

ALONE COVID-19 Response and Weekly Activity Report

Since 9th March –1st November

- 37,037 calls to ALONE National Support
- 210,977 calls providing active supports to Older People with an identified need
- 314 vulnerable adults identified and receiving an enhanced level of contact and support
- 5,057 practical supports delivered from the support line
- 32,827 units of practical support delivered from our staff and volunteers
- 3,354 Non-COVID support plans completed by staff
- 15,745 Older People supported
- 1,829 Technology prescriptions*: 237 Pendant alarms, 1,003 mobile phones and 589 technology support interventions supplied to older people.
- 3,156 total engaged volunteers with ALONE, 1,299 volunteers trained and 800 added to front line work
- 31,564 Health and Wellbeing actions through Support and Telephone Befriending Service
- Referrals Total*: Acute Hospitals 416, Primary Care /Integrated Care/Psychiatry of Older Age Teams 695, Local Authorities 85, Other (Age Friendly, Local Development Co/Local Partnerships/self and family) 721

**Small error in calculation in previous report. Correct figures added*

Demographics since March 9th – 1st November 2020

- 75% live alone.
- 28% between the ages of 60-70 years
- 25% are between the ages of 70-75 years
- 15% from adults between the ages of 75-80 years
- 11% are between 80- 85 years

Calls to Helpline by CHO Area

- 19% of all referrals were from CHO 1/5/8
- 22% of all referrals were from CHO 4/3/2
- 51% 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

- 28 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
- Average Answer time on the National Support line was 14 seconds
- Average Talk Time is 7.08 minutes
- A dedicated staff member responds to all voicemails received throughout the day

- **Total talk time is 117 hours 20 minute or 7,040 minutes for the fortnight of 19th October – 1st November**

October 19th – November 1st 2020

- **1,619** Calls received to ALONE
- **9,531** Total Support and Befriending Calls made this period (including Crosscare/ Vols/ Donegal)
 - **3,812** Support and Befriending Calls made this period (Not including Crosscare)
- **1** people referred to Local Authorities this week for practical support
- **940** Practical Support Delivered by staff and volunteers
- **11** Pendant Alarms and 17 technology support interventions this week
- **68** volunteers trained this week.

Additional Weekly Reports:

- **146** Support Plan Objectives were opened
- **215** Support Plan Objectives were closed
- **174** Non-COVID support plans objectives completed
- **147** Assessments completed
- **151** Referrals received.
- **26** Support Coordination Assessments carried out over the phone
- **33** Older people assigned Active Telephone Roles
- **37** Telephone Befriending matches made

Highest Areas of Need for Support Coordination Cases

Top 4 Areas of Need:

- 1.) Befriending and Emotional / Mental Health- 67/215 = 31%
 - Arranging Befriending Matches
 - Referrals to Telephone Support Service
 - Referrals/requests for Befriending service
 - Referrals to support services – My Mind and Samaritans
- 2.) Housing 57/215 = 27%
 - Support with major and minor home repairs
 - Support with Home Adaption grants
 - Support with maintaining tenancy and prevent homelessness
 - Support with garden clearance and house decluttering
- 3.) Personal Care/Physical Health & mobility 28/215= 13%
 - Referrals to PHN for Meals on Wheels
 - Support with sourcing mobility equipment
 - Referrals to PHN for Home help
 - Support with Practical supports – medication Collection etc.
- 4.) Technology 26/215 = 12%
 - Support with changing Internet providers

- Support with Grants for Tech Equipment
- Referrals for ALONE tech security items
- Support with technical problems with TV and phones.

Call data/trends September October 19th- November 1st from challenges outlined during telephone befriending, vulnerability and NSL calls

Physical Health

Laura* called saying she is in terrible pain from her physio exercises. We advised that she really needs to speak to her GP or the physio who gave her the exercises.

Charlie* who is 75 rang looking for the COVID19 symptoms as he has pains all over his body since Monday evening and has an appointment in Beaumont tomorrow morning. We discussed the Common symptoms from the HSE website and Charlie was satisfied that he did not have any of those symptoms and we advised him to call his GP if he had concerns.

Nelly* called as she's feeling very low and wanted to chat to someone. She has some health problems with her heart and is due in Galway hospital next month for a procedure. She said that she has had a lot of counselling in the past. She is feeling isolated from her family who she doesn't get on with and doesn't know her neighbours

Loneliness & Mental Health

Sheila* called in a distressed state, we established that she was thinking about suicide. There had been an occurrence at the weekend when she had contacted Samaritans and they had helped. She agreed to a referral to Samaritans for her while she stayed on the line. I contacted ***and he said he was arranging for Sheila* to get a call as soon as possible

Aine* feeling very low, not suicidal. She was crying on the call. Feeling isolated and has a lot of health difficulties. Also worried about finances - large gas bills etc.

Loretta* called as she was lonely, she lives in a nursing home and is finding life particularly lonely with the restrictions due to Covid 19. She doesn't have much family and has some issues with the staff in the nursing home.

Sarah* feels very alone and isolated. She is caring for her husband who is suffering from Alzheimer's and is also got other health issues. She phoned the Joe Duffy show and they gave her our number. Kay is expressing feelings of loneliness and love to talk to another person. She has lost her best friend recently and has another friend but can't meet up with her due to the Covid restrictions.

Steven* is very lonely, as he is virtually blind he cannot do anything and feels in prison in his home. He has no family and is frustrated at the restrictions. He cannot read or watch TV.

Marie* says she's fed up of the lockdown and thinks that loneliness is more of a threat to health for older people than Covid. She finds the dark nights hard and the days very long.

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

Doreen* called very concerned as her son who works in a hospital was waiting on a COVID-19 test and was unable to do shopping for her. She was wondering could her daughter come from outside of the 5k to deliver shopping to her, as she was completely isolated otherwise.

Tom* was looking for clarity on the details of the support bubble - could his family travel from more than 5k away, what would happen if they got stopped at a road block etc.

Celia* called to ask about social bubbles and if she was allowed to visit other households. I advised her that she could only have a bubble with one other household and that they must not have a bubble with anyone else,

Dessie* said it was the first time he has called Alone, His wife passed away recently. They were married 57 years. He was ringing to find out if it would be reasonable for him to go and stay with his son who lives in ** for a few days

Bob* wanted to check if his daughter could meet him or he could meet his daughter, she is in his social bubble and lives 20 km away. He lives alone and he depends on her. He was advised there was an exception to the 5km rule for social bubbles.

Trevor* called to enquire about visiting his 76 mother who lives 10km away, advised he can go if he is her main carer.

Gerald* called to enquire about home help he currently receives, he lives alone and would hate not to continue to receive home help from the usual lady as she has to travel more than 5Km, he was advised she could be part of his support bubble as allowed with 1 other household and it is for caring reasons.

Vincent* was wondering if he can visit his daughter in the next six weeks, even though she is more than 5km away. We advised that if he is choosing her as his support bubble and she is adhering to limiting contacts also then the government website states they can see each other. He said it's the only thing they can look forward to

Issues of attending Hospital/GP appointments

Tina* called as she was concerned about an upcoming GP appointment today. She was wondering should she put it off and push it forward. We advised that she should consider attending any scheduled appointment with her doctor.

Timothy* is 89 and has an appointment for Blackrock Clinic for a review of his arteries. He was concerned about Covid especially as his wife has COPD. We advised that HSE is encouraging people to attend their non CV related medical appointments

June* was worried today because she has a hospital appointment in December in Lourdes hospital. She needs a lift and cannot go alone due to failing eyesight. She said the Red Cross usually take her.

Paul* has a hospital appointment for a colonoscopy and wanted help with getting a lift from the hospital. We gave him the Red Cross and Order of Malta numbers but asked him to come back to us if he couldn't get help from either of these organisations

Practical Supports requests and inquiries

Paula* needs help with some shopping, she gets paid today and will have the money. Lives in flats and is finding the 52 steps up very difficult with shopping. She's suffering from COPD, and other issues.

Maggie* called to see if there were any grants available to her to get oil for her house. She doesn't have a lot of money and is starting to run low on oil. She wants to get some but says the company will only come out of a minimum of 200-250 euro is being spent.

Colin* called to see if there we could help him source a new TV, he only has a small portable, he would accept a second hand TV as long as it was in good working order. He can't afford to buy a new TV himself and he is anticipating being on his own over Christmas.

Susan* lives alone and has sight loss, she has had ESB are going to cut her off next Friday if she does not pay a large bill. She uses voice activation for everything and does not know what to do if electricity is cut off. Has to pay for private consultation for her heart condition and she cannot afford to pay the bill.

Aidan* wanted to know if someone could pick up some shopping for him before the weekend. He has poor mobility and can't answer the door but has a security camera. Is also isolating due to health complications.

Bernie* got in touch looking for someone to pick up her prescription in her local pharmacy. We advised that her local authority are now providing that type of support. Number was provided.

Health and Wellbeing Update

Sent this week

- Cook Books Posted = 5
- Exercise Books Posted =5
- Brain Health Booklets posted = 5
- DVD's Posted = 0

Community Call --October 18th

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

Referrals

2 referrals into Local Authority for this period

External Referrals into ALONE for ongoing support

Acute Hospitals: 40

Primary Care /Integrated Care/Psychiatry of Older Age Teams:42

Local Authorities:1

Other (organisations, self and family):59