

ALONE COVID-19 Response and Weekly Activity Report

Since 9th March –15th November

- 38,046 calls to ALONE National Support
- 210,153 calls providing support to Older People
- 314 vulnerable adults identified
- 5,099 practical supports delivered from the support line
- 32,894 units of practical support delivered from our staff and volunteers
- 3,590 Non-COVID support plans completed by staff
- 15,931 Older People supported
- 1,852 Technology prescriptions: 245 Pendant alarms, 1,003 mobile phones and 604 technology support interventions supplied to older people.
- 2,942 total engaged volunteers with ALONE, 1,357 volunteers trained and 848 added to front line work
- 31,575 Health and Wellbeing actions through Support and Telephone Befriending Service
- **Referrals Total:** Acute Hospitals 428, Primary Care /Integrated Care/Psychiatry of Older Age Teams 710, Local Authorities 64, Other (Age Friendly, Local Development Co/Local Partnerships/self and family)766

Demographics since March 9th –15th November 2020

- 75% live alone.
- 29% between the ages of 60-70 years
- 25% are between the ages of 70-75 years
- 16% from adults between the ages of 75-80 years
- 11% are between 80- 85 years

Calls to Helpline by CHO Area

- 22% of all referrals were from CHO 1/5/8
- 19% of all referrals were from CHO 4/3/2
- 54% of all referrals were from CHO 6/7/9

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

- 21 seconds is the average call waiting time on the National Support Line
- 57 seconds is the maximum time a caller will wait before being asked to leave a message
- Average Answer time on the National Support line was 13 seconds
- Average Talk Time is 7.01 minutes
- A dedicated staff member responds to all voicemails received throughout the day
- Total talk time is 90 hours 24 minutes or 5,424 minutes for the fortnight of 2nd November to 15th

November 1st – November 15th 2020

- **1,009** Calls received to ALONE
- **9,276** Total Telephone Calls to Older People
 - **4,278** Total Telephone Calls to Older People by ALONE
 - **4,998** Total Telephone Calls to Older People by Crosscare
- **1** people referred to Local Authorities this week for practical support
- **67** Practical Support Delivered by staff and volunteers
- **8 Pendant** Alarms and 15 technology support interventions this week
- **58** volunteers trained this week.

Additional Weekly Reports:

- **203** Support Plan Objectives were opened
- **270** Support Plan Objectives were closed
- **271** Non-COVID support plans objectives completed
- **145** Assessments completed
- **133** Referrals received.
- **34** Support Coordination Assessments carried out over the phone
- **42** Older people assigned Active Telephone Roles
- **39** Telephone Befriending matches made

Highest Areas of Need for Support Coordination Cases

Top 4 Areas of Need:

- 1.) Housing 79/280 = 28%
 - Support with major and minor home repairs
 - Support with form filling and Home Adaption grants
 - Requests for information on Supported housing and shared living options
 - Support with garden clearance and house decluttering

- 2.) Befriending and Emotional / Mental Health- 76/280 = 27%
 - Referrals/requests for Befriending service
 - Arranging Befriending Matches
 - Referrals to Telephone Support Service
 - Referrals to PHN/GP re Mental Health

- 3.) Personal Care/Physical Health & mobility 37/280= 13%
 - Referrals to PHN for Meals on Wheels
 - Liaising with OT and PHN on provision of home mobility equipment
 - Referrals to PHN for Home help
 - Support with discharge from Hospital

- 4.) Finance & Legal affairs 35/280 = 12,5%
 - Support with grant applications to CWO
 - Requests for information/forms for benefit entitlements

- Support with accessing private carers.
- Support with pension applications

Call data/trends September November 1st – November 15th from challenges outlined during telephone befriending, vulnerability and NSL calls

Finance issues

Desmond* was unaware that his medical card had expired until pharmacist informed him that his medication could not be released. He does not have money to pay for meds and only has enough to last another day.

Gerry* wanted to have a chat about the financial costs he has getting taxis back and forth. He is touch with his social worker. He needed nothing except a chat.

Alice* called and was upset saying that she could only afford to heat her home for a couple of hours a day. She lives in social housing with her daughter who is moving out shortly and she won't have that extra income coming in.

Worries about Christmas

Delia* called this morning looking for reassurance that her Christmas plans sounded responsible. Advised that we still have to wait for governments advice in a few weeks, but all hoped we could spend Christmas with friends or family.

Marian* was a little bit glum about what may happen for Christmas, if she will get to see her family. She said that she was feeling a little bit lonely as she doesn't see anyone outside her carer from one end of the day to the next and is looking forward to the end of lockdown.

Cathy* had her flu jab today and it was the first time out of the house for months. She is worried she may not be able to spend Christmas with her daughter and four grandchildren who live a few miles out in the country.

Loneliness & Mental Health

Hugh* called as he recently retired after work the last 51 yrs., his children encouraged him to retire to protect him from catching the virus. He lives alone in an apartment, he feels retirement has left him feeling unimportant in society and a bit lost.

Laura* called to day she lives alone in Galway is a widow and suffer with COPD and her children live in England, she is lonely because her neighbours can't come in and home help comes and goes Rita would really like company face to face as a befriending service and a phone support call in the meantime.

Jennifer* is struggling emotionally today. She is upset about not seeing most of her relatives since March, however she has regular telephone contact with her sisters and daughter and grandchildren. She talked through her difficulties. She is hoping for a better time ahead

Jimmy* says he walks around the town with his dog because he gets very lonely in the evening, sometimes he actually cries with the loneliness. He says he can't handle the dark evenings and he would love someone to call him around 6 O'clock or so.

Liam* feeling the loneliness of not being able to call into neighbours. He gets out most days for a stroll, he suffers from painful feet but won't allow it to stop him walking

Beth* mentioned she has times when she finds dealing with Covid very hard. She said she is in a social bubble with a friend so is meeting her for a walk later today without this she doesn't know what she would do.

Calls from people asking questions and concerns with regard to COVID – 19 and Support bubbles in particular this period.

Trevor* called to talk about how nervous and scared he is about going to the doctor's tomorrow. He says he doesn't want to go as he is afraid of what they will tell him.

Geraldine* call to ask how to get tested as she is a close contact of a COVID19 positive. Advised follow HSE advice of restricted movements and COVID positive should self-isolate from them, HSE should be in touch in following days as part of contact tracing.

Susan* called inquiring about the dentist and is it safe to go as she needs some treatment; she was assured that it was safe to go but to call them beforehand if she had any reservations. Susan also wanted to chat, sounded a bit down.

Ethna* called for a chat, she has a bit of a head cold and isn't in the best of form. She was talking about the Covid 19 vaccine, saying that she wouldn't take the vaccine yet as she wouldn't be sure of the safety of it.

Kate* called concerned as her daughter received notification that she was in close contact with positive Covid case and she was supposed to drop her to the dentist, she doesn't know what to do and we gave her the HSE helpline number. Advised that her daughter will have to self-isolate for at least 10 days.

Practical Supports requests and inquiries

Josephine* lives with her elderly mother, who has been unwell. the boiler in their house is broken and they do not have the finances to get a new one, she wants to know if there are any grants available or financial help in any way.

Anita* called to say she would like to get support to get on the web, she is feeling that everything is on line now. I gave her the number of Tech Generation and read out info about them so she knew who she was calling. She doesn't have a device at the moment. She wants to take the first step.

Charles* called to ask for support and contact details for help at home with his wife's needs around safety and mobility equipment in for her. Stair rail etc. He was given the contact details for Home Support Services and a follow up referral for support Coordination

Steve* called as he needs assistance with setting up his Wi-Fi radio and other technology items. He was referred for practical supports

Christine* called to ask if ALONE could support her in getting her roof fixed. There are a few slates missing from it and her neighbour has had the same issues. She lives in Dublin and is afraid of cowboy builders taking a hand at her, she just wants someone reliable to help her.

Health and Wellbeing Update

Sent this week

- Cook Books Posted:3
- Exercise Books Posted:4
- Brain Health Booklets posted:4
- DVD's Posted: 0

Community Call –November 15th

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

Referrals

1 referral into Local Authority for this period

External Referrals into ALONE for ongoing support

Acute Hospitals: 26

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

Local Authorities: 0

Other (organisations, self and family): 68