

'Ensuring that Mary's wishes and needs were met.' Dawn Newsome explains how Local Links made a difference for Mary

Better Lives for people in Leeds



Local Links

As part of Local Links, Armley Helping Hands Neighbourhood Network is working with Leeds Adult Social Care to trial a different way of planning support and brokering the range of services needed by older people in the local area. Dawn Newsome, Project manager at Armley Helping Hands, recently told us how the project was making a positive difference for Mary* who uses the Local Links service.

Highly respected in her local community, Mary, aged 88, had an active life running a majorettes troop for many years. However in 2007 Mary was involved in a car accident which had a major impact on her mobility and independence. This resulted in her not being able to continue her involvement with the majorettes troop and, as Dawn points out, "A once independent and community driven individual had to spend a high proportion of her time within her home and not taking part in community life."

In 2009 Mary began to use services at Armley Helping Hands, but due to her specific support needs, she was referred to Local Links. Through Local Links, a range of different approaches were taken to support Mary to regain her independence, including receiving the support of a volunteer and attending Armley Helping Hands.

Central to Local Links is the support that volunteers give. For Mary it was the relationship she developed with the volunteers that was really important. As Dawn explains, "a positive relationship with Mary developed which overcame some of the initial emotional distress."



Dawn Newsome, Project Manager

If you want to speak to the support planner or find out more about Armley Helping Hands, please call 0113 2799292 or you can visit their website at www.armleyhelpinghands.org.

*not real name

Dawn is also keen to stress that Local Links was able to support Mary in a unique way that involved a variety of organisations, “By ensuring Mary wishes and needs were met, we were also able to develop solid working relations between statutory, third sector and private services.”

Armley Helping Hands is a registered charity, supported by Adult Social Care, and has been working in the area since 1995. It provides a range of services for over 60s ranging from one-to-one support to group activities. Armley Helping Hands provides direct support to over 500 older people every year.

Local Links is for people over 60 who have been assessed by a social worker as having eligible needs, a support planner at Armley Helping Hands then helps them to plan and organise the services they receive. As the support planner is based in their community, they know what is going on locally and can access a much wider range of services than Adult Social Care. This means the services a person receives will be better tailored to their needs.

In partnership with



BG102-0214