

ALONE COVID-19 Response and Weekly Activity Report

Since 9th March –4th October

- 34,111 calls to ALONE National Support
- 195,987 calls providing active supports to Older People with an identified need
- 47 vulnerable adults identified and receiving an enhanced level of contact and support
- 4,919 practical supports delivered from the support line
- 30,967 units of practical support delivered from our staff and volunteers
- 3,102 Non-COVID support plans completed by staff
- 15,133 Older People supported
- 1,797 Technology prescriptions: 264 Pendant alarms, 1,003 mobile phones and 530 technology support interventions supplied to older people.
- 2,873 total engaged volunteers with ALONE, 1,200 volunteers trained and 707 added to front line work
- 31,489 Health and Wellbeing actions through Support and Telephone Befriending Service
- **Referrals Total:** Acute Hospitals 354, Primary Care /Integrated Care/Psychiatry of Older Age Teams 480, Local Authorities 63, Other (Age Friendly, Local Development Co/Local Partnerships/self and family)502

Demographics since March 9th – 4th October 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

- 23% of all referral were from CHO 9
- 6 % of all referrals were from CHO 8
- 19% of all referrals were from CHO 7
- 14% of all referrals were from CHO 6
- 9 % of all referrals were from CHO 5
- 11% of all referrals were from CHO 4

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

- 29 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 7.38 minutes**
- **A dedicated staff member responds to all voicemails received throughout the day**
- **Total talk time is 78 hours 28 Minutes or 4,708 for fortnight of 21st September – 4th October 2020**

September 21st– 4th October 2020

- **1,062** Calls received to ALONE
- **8,869** Support Calls made this week.
- **12** person referred to Local Authorities this week for practical support
- **1,200** Practical Support Delivered by staff and volunteers
- **15,133** Older People being actively supported receiving regular assessment, support coordination, Telephone support calls, visits, health and wellbeing advice.
- **8** Pendant Alarms and 17 technology support interventions this week
- **53** volunteers trained this week.

Additional Weekly Reports:

- **197** Support Plan Objectives were opened
- **251** Support Plan Objectives were closed
- **202** Non-COVID support plans objectives completed
- **119** Assessments completed
- **133** Referrals received.
- **34** Support Coordination Assessments carried out over the phone
- **17** Older people assigned Active Telephone Roles
- **44** Telephone Befriending matches made
- **44** Befriending matches made

Highest Areas of Need for Support Coordination Cases

Top 4 Areas of Need:

1.) **Befriending and Emotional / Mental Health- 76/251 = 30%**

- Weekly Visitation befriending requests/referrals
- Referrals to Telephone Support Service
- Provide information on counselling groups
- Advice and information on support groups

2.) **Housing 70/251 = 28%**

- Liaising with local Authorities regarding house repairs
- Support with Home Adaption Grant applications
- Home repairs & maintenance
- Support with garden clearance and house cleaning

3.) **Personal Care/Physical Health & mobility 37/251 = 15%**

- Referrals to PHN for Home help services

- Referrals for Meals on Wheels
- Support with referrals to Sage Advocacy service
- Assistance to source hearing aids and other equipment

4.) Finance, Legal Affairs 26/251 = 10%

- Requests for Medical card, living alone & Fuel allowance applications
- Support with reviewing Finances and Debt management
- Support with Social Welfare entitlements
- Support with dealing with Household utility bills.

Call data/trends September 21st to October 4th from challenges outlined during telephone befriending, vulnerability and NSL calls

Grief/Bereavement

- Carole* is still really struggling with the death of her son and unanswered questions she has about what happened. She does not get along with his partner and did not get to see her grandson who is in foster care this year due to the covid restrictions. She is due to start counselling for grief, physio for her hip and has an appointment booked to speak to a social worker re. seeing her grandson. She talks to her son in Australia and another in New York as well as her daughter. She said she enjoys the phone befriending she gets from ALONE.
- Marianne* called as she is feeling very lonely. Her son is reluctant to call over as his kids are now in school and he is worried about passing something on to her. Her husband passed away 6 weeks ago. We had a nice chat and she was very thankful.
- Helen* called as she was having a bad day. She discussed her difficulty wearing a mask as she has COPD. She also broke down and discussed the death of her best friend who died of a heart attack during lockdown. She is very upset that she could not say goodbye properly. She was ok by end of call
- Margaret* is a first time caller and has had a very tough time. She rang looking for group counselling services. She lost her son to suicide two years ago. She has had contact with Pieta House. I chatted with her and she took the numbers for the Hospice Helpline and Mind Org. I let her know that ALONE could also provide telephone support. She wanted to try counselling first. Her sister and niece used to stay with her but don't now because of Covid. I encouraged her to call us back if she needs more help. She was keen to try the numbers first. She finds her GP doesn't have time to talk at the moment.

Mental Health

- Mary* is very lonely and a bit worried about being in the house on her own. Her 2 children are abroad and unable to get home. Is it possible to get some assistance with caring arranged (or even a befriender) as her mobility is poor.
- Donna* looks forward to the day when Covid 19 is gone and she can get to her Redeemer club. She said she misses her friends very much.
- Jane*rang for a chat as she is feeling anxious as she had a CT scan on Tuesday last and will not get results until next week. She is in a lot of pain and had difficulty talking at times.
- Sean* just called for a chat, he spoke a little bit about his depression and anxiety but he was doing well despite this. We talked about his car, Covid19 and some other things

- Kate* called as she was having a bad day. She discussed her difficulty wearing a mask as she has COPD. She also broke down and discussed the death of her best friend who died of a heart attack during lockdown. She is very upset that she could not say goodbye properly.

Physical health

- Mabel* was feeling quite low today; she is very worried about Covid and feels very isolated. She has no neighbourly contacts and feels she doesn't belong, missing her friends from the United States that she left 2 years ago. She gets occasional calls from her brothers. Feels frightened going to shops and anxious when leaving the house. She hasn't had a visitor into the house in months. She misses the Active retirement group that she joined last year and which discontinued with Covid.
- Des* called to describe symptoms he is experiencing. He was diagnosed with Covid virus approx. 7 weeks ago. He was concerned he should not attend doctor. He was advised his isolation period would be over at this stage and he should contact GP right away.
- Bernie* is in the hospital, she is ok, but going through a tough time because they say they want to discharge her into a nursing home and she wants to go home and get some extra help. Her daughter is advocating on her behalf.
- Frank* say that he has a day hospital appointment on Saturday and then on Monday, is scheduled to be admitted to Tallaght Hospital for hip replacement surgery. He is nervous about it all and worried about Covid.
- Hugh* is not feeling well. His carer was in today. He has skin cancer and diabetes. He is coughing, he thinks he needs a test. I recommended that he contacts his GP.

Sustained calls from people asking questions and concerns with regard to COVID – 19

- Jess* was looking for advice about her daughter coming to visit. She is very anxious to have her daughter and grandchildren in the house as they have flown back from London
- Clare* rang, she has COPD. She is worried about covid-19, she went to tea in her neighbours garden and then heard that the neighbours granddaughter may have got covid-19 from a nail bar, she is awaiting test results.
- Majella* was quite down in herself today; she is very angry at the restrictions imposed by Covid. She was due to go on a Red Cross holiday as she does every year, and is very disappointed that it's been cancelled. She does not get out at all now, she can't drive and can't manage the buses with her knee problem but she is lucky that the local shops deliver food to her
- Eileen* was in a house at the weekend and thinks the lady has COVID so she is now waiting on a test. She is very worried as her home helps won't come into her until she gets tested
- Judy* a bit worried about getting the flu jab as she sometimes gets flu like symptoms after it and she might worry that she has Covid.

Requests for help with Transport difficulties

- Maureen needs a lift to the hospital on the 15th of October at 11:15. She said the civil defence brought her before and was wondering if this was possible again. She is in her 80's and would have to get 4 buses
- Letta* has GP appointment for flus vaccination. She called to ask if there is any help available with transport as this is very nervous about leaving the house and using a taxi

- Collette* called she has a hospital appointment on Thursday next in Beaumont and is worried about having to travel to Dublin due to lockdown.
- Tony* is looking for some help from Alone. His phone line has been out since the storm about a month ago. He is with Eir and he says Eir won't fix the line because he owes them 5.71euros and now a bill has come in for the past month and Eir are looking for payment of this before they will fix it. John needs the line because his personal alarm connected to the line.
- Anna* is not in good form, she has been unsteady on her feet this last few days and had a fall. She said it's because she has low blood pressure. She won't go to the doctor as she can't walk there and a taxi costs €12 each way

Good news stories 😊

- Sean* is in good form, he got his hair cut for the first time in 4 months so he is really happy about that! He is getting the train to Dublin tomorrow to go shopping for the day, so he is upbeat and happy to have things to look forward to.
- Treasa* is in great form. She got her hair done yesterday and she said it was like a tonic. She said her hair was like "a cock of hay on top of her head".
- Colin* in great form. He was feeling down, received a text from Alone about keeping active, went out to clip hedges, felt much better.

Health and Wellbeing Update

Sent his week

- Cook Books Posted =74
- Exercise Books Posted =93
- Brain Health Booklets posted = 81
- DVD's Posted = 0

Community Call – 24th of August- 4th October September

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

Referrals

12 referrals to 5 Local Authority for this period

External Referrals into ALONE for ongoing support

Acute Hospitals: 28

Primary Care /Integrated Care/Psychiatry of Older Age Teams:49

Local Authorities:0

Other (organisations, self and family):56