies)

**180K** RAISED IN WELFARE BENEFITS

\*still pending outcome of all awards



# CASE STUDY

Jean is 72 years old who is frail and in poor health. After a recent bereavement she lived alone and independently in a rented detached cottage in a rurally isolated area of the community.

Unfortunately the cottage was extremely damp with evidence of extensive mould throughout putting Jean's health at risk impacting her breathing. There was no central heating provision so Jean had to use several gas and electric heaters to try and keep the property warm. Despite this the rooms remained extremely cold. She shared concerns with the landlord.

## WHAT WE DID

Our Community Agents worked with Jean to make a **housing application** for a new property , a **number of Welfare Benefits applications** including Attendance Allowance, Pension Credit, Housing Benefit, Council Tax reduction and a Blue Badge. Referrals were also sent to **Telecare**, a remote service offering monitoring and reassurance 24/7, the **Fire Service** for a home safely check as well as **The Rainbow Foundation's Social Prescribing team** to ensure Jean has the **support she needed** to deal with her bereavement.

## HOW IT HELPED

Jean now lives in a **warden controlled bungalow** in a village with great community links. All **welfare rights applications were successful** and Jean has now been awarded £15,087.40 per annum to assist her to live independantly.

Jean continues to be part of our **Rainbow family** and attends **The Rainbow Foundation's Bereavement Support Group** each month.



# CASE STUDY

Adam is 31-year-old male patient who was referred by the GP for Social Prescribing. He was experiencing issues of low mood and severe anxiety which was inhibiting Adam's ability to go outside and successfully complete everyday tasks.

We **worked with Adam** to establish what **mattered to him** and co-produced an **action plan** to support Adam which was delivered through a combination of **signposting** and **talking therapy**. This included:

- Signposting to Welfare Rights for financial support
- Recommended and implemented an exercise regime
- Sleep hygiene discussions and implementation
- Creation of an achievable action plan for walking outside
- Talking therapies to manage stress and anxieties
- Discussion and implementation of self-care

Adam is now **successfully engaging** with The Community Mental Health Team and having weekly sessions.

**SWEMWBS**  
ADAM MOVED FROM  
**11.25 → 19.98**  
LOW MENTAL HEALTH TO  
PROBABLE DEPRESSION

## OUTCOMES

Adam is now:

- able to **exercise outside again**
- **self-care has improved**
- overall anxieties and stress are reduced & managed more effectively.

“Thank you for all of your support over the past months, you have been brilliant and I wouldn't be where I am now without it. I deeply appreciate your support and feel now that I can hopefully move forward.”

# SOCIAL PRESCRIBING

Free to any adult across all of Wrexham who are registered with a Wrexham GP.

A Social Prescriber helps clients establish what matters to them and provide them with direct support to reach their health and wellbeing goals.

**261**  
CLIENTS  
SUPPORTED

**1094**  
APPOINTMENTS

**704**  
SOCIAL  
PRESCRIPTIONS  
GIVEN

AV. SWEMWBS  
PATIENTS MOVED FROM  
**18 - 22**  
POSITIVE  
IMPROVEMENT  
IN MENTAL HEALTH



Working with patients to reduce health inequalities by addressing complex issues impacting their wellbeing.



Empowering patients to take control of their health and wellbeing, and supporting them as they develop the skills they need for a brighter future.



Supporting patients with the tools, coping mechanisms and strategies to manage low moods, stress, anxiety and depression.



## SOCIAL RETURN ON INVESTMENT

**£ 1:7.15**

for every **£1** spent **£7.15 in social value is generated**, based on improvement in patients mental health alone.

# ACTIVE FUTURES

strength and balance classes promoting independence in later life

Our **physiotherapist led** Active Futures **group exercise sessions** promote:



**46**  
PARTICIPANTS

**54%**  
HAD A  
REGISTERED  
DISABILITY

**12**  
WEEKS

**78.1** AVERAGE  
AGE

More than **50% of participants** had a **fall in the last 12 months**,  
**3** of which **accessed emergency services** as a result

100% of participants improved during the programme:

- **Decreasing time taken** to complete activities.
- made **significant improvements** to their **stamina, confidence**, and overall **feelings of wellbeing**
- Reported a **reduction in concerns** and **anxiety** around **falls and mobility**
- Increased **functional fitness** for **independent living**.



SOCIAL RETURN ON INVESTMENT

**£1:9.37**

For every **£1 spent**, there is an **added value of £9.37** through **physical health improvements, mental health & reduction in use of NHS services**



# Active Futures client Julia SAYS



“My quality of life was getting worse and worse. I was in a lot of pain, I was having to use sticks, I was falling. I’d seen a surgeon and he said I needed multiple surgeries. I came on [The Rainbow Foundation’s] 12 weeks programme and I was really impressed. I have increased confidence, I’m mobile again, no sticks in sight! Even the consultant, was absolutely amazed by how quickly I recovered.”



# REDBAG SCHEME PILOT

Vulnerable people received more personalised care through a new pilot scheme led by Betsi Cadwaladr University Health Board (BCUHB) to ensure people have all the important information they need with them when they are admitted or discharged from hospital.

The pilot project took place during November and December 2022. The Rainbow Foundation was the only community-based organisation involved, the other 4 organisations being care homes.



**20** CLIENTS  
TOOK PART

**9** PEOPLE ATTENDED\*  
HOSPITAL DURING THAT TIME

\*significantly higher than the care homes involved who only had 1 or 2 clients being hospitalised

## OUTCOMES

- A demonstration of the **importance of red bags** within the community for older people.
- Better and **more efficient information sharing** between families, care teams, emergency services and hospital teams.
- **More detailed information** was shared across the board.
- The clients **care and treatment improved**.
- Evidenced **high demand for Advance Care Planning in the community**.

# COMPASSIONATE CYMRU



Advanced  
Care Planning



Bereavement  
Support



Carers  
Support

**End of life support across Wrexham including Advance Care Planning, Carers Support and Bereavement Groups.**

In 2022 we extended our Community Wellbeing service with a Compassionate Cymru Connector, providing end of life support across Wrexham.

## WHY?

- Strengthening **carers support**.
- Strengthen peoples' **confidence to die well** in the **place of their choice**.
- Ensure **unnecessary hospital admissions are avoided** as well as **over-medicalisation** during the end stage of peoples' lives.
- Facilitate a **behaviour change** across stakeholder groups to **reduce the stigma of death** and **make ACP as natural as birth planning**.
- Allow professionals across all sectors to **honour end of life wishes**, and build on **best practice** around end-of-life support.



**60%**  
OF CARERS  
REPORT A LONG TERM  
HEALTH CONDITION

**25%**  
OF CARERS  
OFTEN OR ALWAYS  
FEEL LONELY

## YOUR RIGHT TO CHOOSE

Despite 50 – 70% of participants in BCUHB (2018, ONS) expressing a desire to die at home, only 22% did so.

Percentage of Deaths at selected locations in BCUHB showed:

- 52% occurred in a hospital setting
- 22% occurred at home
- 26% hospice, or within care / residential home setting





# RAINBOW MEALS

Eating a healthy, balanced diet plays a key role in keeping the body strong.

Poor nutrition can lead to delirium, frailty, and increase your risk of developing a number of age-related diseases including disorders of impaired cognitive function.

**3,060**

**RAINBOW MEALS  
COOKED & SERVED**

Rainbow Meals provide a healthy balance of protein, carbohydrates and at least two vegetables each day and are an important tool in maintaining good nutrition.

Delivered via:

- Our 3 Care Hubs
- Social Lunch Clubs
- Direct to people's homes



# COMMUNITY TRANSPORT

Providing a freedom and level of independence which would otherwise be out of reach.

**2,052**

**MINI BUS JOURNEYS**

**OUR RAINBOW  
VOLUNTEERS COVERED**

**11,880**

**MILES** DELIVERING MEALS



# VOLUNTEERING

MORE THAN  
**1,200**  
HOURS GIVEN BY  
VOLUNTEERS

MORE THAN  
**200**  
LUNCH CLUB  
MEALS SERVED

MORE THAN  
**2000**  
RAINBOW MEALS  
DELIVERED



I was happy to join the Rainbow volunteers, it has helped me and has given me a purpose. Something to plan for and a sense of achievement. I feel part of a team who do valuable community services.

*Brendan - Rainbow Volunteer*





## Penley

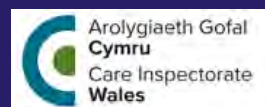
Rainbow Centre Penley,  
Whitchurch Road,  
Penley, LL13 0GB



@therainbowfndn

Registered charity number 1199932

Care Inspectorate  
Wales registered



We are incredibly grateful to all our supporters who made generous contributions to our work during 2020-2021. Your support provides a lifeline to many of our service users, enabling us to keep our bus on the road, provide new opportunities for service users, and ensure no one is left housebound, lonely or isolated.

# WE THANK YOU FOR YOUR CONTINUED SUPPORT IN OUR PROGRAMMES

