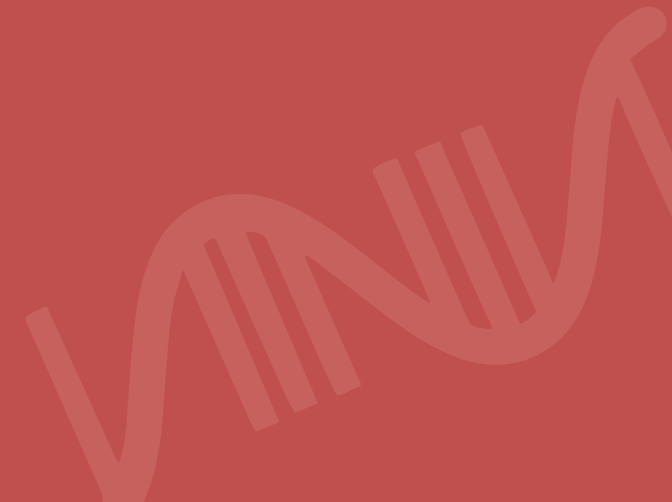


COVID-19

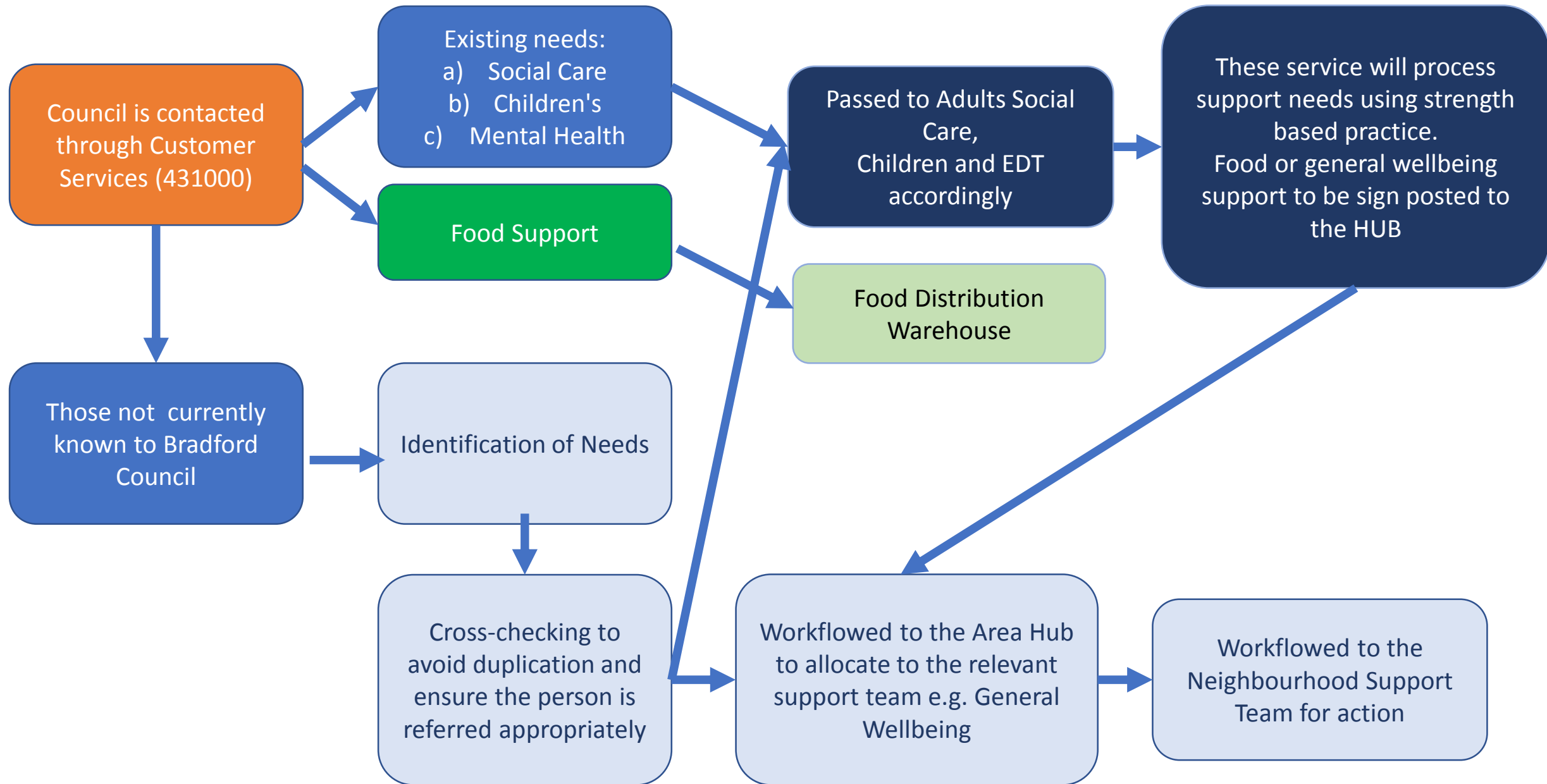
Support process for Shielded Group

7th April 2020

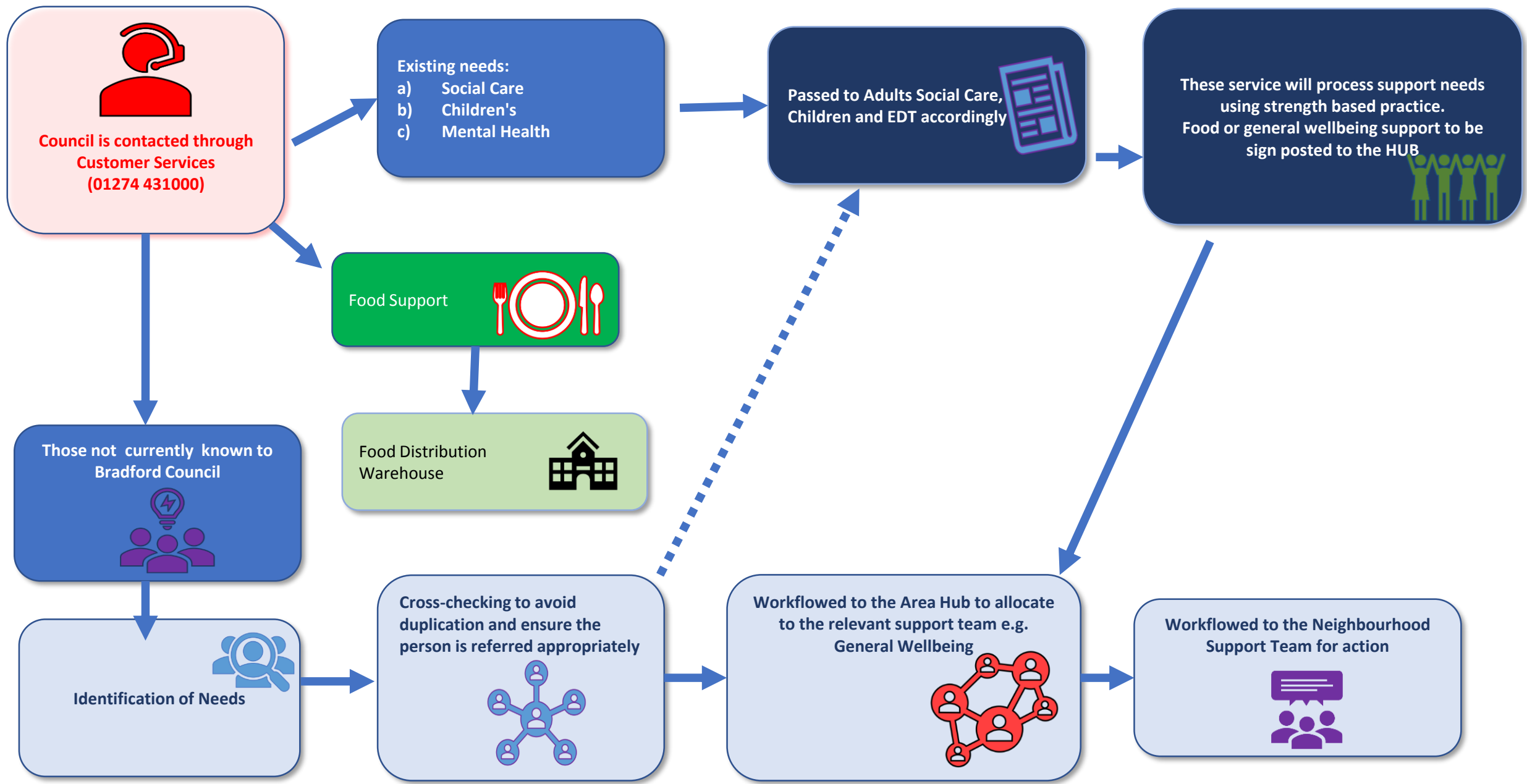
Theme	Lead SD
Supporting Health and Care of vulnerable people	Bev Maybury



COVID-19: Support for those that are Shielding and other vulnerable groups: Summary overview



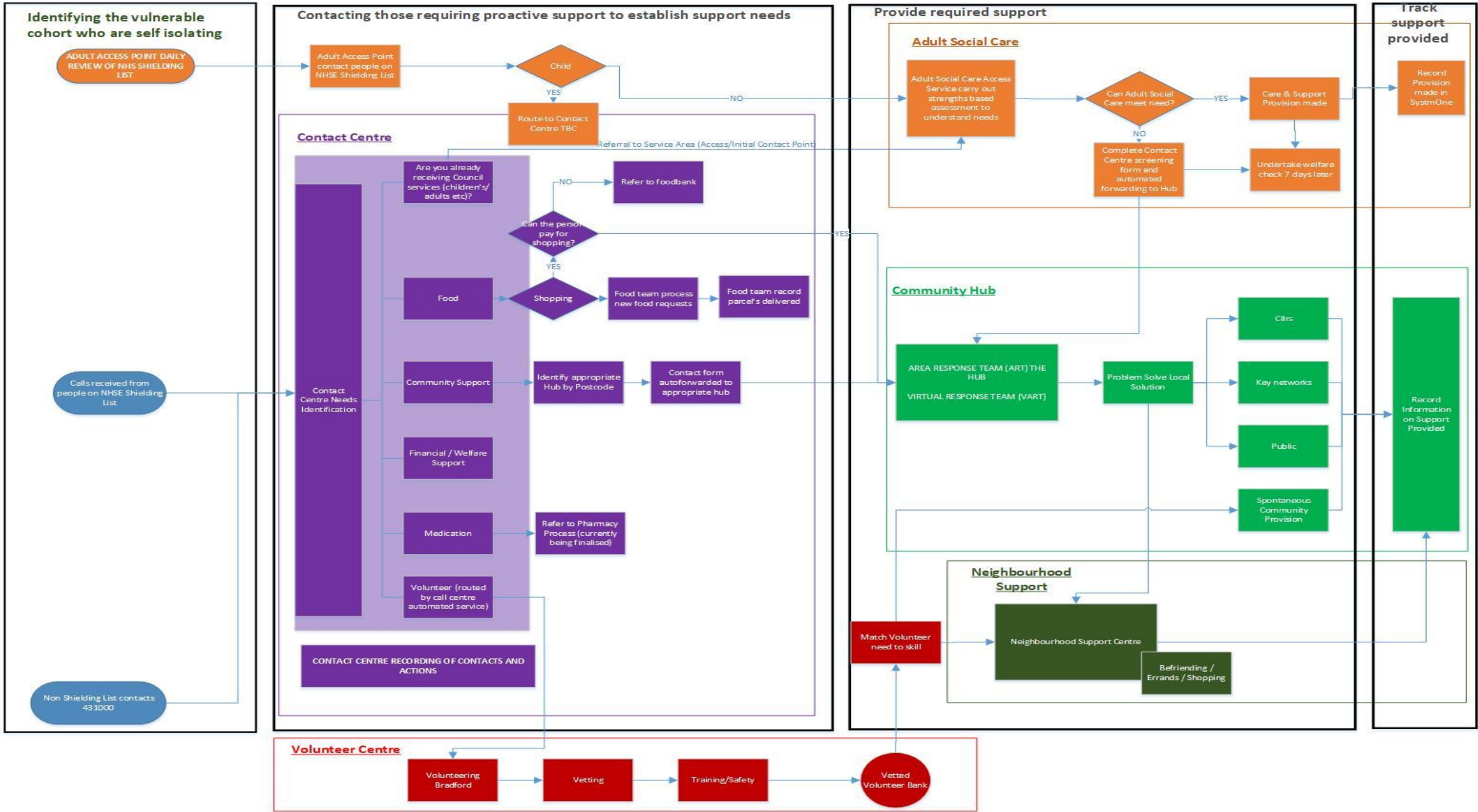
COVID-19: Support for those that are Shielding and other vulnerable groups: Summary overview



COVID-19: Support for those that are Shielding and other vulnerable groups: Key Components of Support

Area	Detail
Contact process	<ul style="list-style-type: none">• Access and contact Centre staff to contact the shielding cohort to capture their needs – this information will be passed on to the area hubs and other teams to provide support; including Food related support, Medication.• Access to also cover calls from the general public and will follow a similar process to the shielded group
Food	<ul style="list-style-type: none">• Shielded group will be receiving food provided by Central Government directly.• If there are any gaps that this will be addressed locally and delivered by PTS• All other new calls for food will come via 431000• The contact centre have a script and will encourage the shopping service first- this will be referred to the hubs• Requests for food box delivery from Hubs will go straight to Broadway via telephone and also email
Medication	<p>Medication support will be managed through the pharmacies:</p> <ul style="list-style-type: none">• When person requests prescription, the pharmacy will screen as to whether person can collect themselves, screen person for whether delivery is best option, pharmacy contact volunteer or Social Prescriber linked to pharmacy.• Pharmacy will tell volunteer their process for deliveries. There will be a message from GP recorded on phone lines to say not to contact 431000 re prescriptions
Community Safety	<p>Community Safety will:</p> <ul style="list-style-type: none">• Contact the hubs and centres to gather intelligence on potential or existing tensions and provide reassurance by making a visit at the hub or community centre or place of worship or shop.
Community Hubs	<p>The hubs will coordinate volunteers to support residents to physically or through virtual contact support general wellbeing: e.g. hardship, welfare and activities supporting pets.</p>

COVID-19: Support for those that are Shielding and other vulnerable groups: Examples



Shielded Group

Person will receive a call from the contact centre to understand their support needs.

The discussion will identify the support needs covering the following areas:

- Adults Social Work related support requirements – these will be passed onto Access
- Mental Health related support requirements - these will be passed on to BDCT Single Point of Access
- Community Support related issues – these will be forwarded to the Area Hubs
- Food related support will be passed on to the Food Support Team

The support needs will be documented and then workflowed to the relevant services as described above.

Shielded and non Shielded Group

The person would ring 431000, press option 1 and customer service will follow their standard script to signpost to relevant services. The categorisation of needs are;

- Socially isolated
- Help with Food and other essentials Shopping (will pay)
- Help with chores (both domestic and outside)
- Help with Food supply from food bank or food parcels (when no money)
- Help with food supply (individuals on the shielding list)
- Help with cooking hot food
- Help with pets (food, walking, taking to the vet)
- Help with personal care
- Signposted to credit union
- Signposted to social care or social services

Area Hub

According to the help process hub 8map the steps are;

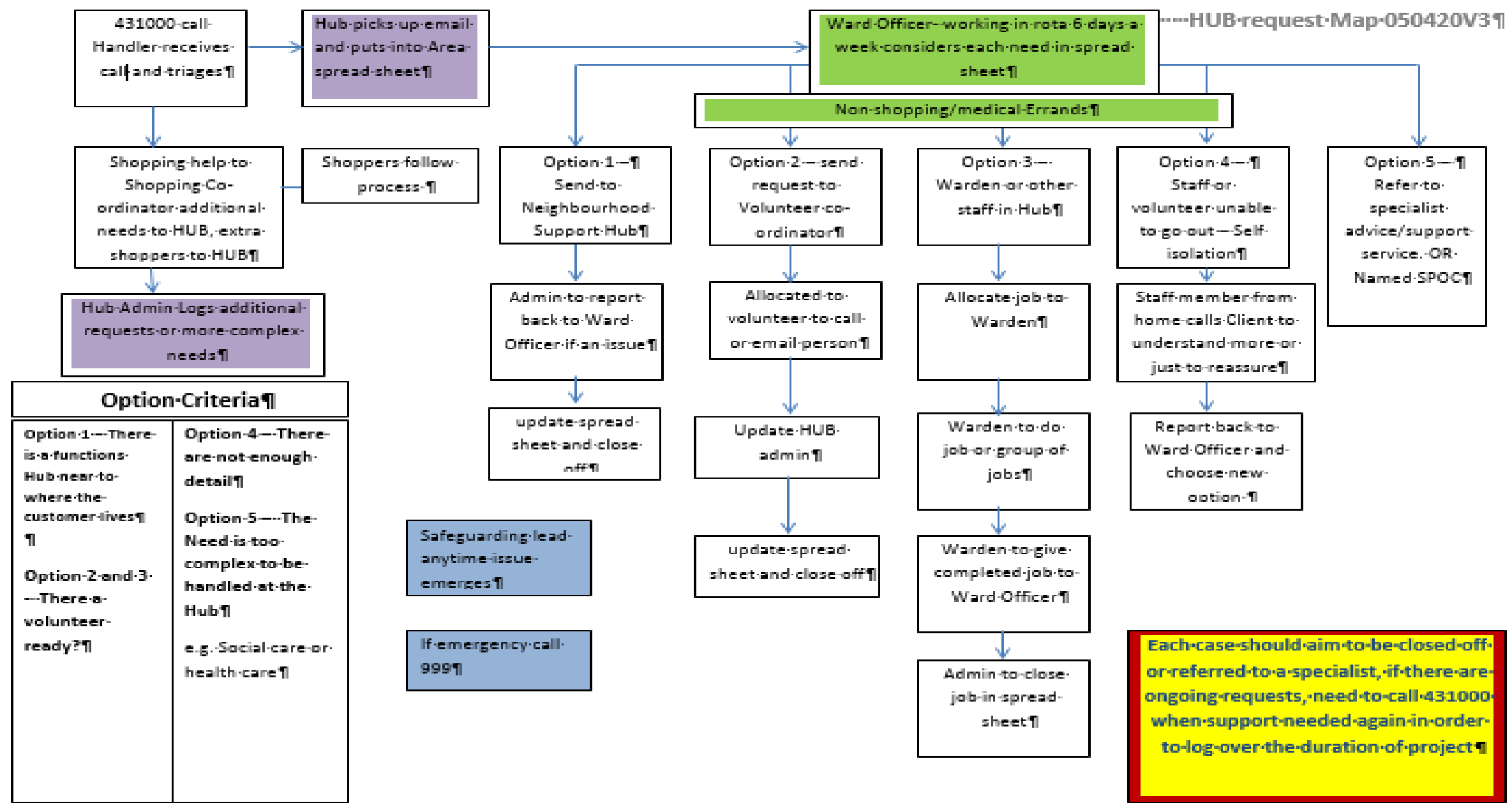
- The hubs receive information from Customer Services and admin put this data into a spread sheet
- The Ward Officer reviews the need request and considers five possible routes for action;
- If the person is looking for support that can be managed locally in their ward and is already taking place such as a book loan club then this is referred to option 1* (see slide 6)
- If the need is support with general chores or activities then depending on safeguarding or the labour of the task option is 2 or 3 is agreed
- If it is a befriending request such as ringing once a week then Option 4 is followed
- If the need is it too complex then this is referred to Social care or health care as option 5.
- Each option is logged and when the task is completed this is recorded.
- The information coming through the Contact centre will be sent through to each relevant hub and the individuals are then supported from this point..

Food Distribution

A referral would be made to the food team either by the Contact centre or through the Area hub or through Social Care if the person cant pay for their food:

- Referral passed onto the food distribution team detailing their need
- Food team prepare the food parcel
- Parcel is then delivered by PTS driver
- The driver will record the status
- If they need to deliver the parcel in side, they would do this observing the social distancing guidelines
- If the person is not available to take the delivery this will be recorded and referred to Social Care for a follow up

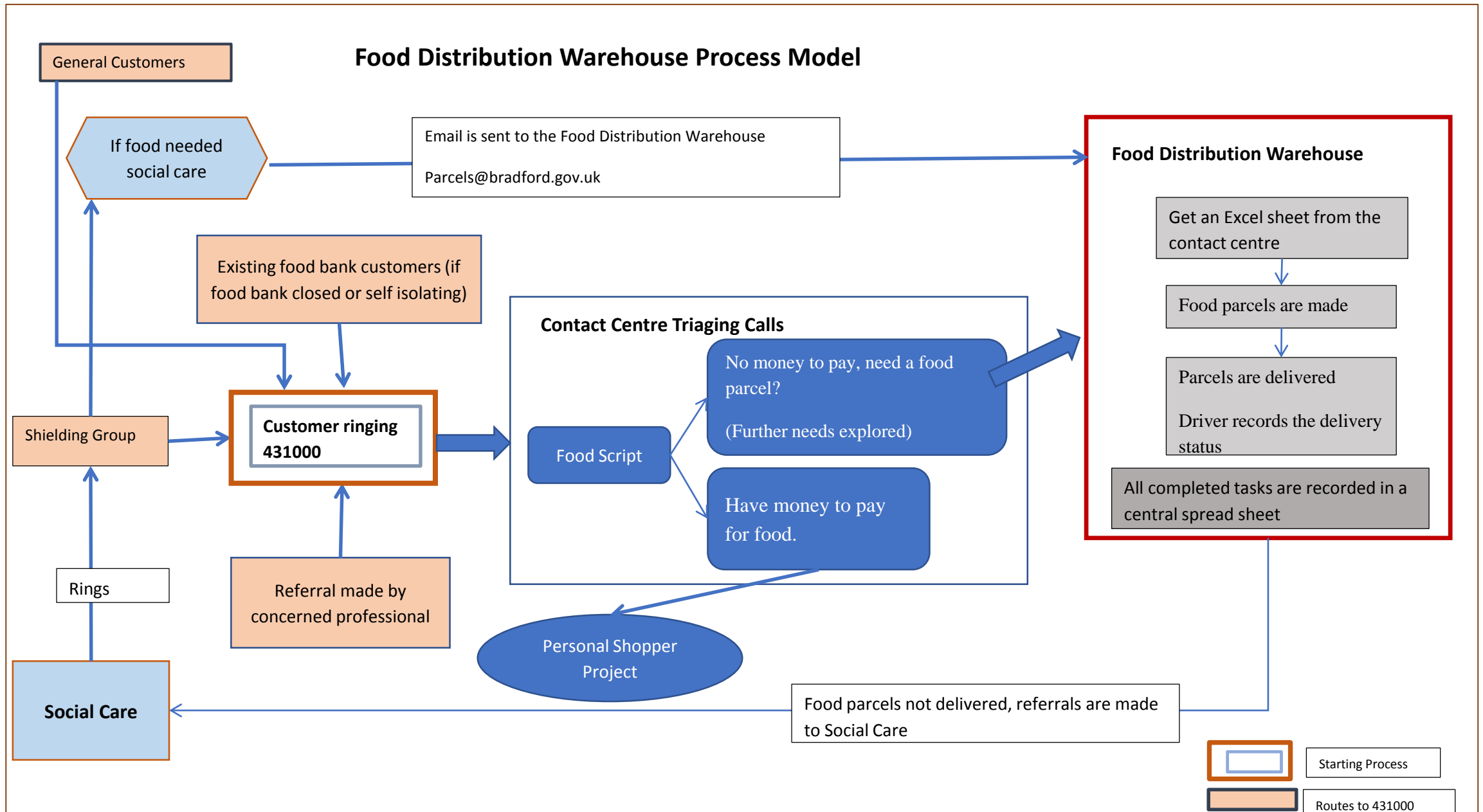
COVID-19: Area Hubs

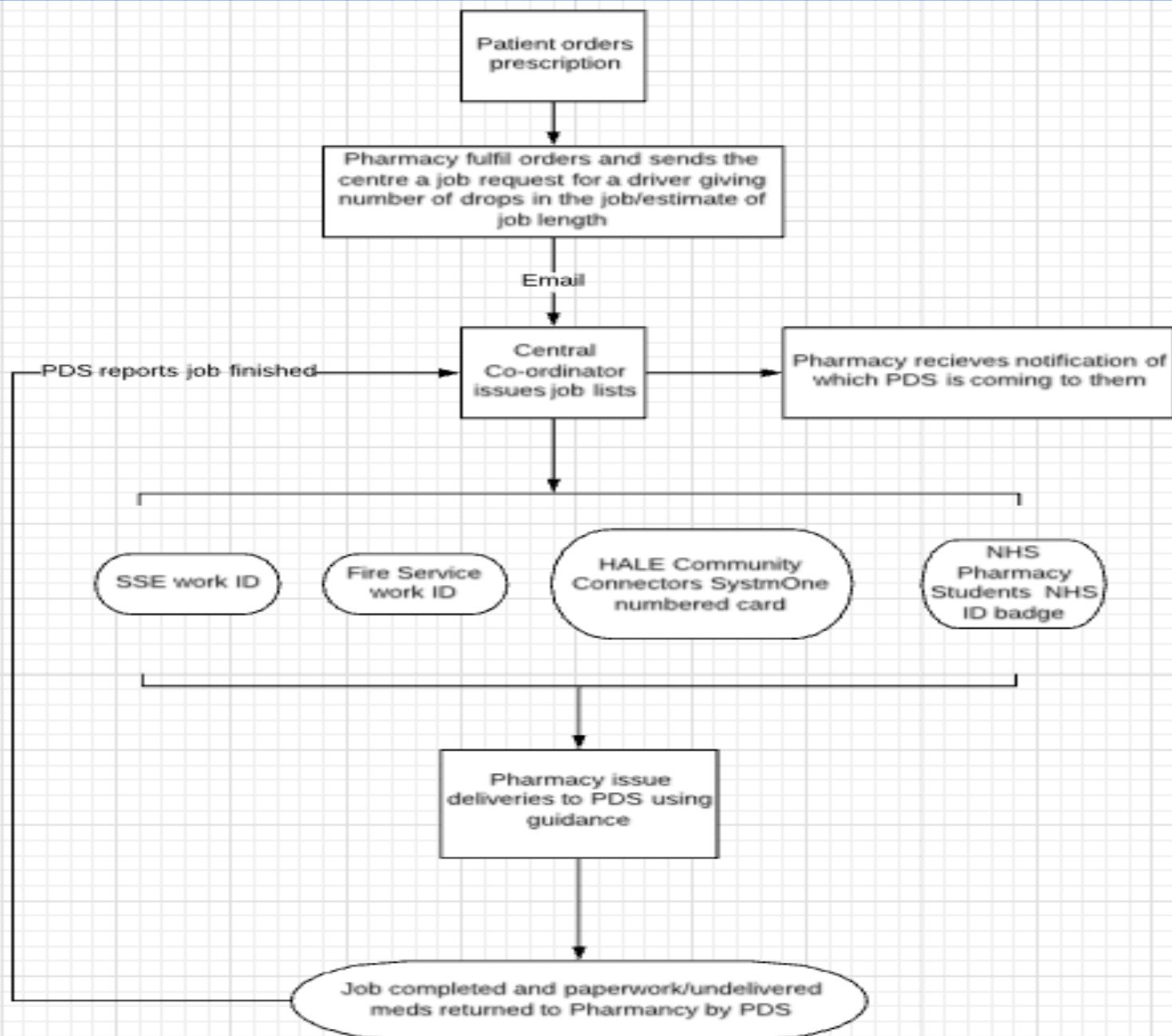


Option Criteria

Option 1 -> There is a function Hub near to where the customer lives	Option 4 -> There are not enough detail
Option 2 and 3 -> There a volunteer ready?	Option 5 -> The Need is too complex to be handled at the Hub
	e.g. Social care or health care

Each case should aim to be closed-off or referred to a specialist, if there are ongoing requests, need to call 431000 when support needed again in order to log over the duration of project





COVID-19: Categorisation of support and examples of support needs

No	Support Category	Explanation
1	Medication or prescription collection	When people only need medicine/prescription delivery
2	Socially isolated	People who wants someone to check up on them as they don't have any family or friends around)
3	Help with Food and other essentials Shopping (will pay)	This will capture people's requirements who want food and other essentials (toilet rolls, cleaning products etc.)
4	Help with chores (both domestic and outside)	When people need help with both domestic and outside chores (cleaning, gardening, putting the bin outside, paying the bills, assistance setting up online payments, collection of news paper)
5	Help with Food supply from food bank or food parcels (when no money)	This is when people specifically mention that they don't have money and need food
6	Help with food supply (individuals on the shielding list)	When people mention their vulnerability status or received a letter from NHS and need food parcel
7	Help with cooking hot food	Those people who might have food but don't have someone who can cook it Or They need hot food delivered as they cannot cook
8	Help with pets (food, walking, taking to the vet)	People need help with their pets (walking, taking to the vet, food etc.)
9	Help with personal care	People who need assistance with self care
10	Signposted to credit union	When either the caller wants to be signposted to the credit union Or The person who is taking the call make a judgment that the person should be signposted to the credit union based on their current circumstances
11	Signposted to social care or social services	When either the caller wants to be signposted to the social care or social services Or The person who is taking the call make a judgment that the person should be signposted to the social care or social services on their current circumstances

COVID-19: Categorisation of support and examples of support by time

Support requiring time	Explanation	Example from data
Required within 24 hours	(this is where people have mentioned that they have now literally run out of medicine or food)	Requires a food parcel, is self isolating living on own. No food left, please contact asap. Or Family of 3, self isolating. Does not have any food. Would like a parcel dropped off urgently. Only has 3 tins of carrots.
Required within 2 days	(this is where people need medication and food but yet have some at home)	71 Year old husband and wife not in good health, high blood pressure, Ron has had a stroke , not wanting to go out to scared. Thinks he has symptoms of corona virus. On way to look after parents. Staying in a bed and breakfast. Self Isolating. Needs shopping for food. Dietary requirements, vegetarian. Fresh fruit and veg please. Fruit juices please. No eggs or milk, pasta is alright. Needs medication bringing. Very little food, will run out tomorrow.
Required within 3-7 days	When people have food/medication or other help for 3-7 days but will require assistance/support after that	<p>75 years old is disabled Neighbours away - no one to assist Has grandchildren who live far away Needs assistance with shopping - has food enough for 3 days</p> <p>N is isolating due to health issues, the only person who he has is his mum who is isolating due to COPD. He has money to buy shopping however no way of getting it. He has a enough food for the rest of the week but will then need assistance to get food.</p> <p>E is 96 and registered blind, she is self isolating, please can she have some help getting shopping. At the moment she has enough to last 2 weeks, at the moment her friend has been helping however they may need to isolate and then there will be no one to help E.</p>

Week 1: Shopping Scenario

A mother with disabled children spoke to her council warden and asked if we could help her with her shopping, she had money but was unable to get a click and collect or a delivery and is unable to leave the house.

The warden collected her shopping list, did the shopping and took the delivery to her house. She was advised to call 431000 to pay for the shopping and we processed the payment the same day.

Week 2: Carer

Dave, aged 69, has mild dementia lives alone and currently is in self isolation for 12 weeks. His daughter Sara was his main carer, who was supporting Dave with his personal care needs, shopping and meals. Currently, Sara is admitted in Hospital after diagnosed with positive Covid19. Sara cannot support her father anymore. Sara's partner arranged for a Personal Assistant for Dave, who is also in self-isolation for the past two days. Dave tried to call home care agencies but calls are not getting through. Currently, Dave needs help with buying food, walking his dog, and most importantly wants someone to call him every day just to have a quick chat and check up on him.

Dave calls 431000 for support. The Customer Service (CS) team reassure Dave and ask him a few filtering questions to clarify his support need in more detail. After a few questions, the CS team forward Dave's details to the relevant Hub Area Coordinator. The Area Hub Coordinator gives Dave a call, reassures him and confirms his needs and further details that will help them allocate the right volunteer to support Dave with his needs. Area Hub Coordinator then calls the Volunteer Coordinator and discuss Dave's case and asks for the relevant, available trained volunteer and their availability. Both Area Hub Coordinator and Volunteer Coordinator match the right volunteer with Dave's case and arrange support for Dave in a timely manner.

Week 2: Personal Shopper

A couple at the age of 90 years are currently self-isolating and rang 431000. Information about the call is sent to the area Hub and is allocated to a Ward Officer by the Admin Officer. The Ward Officer rings the resident to gain further information on the support needed. The elderly person explains he is not able to order his shopping online due to not being able to get any slots . He is happy to pay if someone can shop on his behalf and drop the shopping off to him.

The person explains he has one week of food, but he is unable to register with Sainsbury's and he has not received a NHS letter and would be grateful for any assistance and would be happy to pay. The person does have a family member who is currently self-isolating himself as is at risk. The person was advised to keep trying online slots and ring GP to ask why they have not received an NHS shielded letter.

The case was allocated to a Neighbourhood Warden who followed up 3 days later to see if anything had changed. When follow-up took place the person requested a M&S shop only, but he was advised that emergency shops were only being carried out at the local Morrison's. The person declined further help and had said they had got their shopping delivered after securing an online delivery slot.

No follow up was requested, but they were asked to call 431000 if circumstances changed.

Week 2: Personal Shopper and check in

An extended family in Australia were concerned about their aunt and uncle who were not answering the phone .

The niece searched local social media in Bradford and Keighley and located contact details on facebook on the Keighley Communities People Can page. A facebook message was sent by the niece in Australia regarding their concerns, and local Neighbourhood Wardens were tasked to attend the home address to carry out a welfare check.

The aunt and uncle were self isolating. They were asked by the Neighbourhood Wardens if there was anything they could do for them. They requested a small amount of shopping, the Neighbourhood Warden called the Ward Officer to ask if this was acceptable.

The Neighbourhood Warden agreed the shopping list and shopping was collected and paid for with cash and delivered to the couple. They were both advised to ring 431000 if they need anything further or if circumstances changed, this was done within an hour of the message being received from facebook. The niece was updated on the outcome.

COVID-19: Support for those that are Shielding and other vulnerable groups: Case Studies

Week 2: Personal Shopper

Situation: Older lady living alone, COPD sufferer, self-isolating for 12 weeks. She self-referred on 26 March needing help with shopping. No friends, nearby family or trusted neighbours for help. Not on benefits, access to cash and a debit card.

Task: More details obtained on day of referral and shopping done. Customer rang back on 4 April to find out further support needs and 40 minutes were spent on call to understand her situation.

Action: Shopping done on day of referral. Subsequent call ascertained customer needed help getting her prescriptions delivered, and had been told by the Pharmacy they did not deliver. Together agreed to fortnightly shopping, next shopping on 9 April and then fortnightly after this. Customer will plan for this, prepare a list that (as far as possible) includes the range of things she is likely to need over the next 2 weeks. Asked to contact Pharmacy to explain she has no friend, family or trusted neighbour to collect her prescriptions and to ask for all her prescriptions to be delivered during her isolation period. Any problems with getting prescriptions collected to let us know.

Outcome: Customer understands that we cannot shop 'ad-hoc' as she runs out of things, that she needs to think ahead and write things down as they occur to her. She knows she can now ask the Pharmacy to deliver her prescriptions until self-isolation ends. She knows she doesn't need cash for us to go shopping for her (She had gone out to the ATM to get cash after the first shopping done - we didn't have access to a payment card then). Customer has been advised she should not be going out as she is in a high risk category that our payment card can be used by and she can pay Council Contact by debit card once shopping arrives.

Week 2: Pension and Care home

Situation: A concerned resident contacted the Council after she had spoken to an elderly female pensioner who was queuing at the post office to collect her pension. She was upset because she had been told she could not have contact with her husband who was in a care home following a stroke. She was unclear why this was the case and was distressed. The concerned resident also asked the Council if she needed to go to the Post Office and if someone else could collect in her place.

Action: Warden contacted the woman on phone and provided reassurance. The person was pleased to receive the call and went into further detail of the situation. It seemed that the care home had not communicated very well with the woman. Warden explained that care homes would restrict access to prevent the spread of Coronavirus. The resident visited the home every day without seeing her husband and collected his washing. Following the call and a concern that the care home had not communicated adequately with the resident this was referred to Adult Services for guidance. As nobody had contacted back to update BD a call was made from the hub on Saturday. Nothing resolved but resident reassured that the Council is trying to help her.

Result: Waiting for feedback from Adults on if anything can be done with the care home. Waiting for feedback on if it is okay in principle for Neighbourhood Wardens to take on responsibility for collecting pensions as a form needs to be completed for authorisation. A welfare call will be made to see if this requires any further support and remains well. The resident will be updated when information is forthcoming. Resident will also be asked if they require other support at home including shopping to reduce her need to leave her home.