



Dear BBL

We hope you are all well and Happy New Year.

Thank you for your continued support of Memory Lane.

Here is our report for the Quarter October, November and December

We have continued to use our funding to allow staff to make wellbeing calls to all of our Memory Lane clients. From these calls we have made referrals into the Neighbourhood Team, our Social Prescribing colleagues, Admiral Nurses, Lincs Sensory Service and other agencies to offer support for needs that we are unable to meet.

An example: Customer A.

We now call Mrs A every day. She lives alone and the only person she sees each day is someone delivering her lunch – who doesn't have time to chat, as they have lots of other dinners to deliver too. We have noticed a marked decline over the months and now some days, Mrs A finds it hard to speak in sentences and words and phrases are spoken but they're disjointed and disconnected and don't make sense. This is hard. It's hard for her as she sometimes knows she's not making sense and can't find the words she needs. It's hard for the person making the call, as you want to understand to respond appropriately but sometimes it's impossible. We always ask if she has everything she needs and she always says, "Just pop and have a cup of tea with me. That's all I need."

This is the reality.

The new lockdown has severely hampered plans we'd begun to make and stopped some projects altogether. We don't want people making unnecessary journeys or queueing at the post office to return crafted items to be finished, so we've shelved those ideas for when we can leave our homes again.

One of these projects was our joint venture with Age uk to use their Strengthening Connections Project to provide SIM enabled tablets for people to join virtual sessions and connect with the other members of the group. Although Age uk are still running this project, our clients are very vulnerable and now shielding again, so this is on hold.

Ongoing – We are preparing to send out some more postal projects and these will be advertised in the wider community so that potential new clients to Memory Lane could access these and start to make a connection with us -albeit remotely. We have so many other things we are ready to do but just need the vaccine roll out and people to start feeling (and being) safe again. Until that point, we will continue to support Memory Lane clients in every distanced way that we can and give them hope that it won't be long until we call all meet again.

Thanks once again for your continued support.

Debbie Broadley