

ALONE COVID-19 Response and Weekly Activity Report

Since March 9th – 26th July:

- **28,327** calls to ALONE National Support
- **142,150** calls providing active supports to Older People with an identified need
- **2,997** practical supports delivered from the support line
- **20,900** units of practical support delivered from our staff and volunteers
- **2,227** Non-COVID support plans completed by staff
- **13,856** Older People supported
- **505** vulnerable adults identified and receiving an enhanced level of contact and support
- **1,298** Technology prescriptions: 206 Pendant alarms, 678 mobile phones and 414 technology support interventions supplied to older people.
- **2,756** total engaged volunteers with ALONE, **985** volunteers trained and **471** added to front line work
- **19,893** Health and Wellbeing actions through Support and Telephone Befriending Service
- Referrals Total: Acute Hospitals **209** Primary Care /Integrated Care/Psychiatry of Older Age Teams **292** Local Authorities **49** Other (Age Friendly, Local Development Co/Local Partnerships/self and family): **262**

Demographics since March 9th – 26th July:

- **76%** live alone.
- **30%** from adults between the ages of 75-90years
- **26%** are between the ages of 70-75 years
- **26%** between the ages of 60-70 years
- **8%** below 60 they too are getting a service.
- **55%** of all referral were from CHO 6/7/9
- **21%** of referrals were from CHO 1/5/8
- **19%** of referrals were from CHO 4/3/2

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 **6** in draft with other organisations. We are also working on **5** regional mergers.

ALONE National Support

- **17** seconds is the average call waiting time on the National Support Line
- **60** seconds is the maximum time a caller will wait before being asked to leave a message
- A dedicated staff member responds to all voicemails received throughout the day
- Total talk time is **97.5** hours or **5,849** minutes for weeks of July 13th – 26th

13th –26th July 2020

- **1,296** Calls received to ALONE
- **12,416** Support and befriending Calls made this week.
- **20** people referred to Local Authorities this week for practical support
- **1,859** Non-COVID support plans



- **1,102** Practical Support Delivered by staff and volunteers
 - Collection/delivery of food: **353**
 - Social isolation, Befriending supports, reassurance: **562**
 - Meals delivery: **50**
 - Other medical/health/finance/pension needs: **137**
- **13,856** Older People being actively supported receiving regular assessment, support coordination, Telephone support calls, visits, health and wellbeing advice.
- **5473** Health & Wellbeing Texts were sent out in the last 2 weeks
- **531** vulnerable adults identified and receiving an enhanced level of contact and support
- **11** Pendant Alarms and **5** technology support interventions in the last 2 weeks
- **24** volunteers trained over the last 2 weeks.

Additional Weekly Reports:

- **248** Support Plan Objectives were opened
- **270** Support Plan Objectives were closed
- **211** Non-COVID support plan objectives completed
- **34** support coordination (telephone) assessments completed
- **244** Referrals received
- **18** befriending phone matches

Highest Areas of Need for Support Coordination Cases

- 1. Housing 93/270 = 34%**
 - Support with housing transfers/housing applications to local authorities/ALONE
 - Support with grant applications for housing adaptations and insulation
 - Home decluttering and gardening
 - Home repairs, maintenance and electrical appliances
- 2. Befriending and Emotional/ Mental Health 56/270 = 21%**
 - Weekly Visitation befriending requests/referrals
 - Referrals to telephone support services
 - Providing information on counselling services
 - Liaising with MHN and community nurses
- 3. Personal Care/Physical Health & Mobility 47/270 = 17%**
 - Referrals to PHNs – home help/carer applications
 - Support with securing home mobility fixtures and furniture
 - Referrals to physiotherapy and occupational therapy
 - Support in accessing Meals on Wheel/other food delivery
- 4. Technology 38/270 = 14%**
 - BConnect annual surveys RE home technology appliances
 - Dealing with queries on TV breakdowns
 - Supporting with new mobile phones
 - Support with sourcing Wi-Fi and other issues

Call data/trends 13th-26th July from challenges outlined during telephone befriending, vulnerability and NSL calls

1. Housing

- Jess* following up on call yesterday about help getting a new boiler as she doesn't have the money to buy a new one. We advised someone will call her soon and try and find a solution to her problem
- James* fridge has broken and he takes insulin and needs to keep it refrigerated. He needs help purchasing a new fridge and was looking for the number for the 'labour exchange' in ** or the Civic Centre.
- Ted* says that he has an issue with a part for a boiler in his home. He has been onto Tipperary Co Co & they sent someone out but issue not resolved. Looking for some guidance and assistance
- Vincent* Interested in housing grant to update heating system in house. Did not qualify for SEAI grant. Confirmed Meath Co Co have a grant which would be applicable to her circumstances

2. Mental Health

- Jim* is very lonely and just wanted to talk. He has lung cancer. He said he has a difficult relationship with his wife since their adult daughter died of cancer some years ago. He says he is also very short of money and he does not have a lot of food in the house.
- Danny* was calling as he was experiencing anxiety and loneliness since the lockdown began. He is living alone and does not seem to have a support network, though he still has mobility and is able to drive and do his own shopping. He seems to be on anti-depressants or other medication for his anxiety/mood, and the doctor recommended that he call ALONE for some support.
- Eamonn* called for a chat as he is feeling very low. We chatted about his hobbies and interests and maybe heading out for a walk later today. Herbie noted that he feels like going back to bed but we chatted about the pros and cons of this, going out for a walk will be of much greater benefit to him.
- Kay* who is 86 and lives on her own rang because she was upset, she was crying as she had an argument with her daughter. She lives alone and just wanted someone to talk with. We chatted for a few minutes about her family. I explained to her about ALONE, the telephone befriending service and supports that we have. She said she would really like to receive support from us and the befriending service.
- Mary* had an argument with her husband today and just needed to talk it out. Went over the bullying from the years passed.
- Jimmy* called as he is feeling very lonely. He has some health problems at the moment and is having tests done to determine if he has cancer. He was a little emotional but very calm and was a lovely man. He is quite close to his daughter who gave him the ALONE phone number.
- Vera* completed her shopping trip a bit stressful but we agreed it will be better next time still concerned about other people's behaviour she saw the queue outside the hairdressers at 8.am this morning
- James* in good form. He is able to cycle to the shops for his groceries and has 2 bags on the back wheels to carry the stuff home. It's called a Traveller's Bicycle, he said. He has a

befriender calling next Thursday for the first time and is very pleased about that. It will be nice to chat to somebody local face to face. So all good with him.

- Rose* is in good form. She was with her niece in Dublin since restrictions were lifted and she has started going back to mass. She said it is very important not to lose hope presently.
- Bob* in good form, He was feeling down, received a text from ALONE about keeping active so he went out to clip his hedges and felt much better. Went to Mass in Fatima on Wednesday and uses his mobility scooter at weekends.
- Eileen* who is 81 and her husband who is 91 rang looking for advice and guidance on remerging from cocooning. Discussed HSE/Govt guidelines and protocols, risks and reductions of risks. We talked at length about visiting other households and having visitors to theirs.
- Brid* rang she went to the hairdressers today. She wants to encourage older people to go out and live their lives a little more. She very much enjoyed getting her hair done and was like a new less of life. They both wore masks and followed hygiene protocols.

3. Physical Health

- Callers mentioned the issues they were experiencing relating to their physical health and the impact COVID19 was having on access to attending/discharge/accessing GP/transport to appointment.
- Edward* was out in Howth with his wife. He was well. He had a few visits to doctors in the last few weeks. Awaiting a procedure for his eyes which is postponed until Autumn which he is annoyed about. Also waiting for other tests which hopefully will be good news.
- Mike* called because he was feeling very down. He is 85 years of age and full time carer for his wife. He is struggling with this and need help/advice sourcing more support for them both. He asked about support groups and also mentioned that they get an hour a day home help but it's not enough, he had asked for more but was not given it.
- Lizzy* is doing ok, said she hasn't been sleeping properly for months, she went to the doctor, doesn't want to be put on sleeping pills. Said she was out walking earlier and enjoyed that.
- Eddie* had a massive panic attack last night before bedtime. So he didn't sleep very well. He called an ambulance and spent a while in casualty, but he is back at home. We advised him to ring his doctor or psychiatrist and explain that his panic attacks are getting worse.
- Tony* called from St. James's hospital saying he had come in by ambulance and expected to be sent home on Tue 21 or Wed 22 July. He asked if ALONE could arrange some simple clothing such as tracksuit bottoms and 2 t-shirts and PJs.
- Jane* called to see if someone can attend with her to hospital appointments. She is very shaky and very nervous attending hospital. She has no appointments at the moment and wants to see if this can be arranged for when she does have appointments.

4. Technology

- Jerry* is looking for help getting his virgin media tv/broadband set up, physically unable to do so himself.

8,557 Older People received Health and Wellbeing support through Support and Telephone Befriending Service.

Community Call – 13th – 26th of July:

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

Referrals

20 referrals to Local Authority for practical support:

51% completion by Local Authority

8 Local Authorities have received referral from us.

External Referrals into ALONE for ongoing support

Acute Hospitals: **30**

Primary Care /Integrated Care/Psychiatry of Older Age Teams: **54**

Local Authorities: **1**

Other (organisations, self and family): **22**

