

ALONE COVID-19 Response and Weekly Activity Report

Since March 9th – 9th August:

- 29,515 calls to ALONE National Support
- 155,267 calls providing active supports to Older People with an identified need
- 5,197 practical supports delivered from the support line
- 23,104 units of practical support delivered from our staff and volunteers
- 2,383 Non-COVID support plans completed by staff
- 14,183 Older People supported
- 502 vulnerable adults identified and receiving an enhanced level of contact and support
- 1,370 Technology devices assigned and interventions completed: 218 Pendant alarms, 701 mobile phones and 439 technology support interventions supplied to older people.
- 2,795 total engaged volunteers with ALONE, 996 volunteers trained and 506 added to front line work
- 25,395 Health and Wellbeing actions through Support and Telephone Befriending Service
- Referrals Total: Acute Hospitals **238** Primary Care /Integrated Care/Psychiatry of Older Age Teams **331** Local Authorities **50** Other (Age Friendly, Local Development Co/Local Partnerships/self and family): **296**

Demographics since March 9th – 9th August:

- 75% live alone.
- 30% from adults between the ages of 75-90years
- 26% are between the ages of 70-75 years
- 26% between the ages of 60-70 years
- 7% below 60 they too are getting a service.
- 55% of all referral were from CHO 6/7/9
- 21% of referrals were from CHO 1/5/8
- 19% of referrals were from CHO 4/3/2

100% of callers got a service, approximately 20% are now getting longer term support from ALONE. These are ALONE's statistics but closing out actions would not be possible without partnership. We have 48 MOU'S and 5 in draft with other organisations. We are also working on 5 regional mergers.

ALONE National Support

- 17 seconds is the average call waiting time on the National Support Line
- 59 seconds is the maximum time a caller will wait before being asked to leave a message
- A dedicated staff member responds to all voicemails received throughout the day
- Total talk time is 86.3 hours or 5,182 minutes for week of July 27th – August 9th

27th July – 9th August 2020

- 1,188 Calls received to ALONE
- 13,117 Support Calls made this week.



- **6** people referred to Local Authorities this week for practical support
- **2,204** Practical Support Delivered by staff and volunteers
 - Collection/delivery of food: 353
 - Social isolation, Befriending supports, reassurance: 1,124
 - Meals delivery: 100
 - Other medical/health/finance/pension needs: 274
- **14,183** Older People being actively supported receiving regular assessment, support coordination, Telephone support calls, visits, health and wellbeing advice.
- **5,502** Health & Wellbeing Texts were sent out in the last 2 weeks
- **64** vulnerable adults identified and receiving an enhanced level of contact and support
- **12** Pendant Alarms and **25** technology support interventions this week
- **11** volunteers trained this week.

Additional Weekly Reports:

- **287** Support Plan Objectives were opened
- **191** Support Plan Objectives were closed
- **156** Non-COVID support plans objectives completed
- **80** Assessments completed.
- **282** Referrals received.

Highest Areas of Need for Support Coordination Cases

- 1. Housing 54/191 = 28%**
 - Support with housing transfers/housing applications to LA/ALONE
 - Support with grant applications for housing adaptations and insulation
 - Support with making home accessible
 - Home decluttering and gardening
 - Home repairs, maintenance and electrical appliances
- 2. Befriending and Emotional/ Mental Health 39/191 = 20%**
 - Weekly Visitation befriending requests/referrals
 - Referrals to Telephone Support services
 - Providing information on counselling services
 - Liaising with MHN and community nurses
- 3. Technology 37/191 = 19%**
 - BConnect information on technology-enabled care devices
 - Supporting with new mobile phones and how to top-up credit
 - Support with gaining online access
 - Providing information on internet providers
- 4. Finance, Legal Affairs 16/191 = 8%**
 - Support with access to benefits and entitlements
 - Access to phone credit
 - Support with communication to utility providers
 - Referrals to services who support funding requests and help with budgeting

Call data/trends 27th July – 9th August from challenges outlined during telephone befriending, vulnerability and NSL calls

Housing

There have been many calls regarding access to food:

- Tom* cannot get out of his home and has very little food left after the weekend
- Ellen* was looking for information on meals on wheels in her local area. Her niece has been doing her shopping but Ellen is not sure how much longer she can do this and wanted reassurance that there is someone she can reach out to if necessary.
- Sean* has a volunteer who has been helping with his shopping but he is away on holiday and Sean is worried about how he will get food this week.
- Maeve* called in distress as her local shop would not accept payment over the phone for her messages and wanted to know what to do.
- Bernie* has just had two injections in her knee, has very little food in the house and can't get out to do her shopping and needs help.

Mental Health – Loneliness, fear and isolation

- Alex* called for a chat as he was feeling lonely. We talked about lots of things, his love for Bundoran, the GAA and his past work
- Ethan* is becoming increasingly worried about ageing alone. His kids all live in Canada and his sister lives in Dublin while Ethan lives in a more remote part. He also suffers from poor mobility. He has various physical health conditions and is worried about his independence as a results and wants to know what supports are out there for someone like him.
- Emer* phoned this morning as she is feeling a little depressed. She is self-isolating for 14 days and she has just returned from Germany where she saw her sons and grandsons. She lives alone and has no one here in Ireland and feels she will need help with shopping and getting to an appointment.
- Rita* called for a chat. She said she was a bit fed up with things but generally coping okay all the same and is getting support from her home carers which she is grateful for.
- Cliodhna* is just out of hospital after having an infection. It has been a tough year for her with someone close to her passing away. She is feeling very isolated and fearful of old age.

Physical Health

- Lilly* is very worried about an MRI she is having tomorrow. She has not told her kids or siblings because she doesn't want to burden them
- Niall* recently got his hip replaced and it continues to be painful for him and restrict his independence
- Marcus* can't get out of bed now as he is in so much pain with his hip and arthritis. He has an appointment with the pain clinic in November so is hopeful that will help. He contacted his GP recently and is on a waiting list to see a consultant but they may also be some time.
- Betty* is awaiting a procedure for cancer but the hospital had to cancel it. She is now waiting and hoping that she will be called again soon. She is trying to get on with things as best she can.
- Maureen* calls from Tipperary. She has been unwell in recent times and is waiting for cancer test results. This is causing her to feel isolated and quite down. She is trying to stay positive but is fearful of dying alone.

COVID-19

- Ben* has received confirmation that he needs to go for a COVID-19 test but is not sure what comes next and requires further information and advice on what that entails.
- Matilda* is worried about catching COVID-19, she has an underlying condition and is afraid to leave the house.
- Peter* is concerned he might have COVID-19 and is going to ring his GP in the morning. HE reported typical COVID-19 symptoms but was reassured by the fact that he could call the emergency doctor during the night if his condition worsens.
- John* was anxious that his neighbours have come from the UK and were not self-isolating for the 14-day period. John was grateful to discuss the next steps he should take and advice on what to do if he meets them in passing.
- Elizabeth* called this morning regarding the outbreaks in the three counties. She is worried about eating meat and needed clarification on the travel restrictions imposed concerning the three counties.

Good news stories: people getting on with their lives and maintaining their independence

- Robert* was in good spirits and says he is doing very good, so good in fact he took the bus into town and is enjoying a pint!
- Angela* is feeling well today and has been able to get out to the shops recently and potter around her garden and do some gardening.
- Philomena* loves to go for a coffee with her friends. She enjoys the break and it gets her out of the house for a bit. Her son and daughter are doing well with their treatments at the moment and she would dearly love to see them.
- Lynda* is keeping positive despite her loss of mobility and is looking forward to her wheelchair arriving soon to help her mobilise a bit better. She is loving daily mass on the television and the phone calls she gets from volunteers.
- Bryan* was out at the shops today and having a cup of tea in Easons when we called him. Our conversation was brief but he was in good form and feeling more confident about going out.
- Theo* was in good form when I spoke to him. With everything going on in the world he is keeping busy by writing regularly in his diary and read me some extracts.

Health and Wellbeing Texts - 27th July to the 9th August:

- **5,502 Health and Wellbeing texts with tips were sent to older people** and supported through calls made by the Support and Telephone Befriending Service.
- 70 older people were provided with an exercise book

Community Call – 27th of July to 9th of August:

- All Local Authority Helplines hours are Monday-Sunday 9am-5pm with Community Call meetings held bi-weekly or monthly.

Referrals

6 referrals to Local Authority for practical support:

51% completion by Local Authority

5 Local Authorities have received referral from us.

External Referrals into ALONE for ongoing support

Acute Hospitals: 29

Primary Care /Integrated Care/Psychiatry of Older Age Teams: 39

Local Authorities: 1

Other (organisations, self and family): 34