

Covid 19: Social Isolation Workstream

Summary of Work

May 2020



Purpose



Key Focus

How we support vulnerable people, with the emphasis on those in social isolation as a direct consequence of COVID-19.

Outcomes

No vulnerable person goes hungry during the pandemic

Vulnerable people have access to key requirements such as heating, broadband and energy

Vulnerable people and support organisations know where to go to access help

The process for accessing help is as streamlined as possible - no duplication / hand-offs

Work Strands

Access to Food

'Shield' – Food Distribution & Logistics

Community Support

Accessing Help

Key Activities

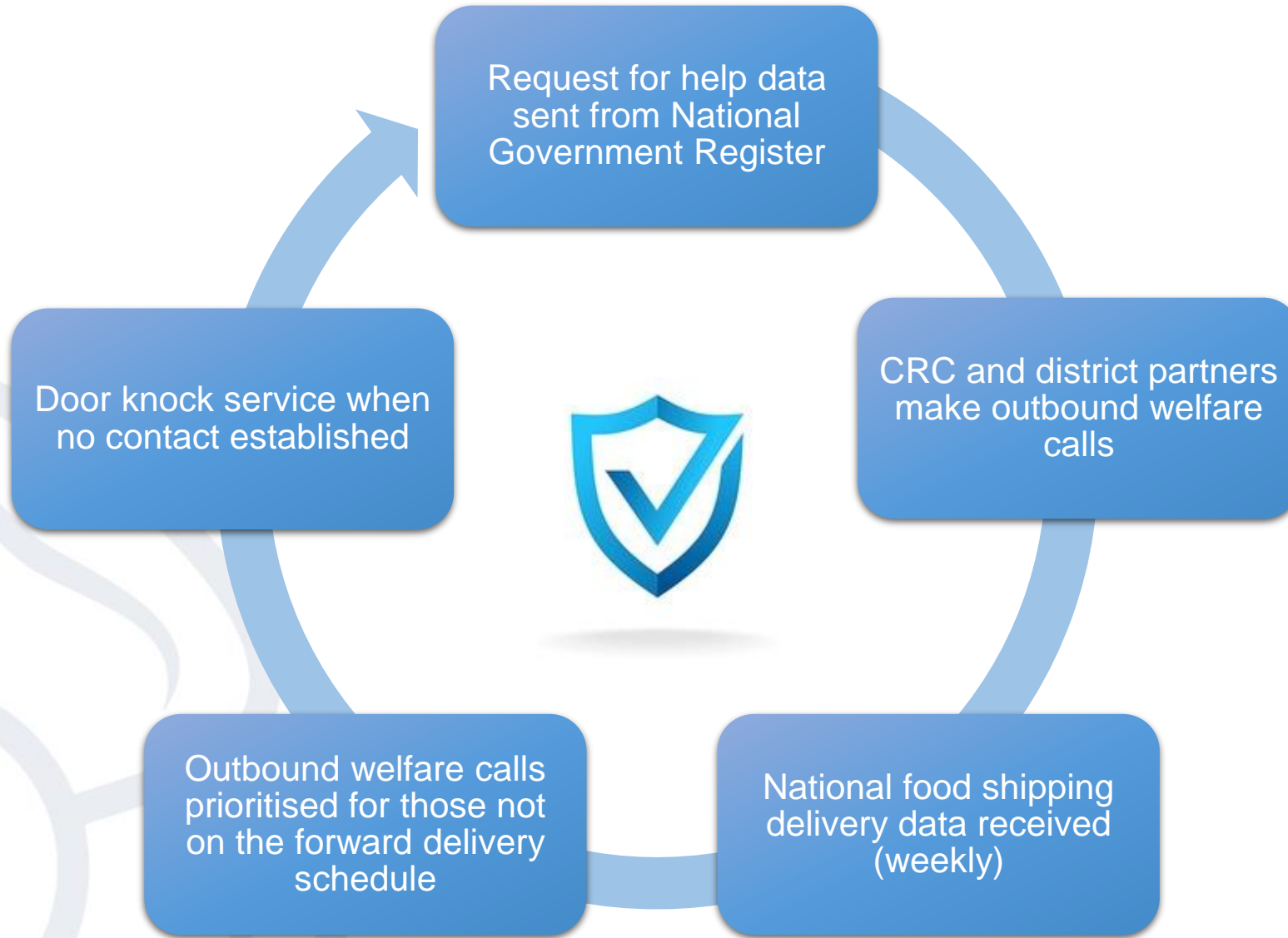
- Summary of National Supermarket offer
- Provide direction for residents to access food and delivery information
- Volunteer ID badge/parking permit production
- Food bank mapping and sustainability
- Bringing together local businesses to ascertain how they can help through mapping, contacting community hubs and Buy Local.
- Redirection of surplus food from suppliers to local hospitals, food banks etc.

- National Food delivery 'Plan B' logistics.
- Distribution of Emergency Food.
- Shield Data - link with national process. Outbound calling and CRC scripting (incl. work with districts).
- Data Map of known vulnerable people – identify gaps
- PPE logistics – storage, security, delivery etc.
- Determining need to deliver FSM.
- Pharmacy support – distribution of prescriptions

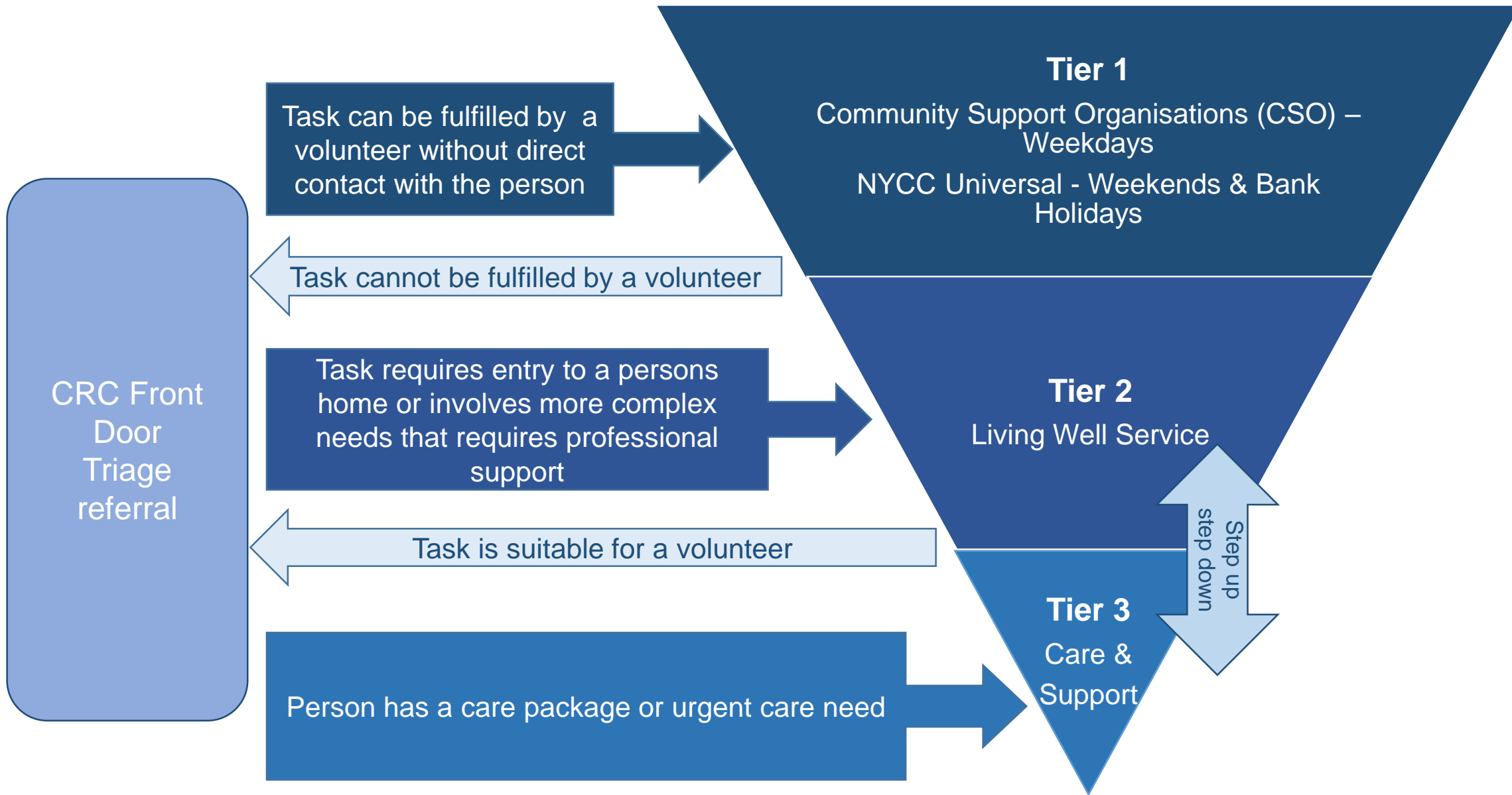
- Identification of /support to CSOs to coordinate local volunteer responses.
- Development of detailed flow for all work in this work stream
- Grant Funding (Covid-19 Support Grant; NYLAF; District Level Micro Grant schemes)
- Universal + Service
- Database of comm /vol. groups
- Volunteer App Development
- Pulling together strands of volunteer activity
- Safe access to cash
- Digital Support

- Working together with Districts & other partners (e.g. Fire)
- Working together with the NHS (including prioritisation)
- Development of CRC screening hub and routing of calls
- Mapping new CRC processes and scripts and securing additional resource
- Emergency cover & phone line capacity
- Consistent communications including information, advice and guidance

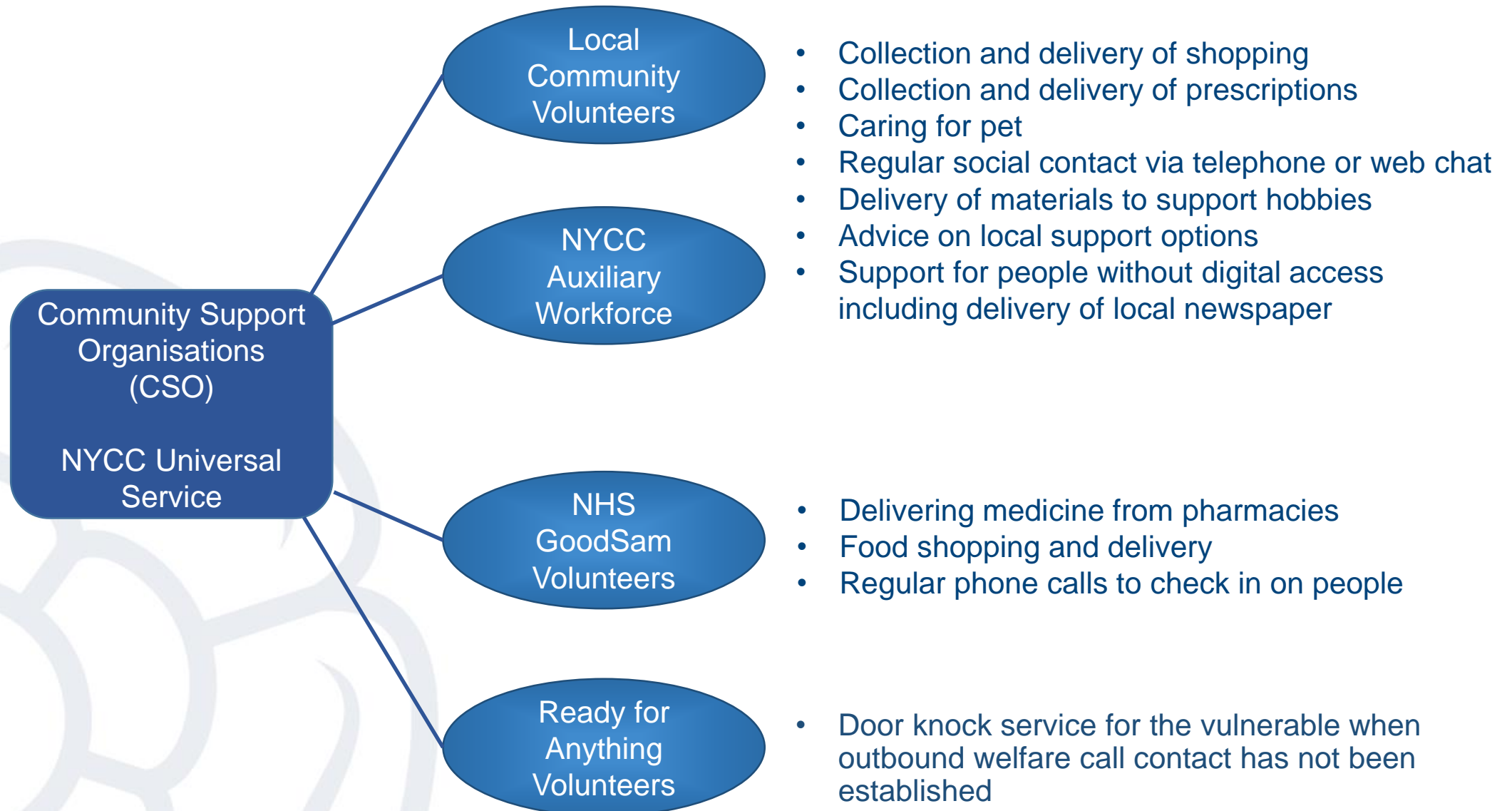
Support for the Shielded



Access to Support

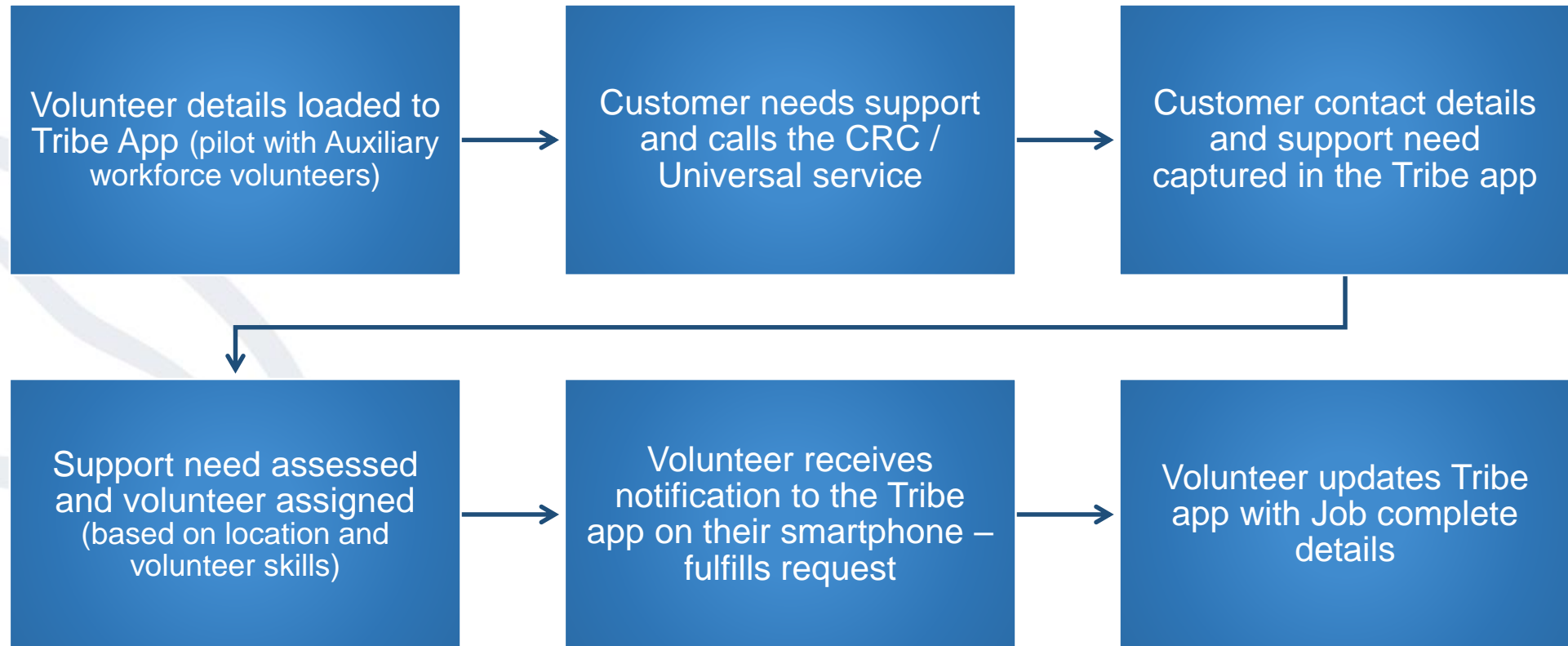


For tasks that can be fulfilled by a volunteer without direct contact with the customer

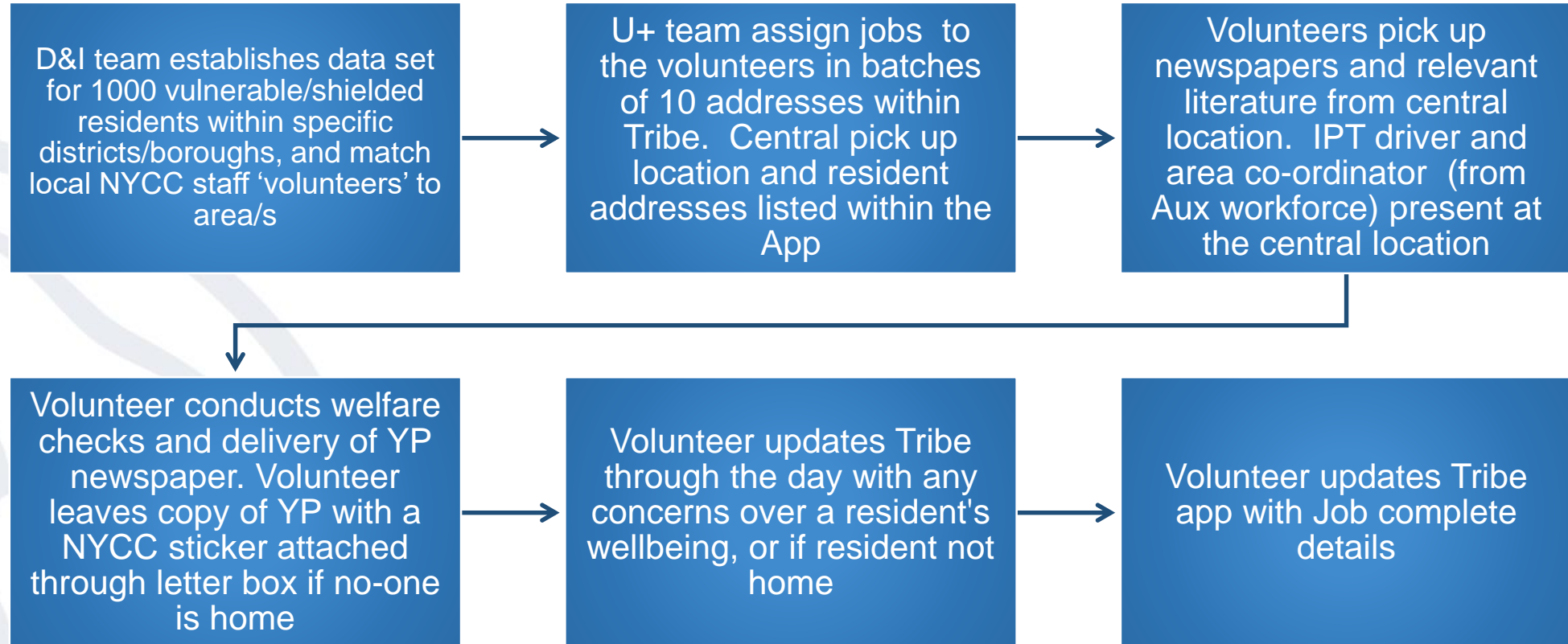


For matching volunteers to tasks that can be fulfilled without direct contact with the customer

Tribe Volunteer App



Weekly welfare checks and delivery of Yorkshire Post and NYCC Covid-19 advice leaflet, to vulnerable and/or shielded residents

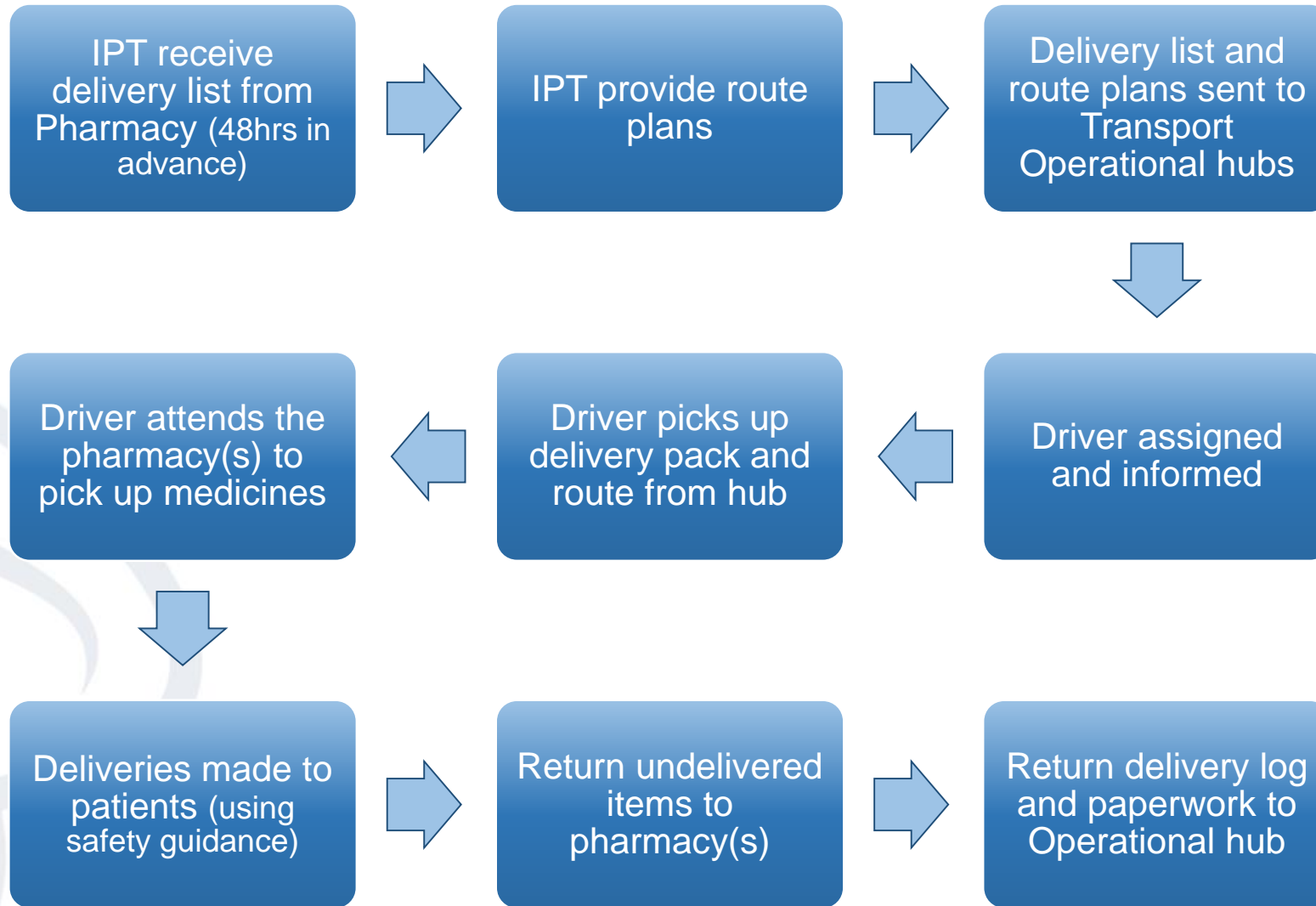


Living Well Services

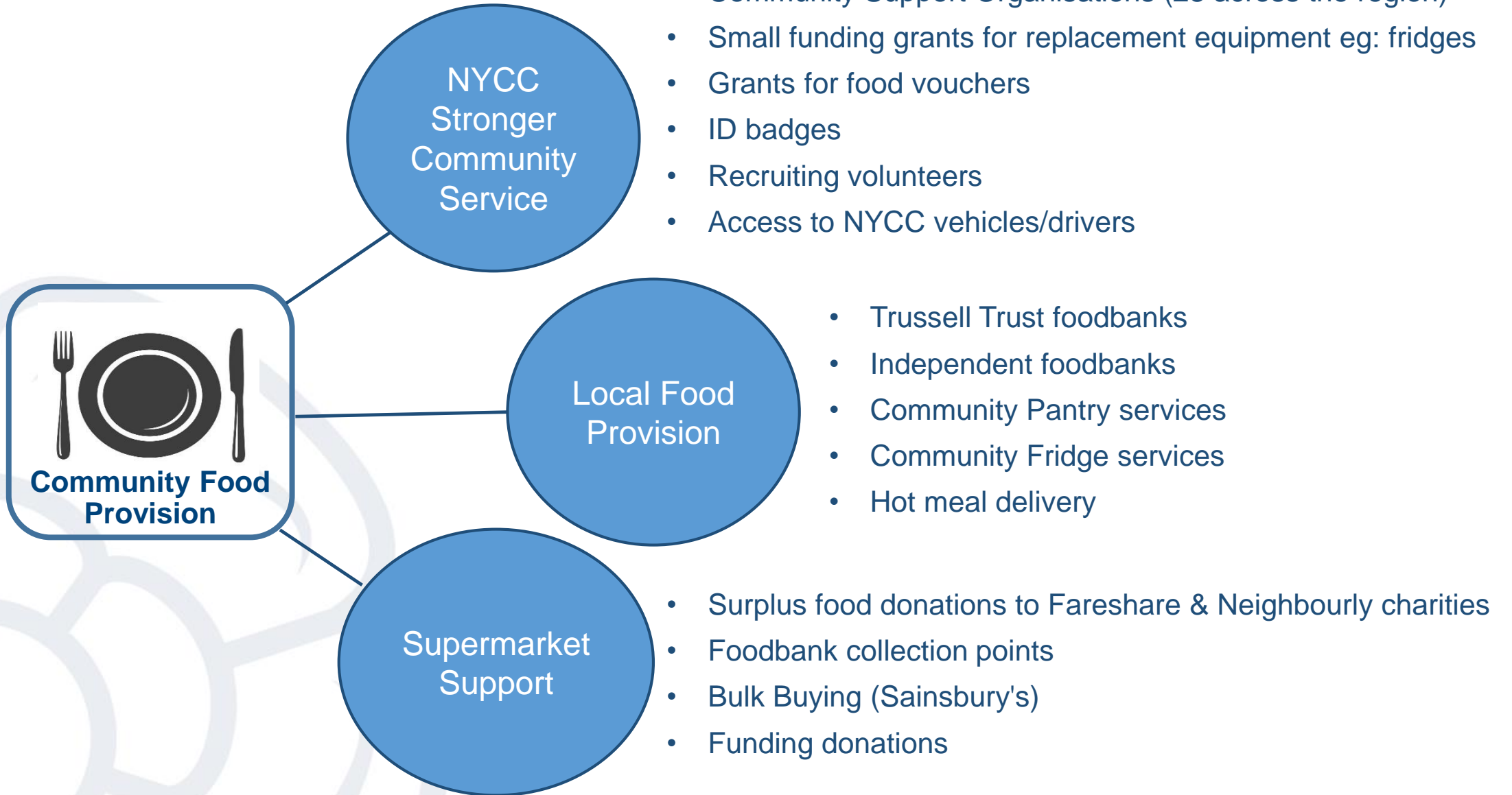


- Support for those who are lonely and isolated
- Sensory impairment and communication support
- Emotional support including mental health support
- Bereavement or loss of support network
- Wellbeing and healthy lifestyle advice and support
- Help with finances (Income maximisation team)
- Support for carers
- Support for people who have physical or learning disabilities or autism

Pharmacy Deliveries

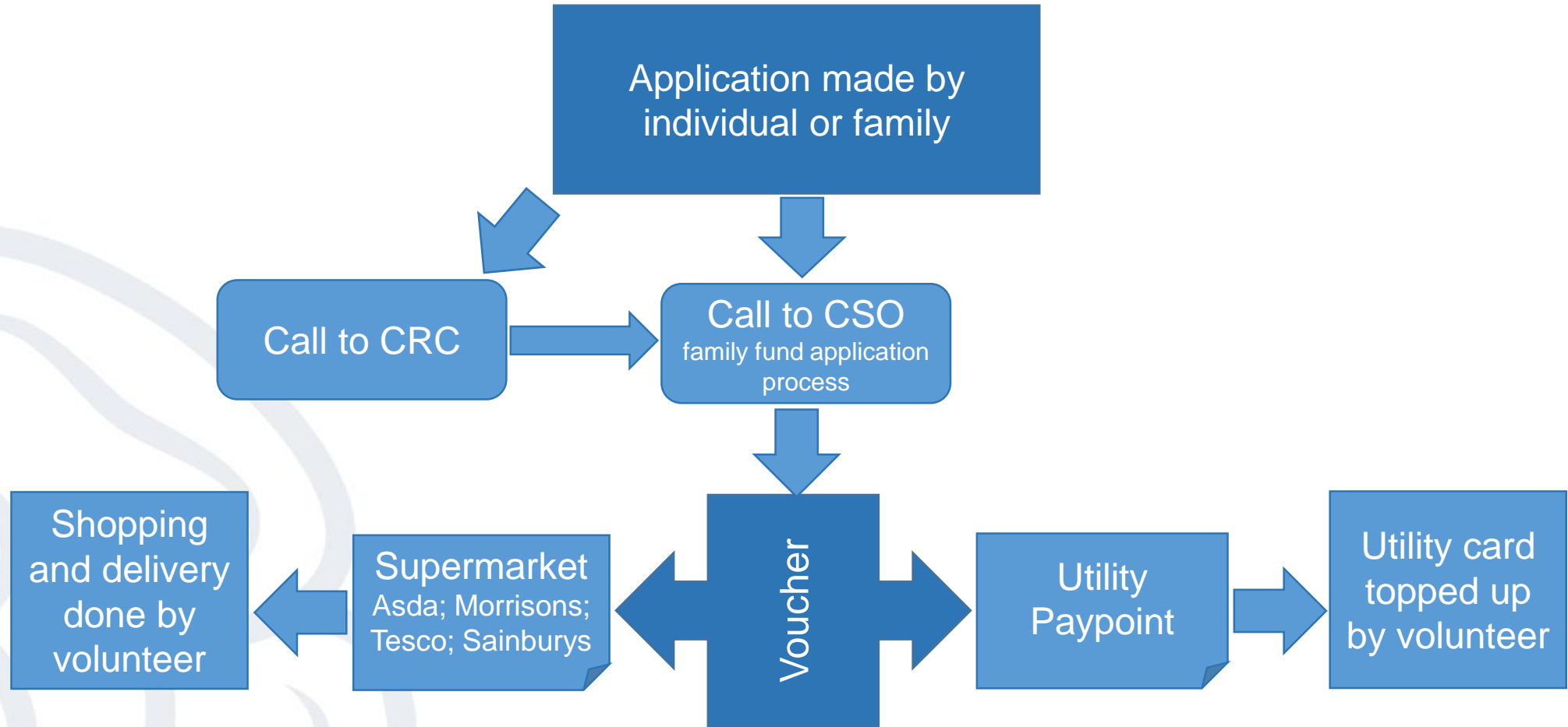


Community Food Provision



The Covid-19 Support Grant Scheme is to help individuals and families who are most in need or most at risk, to access food, utilities, and other household essentials to support them through self-isolation. Up to 6 applications can be made within a 12 week period.

Local Assistance Fund



The amount awarded is based on the number of people in the household: Individual - £70
Couple - £100 Each additional household member - £20.

Care Home Support Model

Stage 1 Outbound Call

- Completed by Universal+ team
- Circa 250 care homes to be called on a daily basis
- Contact worker allocated up to 10 homes from a central spreadsheet
- Lagan used to record all outgoing calls. Associated to individual care homes with an outcome for each contact (eg successfully completed survey or not).

Stage 2 Snap survey

- Completed by Universal+ team
- Presented to staff making outbound calls as part of lagan guide
- Consistent set of questions on measureable data
- Free text option for other issues.

Stage 3 Data Analysis

- Report refresh to be completed by Universal+ team. Rest of report Automated
- Based upon agreed scoring matrix each care home given a Rag status
- Free text information also part of dashboard
- Data analysis to show significant changes in trend
- HAS Liaison to have direct access to report so no hand over from Universal+ Team

Stage 4 HAS Liaison

- Liaison workers review the RAG ratings in the dashboard for the providers within their portfolio
- Contact made with the provider where change to RAG rating indicates additional support need
- The liaison officer will coordinate support with the relevant partners/staff with specialist knowledge and link the support offer with the provider
- Data recording and monitoring will be maintained by incident log spreadsheets

Transport for Medical Appointments

There is no family or friends able to help and there is no Patient Transport or Community Transport options available

Person requires transport to medical appointment

Service request is made to the local CSO or through the CRC or U+ team



Request for transport made to the IPT Transport team (dedicated email address)

The transport hub picks up the request and contacts the customer to make travel arrangements



Transport provided