



Hourglass

Safer ageing · Stopping abuse

A Day in the Life

**SAFER
AGEING**

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The Hourglass Helpline and Community Response team work very hard to support older people who are affected by abuse and neglect. Our services are also used by professionals, and family and friends who are concerned about an older person. The Helpline is entirely confidential and free to call from a landline or mobile, and the number will not appear on a phone bill. Our Helpline, Knowledge Bank and chatbot are available 24/7. All other services are open Monday to Friday, 9am to 5pm.

24/7 Helpline: 0808 808 8141

Free Text Message: 07860 052906

Texts from outside the UK will be charged at their standard international rate which will differ depending on location and service charges of your phone provider. The number will appear on your bill and in your phone records but will not be identified as Hourglass.

Email: helpline@wearehourglass.org

Instant messaging service: www.wearehourglass.org

Chatbot: www.wearehourglass.org

Knowledge Bank: knowledgebank.wearehourglass.org

8:30am

Christiane, our Helpline Information Officer starts the day with a handover from the night time team. They alert us to Joe who is struggling to care for his personal hygiene and health. Joe has given us consent to make a referral to Croydon Adult Safeguarding when they are open. Christiane then checks our voicemail services and hears a request to make a call back to Jane, who's interested to know more about our services and is looking for leaflets to share with other people in her group. This request is then sent to Michelle in the Sudbury office to post out.

8:55am

Angie, Head of Support Services and Safeguarding, sends a welcome message to the team on duty via our in-house communicator app. This platform is brilliant to ask questions, get information, access support and stay connected with each other whilst the team are working remotely. Both the Helpline staff and volunteers can send messages direct to each other on this platform. It can also be used as a backup for calls if there are issues with call handling software. Angie communicates some changes to the rota for the day and encourages the team to join the lunchtime staff information update session that is happening later today.

9:05am

Clare, our Helpline Information Officer takes a call from a family member concerned about her elderly mother, suffering from the early stages of Dementia and who is having money and various items stolen by her son. Clare shows empathy and shares some options for this family which include contacting the GP, the local Adult Safeguarding Team, as well as the family talking about future plans such as setting up a Lasting Power of Attorney whilst they can, which is helpful. Clare signposts the caller to the Office of Public Guardian. Having items stolen by a family member can be upsetting. Having those hard discussions about what the mother wants to do next should follow and Hourglass will be on hand to give advice and support.

9:30am

Barry is one of our Helpline volunteers and is speaking to a caller in her late 60s, who feels she is being coerced into giving her son money to pay for school fees. She has been told if she doesn't, she won't be able to see her grandchildren again. Barry suggests an advocacy agency, who may help facilitate the caller to speak her wishes, though states that unfortunately, access rights to the child lays with the parents. He also suggests speaking with a local mediation service, who may be able to step in to help if there are wider family issues.

10:00am

Shaun, Development Manager, is spending the morning at Omagh Library, Northern Ireland at one of his regular Hourglass Pop-Up Events. He's spending the morning speaking to the local community about the abuse of older people and recognising the signs of abuse. One of the people he speaks to didn't realise that this type of abuse existed and is questioning whether an elderly uncle might currently be the victim of financial abuse.

10:45am

Isobel, Community Response Coordinator in England is a trained IDVA (Independent Domestic Violence Advocate). Isobel is catching up with her cases, one of which is a woman whose husband is suffering from dementia, and, as a result, has seen changes in his personality. He's now become angry and violent towards his wife. At their age, Margaret doesn't want to leave their family home and disrupt their life further, so she is working with Isobel on a safety plan, to ensure she is safe when her husband gets violent. Locations of all areas we provide IDVA support is available on our website.

11:15am

Elliot receives a message on the Hourglass Instant Messenger service from a neighbour concerned about the older gentleman who lives next door. Since his wife died last year, he has become increasingly lonely, but has been having many visits from his late wife's carer, with whom he's become quite attached. He told his neighbour he's planning on surprising her with a new car and an expensive holiday because her former partner left her with lots of debt and she deserves a break. The neighbour is concerned this lady, in her 40s, is taking advantage of her lonely next-door neighbour. Elliot suggests some options to share with her neighbour which include having an open discussion about what might be happening, contacting the police to report her concerns and the local Adult Safeguarding team because she thinks he is at risk of being financially abused.

12 noon

Fred has called us to talk for the first time about his experience of psychological abuse, domestic abuse and sexual abuse from a family member. Meryl is given permission and consent to make a referral for an injunction, and seeks advice from members of the Community Response team who are experts in this area. Men are victims of domestic abuse too. A report has found older men may be unable to escape abusive relationships due to barriers when seeking help.

12:15pm

Nudrat has shared on the communicator app that the cost of living guide is now complete. The team are excited about this, because it will help us to support more older people who are worried about finances, on top of everything else. The guide will be available on the Hourglass website for anyone looking for:

- Financial and debt advice
- Information on Government payments and schemes
- Details of national and regional charities offering further support - for example Step Change.

12:35pm

Sometimes, during the day, it can become a bit quieter on the Helpline, so Angie goes through some of the outcomes from previous calls, including positive results from calls made last month. One of the callers has emailed to thank the team for their help. She writes "Thank you very much for your very helpful advice. It is certainly heartening that there are places I can turn to for help/advice, should it be needed in the future." This is then relayed to Christiane, who oversees a positive feedback document which the team have an easily accessible copy of at all times.

1:00pm

Colin, Hourglass's Community Response Coordinator, based in Scotland, has been working with an older gentleman, Bill, who had been suffering from neglect by his family. Colin keeps in touch weekly to ensure Bill is keeping safe and well. The cost of living crisis has really affected him and he's concerned he can no longer afford to feed his dog and worries he may have to give him to a dog shelter. Colin knows how important Bill's pet is to him and for his mental wellbeing, so liaises with a local dog shelter. They agree to donate dog food to Bill, allowing to keep his much-loved canine companion.

1:30pm

Lucy, Helpline Information Officer, has just started her shift and receives a call from a lady who believes the appointed person for her parent's LPA, her brother, is abusing his position and wants to know what can be done about it. Lucy refers the caller's information to the Give An Hour team, who can refer the case to one of the solicitor firms that have signed up to donate an allocated amount of free legal advice. A call will be arranged between the caller and solicitor to discuss how matters can be resolved.

2:00pm

Andy, one of Hourglass's Helpline officers, gets a call from someone about the bruises she's been seeing on her grandmother's arms. She believes her second husband, who is an alcoholic, has been rough with her. Her grandmother has been sheepish when

asked about the bruises, saying she's getting clumsy in her older years. However, the caller can see the bruises are shaped like finger marks and worries for her safety. As her grandmother is based in Sussex, she is referred to Poppy, one of our Community Response Officers and trained IDVAs, who will take on her case.

3:45pm

Keira receives a call from someone who wants to know more about predatory marriage. The caller is signposted to the Hourglass Knowledge Bank, where we have uploaded a very informative webinar around the subject. They have also been sent a link to the Predatory Marriage policy brief from the website, where the caller can read more about it and what steps they can take to end it.

4:15pm

Tim, Head of Community Services, has been speaking with a local authority about potential training for their social services team so they can recognise the signs of abuse and what to do about it.

4:48am

Nudrat, our Helpline Information Officer takes a call from a man in his 70's who wants to remain anonymous. He is experiencing domestic abuse at home and "gaslighting", which is a colloquial term for a form of psychological abuse. He is questioning his own sanity and memories of recent events and is nervous about speaking. Nudrat reassures him that we are here to help and provides a listening supportive ear. After a long chat, the caller said he was ready for a change and ready to access help and support. Nudrat was able to share a Helpline specifically for male victims of domestic abuse and gives advice on how to report this to authorities including his GP, the police and his local Adult Safeguarding Team.

CRM:

The team record the details of all their interactions on the database. Some of the team are still working to ensure all the details are recorded in case the caller makes contact again. This way anyone who answers the phone can provide support. The team ensure the following is recorded:

- Information on the enquirer, and whether they wish to remain anonymous.
- Information on the victim(s) and the situation that is occurring.
- Information on advice and support that is given through the call.
- Information on outcomes, and how the caller feels after the call has concluded.

5:00am

Handover is completed at the start and the end of the working day. Angie emails the night-time team to make them aware of any outstanding issues that may have arisen during the day and to wish them good luck for the evening shift.

★ Confirm staff and
volunteer training dates

★ Share monitoring and
evaluation report

97% live call answer
rate this week!!!



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Hourglass is the working name of Hourglass (Safer Ageing), a charity registered in England and Wales (reg. no: 1140543), and also in Scotland (reg. no: SC046278). Hourglass (Safer Ageing) is registered as a company in England and Wales under number 07290092.