

ALONE COVID-19 Response and Weekly Activity Report

Since March 9th – 12th July:

- **27,012 calls to ALONE National Support**
- **130,149 calls** providing active supports to Older People with an identified need
- **2,925 practical supports delivered from the support line**
- **19,800 units of practical support delivered from our staff and volunteers**
- **2,016 Non-COVID support plans completed by staff**
- **13,508 Older People supported**
- **510 vulnerable adults identified and receiving an enhanced level of contact and support**
- **1,202 Technology prescriptions:** 195 Pendant alarms, 598 mobile phones and 409 technology support interventions supplied to older people.
- **2,711 total engaged volunteers with ALONE, 961 volunteers trained and 431 added to front line work**
- **14,420 Health and Wellbeing actions** through Support and Telephone Befriending Service
- **Referrals Total:** Acute Hospitals **179** Primary Care /Integrated Care/Psychiatry of Older Age Teams **238** Local Authorities **48** Other (Age Friendly, Local Development Co/Local Partnerships/self and family): **240**

Demographics since March 9th – 12th July:

- **76% live alone.**
- **29% from adults between the ages of 75-90years**
- **27% 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.**
- **56% of all referral were from CHO 6/7/9**
- **22% of referrals were from CHO 1/5/8**
- **18% 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 6 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 59 hours or 3,540 minutes for week of July 6th – 12th**

6th – 12th July 2020

- **838 Calls received to ALONE**
- **7,485 Support Calls made this week.**
- **25 people referred to Local Authorities this week for practical support**
- **1,306 Practical Support Delivered by staff and volunteers**



- Collection/delivery of food: **360**
- Social isolation, Befriending supports, reassurance: **554**
- Meals delivery: **240**
- Other medical/health/finance/pension needs: **152**
- **13,508** Older People being actively supported receiving regular assessment, support coordination, Telephone support calls, visits, health and wellbeing advice.
- **2,375** Health & Wellbeing Texts were sent out last week
- **510** vulnerable adults identified and receiving an enhanced level of contact and support
- **4** Pendant Alarms, **76** Vodafone phones and **5** technology support interventions this week
- **8** volunteers trained this week.

Additional Weekly Reports:

- **93** Support Plan Objectives were opened
- **117** Support Plan Objectives were closed
- **32** Assessments completed.
- **267** Referrals received.

Highest Areas of Need for Support Coordination Cases

1.) Housing = 25%

- Support with housing Transfers/ Housing applications to Local Authorities/ALONE
- Support with issues/actions to prevent homelessness
- Home decluttering
- Home repairs & maintenance

2.) Befriending and Emotional/ Mental Health= 23%

- Weekly Visitation befriending requests/referrals
- Information & referrals for Counselling services
- Referrals to Samaritans & Mental Health Services

3.) Finance, Legal Affairs = 20%

- Support with Household Benefits & Allowances (Living alone, Fuel Allowance etc.)
- Support with Household bills
- Referrals to NCBI & Deafblind foundation (support with banking)
- Referrals to SVP, MABS, CWO

4.) Physical Health, Personal Care & Mobility 19/117 = 16%

- Referrals to PHN's - Home help/Carer applications
- Support with securing Home mobility fixtures & Furniture
- Support with Physiotherapy and Chiropody appointments
- Support accessing continence wear

Call data/trends from 6th – 12th July

Housing

- Maggie* would like to speak with someone regarding housing in a safe location for further updates. She is currently in a refuge and will be there until August.
- Carmel *would like to be contacted in relation to housing/shared housing for herself.
- Gerry* has called re his housing situation and has yet to hear back from Kerry county Council.
- Mike* is very worried as he has been informed he must leave his rented accommodation by the end of this month. He lives alone currently. He is in his 70s with frail health and is not in a position to look for new accommodation.

Mental Health

- Lucy* called again today feeling very low and depressed, She told me that she is all alone and has no one. Her daughter fell out with her yesterday (she lives in Kildare) I gave her the phone number for AWARE and encouraged her to go to her GP
- Dessie* is feeling very lonely and would like to have someone to chat with. Talked to him about TS and he said he like a regular call from us.
- Gary* was calling on behalf of his mother and brother. His mother is living in Limerick alone, and has Alzheimer disease. Her husband (who was her primary caregiver) recently died and she is very lonely. He wanted to set her up with the befriending calls service.
- Tilly* is struggling to cope this morning. Hasn't left the house since March. Woke up this morning in a dreadful state, was looking at her bottle of sleeping tablets and said she'd like to go to sleep and never wake up.

Many people asking questions with regard to COVID-19 and how to deal with situations

- Jimmy* rang asking about wearing a mask on the bus, He doesn't want to wear a mask and we discussed saying it to the bus driver and also buying a mask to have if he feels uncomfortable.
- Mary* called as she is feeling very anxious about the news and the possibility of a second wave. Had a long talk and reassured her.
- Rose* called, she is going for a surgery in 10 days and was told to fully cocoon until then by Mater hospital. Friends and family had told her this now meant she could come out, stay local not home. We advised Tilly that for upcoming surgery it is different and we understand hospitals wants people isolating as much as possible before her test 48 hours beforehand.
- Tony* called to say he is returning to his workshop centre on Monday and is nervous about taking the bus as he finds wearing a mask when out to shops is hard with his asthma. He says he has to get to the workshop by bus. We advised that he may be exempt from wearing it, if he can he should wear his mask as it's now the rules but carry his inhaler and any letter from doctor to show he has bad asthma in case he had to remove mask suddenly.
- Sarah* called looking for advise on how to request someone to wear a mask when entering her house as space is quite small and unable to social distance. Discussed a few different techniques.
- Hugh* rang as he was in his local shop (wearing a mask) but another man was in there and really wasn't following the guidelines. Pat got a headache today and was worried that he may have picked up Covid (he had been cocooning).

- Noel wanted to arrange a shopping trip today or tomorrow, he has a list and cash ready.
- Pat* called for assistance with installing the Covid-19 app on his phone. I helped Michael get into apps but he was unable to download the Covid-tracker app.

Getting back to normal – lots of Older people are doing fine and are getting back to their usual routine

- Des* is still a bit anxious about the virus. He has quite a few hospital appointments in the next few weeks.
- Clara* is getting on okay. We chatted about her cat Maurice. Her family are coming to visit her this weekend and she is really excited. She says she is slowly coming back to normal.
- Celia* was a bit upset this morning as when she went to Mass her seat which she sat in for years, was cordoned off.
- Josie* is in Ballina shopping with her carer and delighted to be getting out and about a bit more.
- Dan* is in great form. He had a lovely day yesterday, as he went around Sligo and visited a lot of old haunts and met with friends.
- Sam* is in grand form this morning. His legs are still giving him bother. He was out for lunch with his befriender Gillian yesterday and they had a great time

Physical Health

- **Callers mentioned the issues they were experiencing relating to their physical health and the impact COVID19 was having on access to attending/discharge/accessing GP/ transport to appointment.**
- James* was admitted to hospital last night (Currently in a lot of pain, appears breathless on phone)
He is looking for get support to get some toiletries, clean clothing into him at St. James's. He is not sure how long he will be admitted for.
- Sean* phoned this morning from St Luke's Hospital in Kilkenny. He has run out of clean clothes and is looking for a volunteer to help.
- Lady looking for Cancer support as finding it difficult to cope with everyone asking how she is all the time. Unable to get through to the Irish Cancer Society Support line as you have to press numbers to get through to an individual and her phone doesn't let her press numbers
- Ken* has just been admitted to St James Hospital by ambulance. He spoke to someone from Alone this morning because he has no clothes with him and he wondered could someone collect them for him.
- Betty* called in relation to her Aunt (Cassie)
Cassie* Lung Cancer has returned. Awaiting call from the doctor today.
Betty* sounds stressed on the phone and told me that was returning to work the following week and she did not know how she would cope.

2,375 Older People received Health and Wellbeing support through Support and Telephone Befriending Service.

Community Call – 6th-12th of July:

- We were informed that some Local Authority Helplines hours are now Monday to Friday 9am -1pm outside of these hours, it is a voicemail service.



Referrals

25 referrals to Local Authority for practical support:
68% completion by Local Authority
11 Local Authorities have received referral from us.

External Referrals into ALONE for ongoing support

Acute Hospitals: **19**
Primary Care /Integrated Care/Psychiatry of Older Age Teams: **37**
Local Authorities: **0**
Other (organisations, self and family): **31**

