

ALONE COVID-19 Response and Weekly Activity Report

Since 9th March – 20th September:

- **33,049** calls to ALONE National Support
- **187,118** calls providing active supports to Older People with an identified need
- **388** vulnerable adults identified and receiving an enhanced level of contact and support
- **4,902** practical supports delivered from the support line
- **29,752** units of practical support delivered from our staff and volunteers
- **2,900** Non-COVID support plans completed by staff
- **14,956** Older People supported
- **1,769** Technology prescriptions: 256 Pendant alarms, 1,000 mobile phones and 513 technology support interventions supplied to older people.
- **2,895** total engaged volunteers with ALONE, 1,147 volunteers trained and 644 added to front line work
- **31,241** Health and Wellbeing actions through Support and Telephone Befriending Service
- **Referrals Total:** Acute Hospitals 326, Primary Care /Integrated Care/Psychiatry of Older Age Teams 431, Local Authorities 51, Other (Age Friendly, Local Development Co/Local Partnerships/self and family) 446

Demographics since March 9th – 20th September 2020

- **73%** live alone.
- **30%** from adults between the ages of 75-90 years
- **20%** are between the ages of 70-75 years
- **39%** between the ages of 60-70 years

Calls to Helpline by CHO Area

- **56%** of all referral were from CHO 6/7/9
- **19%** of referrals were from CHO 1/5/8
- **25%** 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 Line

- **24 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 **89 hours 48 Minutes** or **5,388 minutes** for fortnight of 7th September-20th September 2020



7th September – 20th September 2020

- 1,056 Calls received to ALONE
- 9,838 Support Calls made this week.
- 1 person referred to Local Authorities this week for practical support
- 1,818 Practical Support Delivered by staff and volunteers
- 14,956 Older People being actively supported receiving regular assessment, support coordination, Telephone support calls, visits, health and wellbeing advice.
- 7 Pendant Alarms and 22 technology support interventions this week
- 34 volunteers trained this week.

Additional Weekly Reports:

- 230 Support Plan Objectives were opened
- 222 Support Plan Objectives were closed
- 167 Non-COVID support plans objectives completed
- 125 Assessments completed.
- 111 Referrals received.
- 55 Support Coordination Assessments carried out over the phone
- 18 Older people with Active Telephone Roles
- 32 Befriending matches made

Highest Areas of Need for Support Coordination Cases

- 1. Housing 68/222 = 31%**
 - Support with housing Transfers/Social Housing applications to LA and ALONE
 - Support with Home Adaption Grant applications
 - Home repairs & maintenance
 - Support with garden clearance and house cleaning
- 2. Befriending and Emotional / Mental Health- 56/222 = 25%**
 - Weekly Visitation befriending requests/referrals
 - Referrals to Telephone Support Service
 - Provide information on Bereavement counselling
 - Advice and information on support groups
- 3. Personal Care/Physical Health & mobility 39/222 = 18%**
 - Referrals to PHN for Home help services
 - Support to OP while in Hospital/contact & reassurance
 - Support with sourcing mobility equipment
 - Referrals to Social Workers & Occupational Therapists
- 4. Finance, Legal Affairs 30/222 = 14%**
 - Support with CWO appointments and Applications
 - Support with reviewing Finances and Household bills
 - Support with Social Welfare entitlements
 - Advocating for deferral of LPT and HAP Appeals.



Call data/trends 7th Sept to 20th Sept 2020 from challenges outlined during telephone befriending, vulnerability and NSL calls

Physical Health

- Dee* was very anxious as she has a procedure coming up on Tuesday and is due to have a Covid test tomorrow Sunday. She was very worried that if it came back positive she would be isolated for two weeks and not see anyone.
- Greg* could not reach his GP and just receiving an answering machine and he rang almost 10 times. He has a medical card and can only visit this GP. He lives in Leitrim and GP in Dublin.
- Clare* lives with her husband and her brother-in-law. Both are unwell and need constant care. She is tired and feeling down from being a constant carer for both of them. She has family who do not call often due to C19. Her brother-in-law has special needs and Cerebral Palsy.
- Annie* rang because she has an issue booking hospital appointments, she has diabetes which she is able to manage, but has an eye appointment and chiropodist appointment over the next few weeks. Her eyes give her the most trouble but they have been deteriorating over the years.
- Tommy* called & is very upset and frustrated. Feels no one will help his situation. Living in Thurles and has to get to Waterford Hospital on this week for eye appointment. He has no transport. Doesn't have €100 for taxi, and only 2 buses go to Hospital, and if appointment overruns he will have to sleep on street in Waterford.

Mental Health

- Tilly* rang about her Rheumatoid Arthritis and how much pain she was in, she was quite distressed and cried for quite a while speaking of past life traumas and how she was feeling alone. She said her faith keeps her going.
- Lady* lost her eldest son aged 35 yrs. 7 weeks ago and feels distraught. She was having a very bad day as they had a good relationship. Just really wanted to talk about her son. Caller said she feels very low and has been drinking today
- Nelly* is feeling very low and just wanted someone to chat to. She is finding Covid restrictions very tough as she used to go meet friends for coffee or go to groups and now all her friends are too anxious to go out It was suggested they could meet in a park or something socially distanced and safe but she doesn't think anyone would want to

Ongoing calls from people asking questions or having concerns with regard to COVID – 19

- Jess* said she read in the local paper about her chemist discussing the flu jab, she was wondering would it help fight against COVID,
- Tom* called about public bus travel in Cork. He has several times encountered people not wearing facemasks and feels unsafe. He usually moves seats to avoid such people.
- Lady* called to ask for advice on travelling out of Dublin on Monday to visit someone in hospital. We told her that as the minute people were not allowed to travel out of Dublin to the rest of the country.
- Teresa* was feeling a bit down about the new Covid restrictions for Dublin, would it mean she would have to stay at home all the time.

- Dessie* from Waterford rang with a concern over a neighbour whose partner had returned from Poland and he was not self-isolating.
- Marian* completed her shopping trip and said it was a bit stressful, she is still concerned about other people's behaviour as she saw the cue outside the hairdressers at 8.am this morning
- Ina* rang in to talk about how worried she is about the rise in cases in Dublin but is taking all the precautions necessary.
- Tony* is well but worried about the Covid situation in Dublin as he has to travel to Beaumont Hospital for dialysis twice a week.

Requests for help with financial difficulties

- Brian* called to say he owes 2,800 euro for his electricity bill. He said his electricity was disconnected 2 months ago, though, it may be longer. He says he was asked to call today when he found out the amount he owed for the bill.
- Michael* called looking for financial support. He lost his daughter to cancer recently and is struggling to pay for the funeral costs.
- Paul* said he was calling to ask for help. He said he is 77 and stressed out due to financial difficulties and very bad health. The most urgent issue right now is food.
- Lady* calling on behalf of her mother who is finding it difficult to manage pension payment every 2 weeks, leaving herself short at the end of second week, she wondered if they would be moving back to paying out the pension every week.

Good news stories 😊

People getting on with their lives and maintaining their independence

- Noel* is in good form. He is able to cycle to the shops for his groceries and has 2 bags on the back wheels to carry the stuff home. It's called a Traveller's Bicycle, he said. He has a befriender calling next Thursday for the first time and is very pleased about that. It will be nice to chat to somebody local face to face.
- Vera* was keeping an eye on the news as she plans to take a short break down the country now schools have gone back, she would like to go to maybe Westport or Galway.
- Albert* finds it easier to visit his wife in the Nursing Home from outside looking in rather than going through a lot of protocol to get inside.
- Terry* called looking for support in locating community housing. He wants to plan for the future and feels isolated where he lives. He is applying for Hap and I advised to register with DCC also .

Health and Wellbeing Update

To date:

- Total Cook Books Posted = 196
- Total Exercise Books Posted = 155
- Total Brain Health Booklets posted = 190
- Total DVD's Posted = 111

Community Call – 24th of August- 20th September



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

Referrals

1 referral to Local Authority for practical support:

External Referrals into ALONE for ongoing support

Acute Hospitals: 23

Primary Care /Integrated Care/Psychiatry of Older Age Teams: 27

Local Authorities:1

Other (organisations, self and family):62