



Wellbeing & Independence Network COVID Update

---

# **HOW WE EXCELLED TOGETHER AGAINST CORONAVIRUS & LOCKDOWNS**

---

# WIN AT HOME

# AGE UK STOCKPORT

# COVID-19 PANDEMIC

# 100 DAYS

As you can imagine this last 100 days has been very surreal and the phone lines have been going none stop with calls from our regular clients and from new referrals in from our older and vulnerable clients out in the community, very anxious, scared and worried about how they are going to get essential shopping and necessities due to self-isolating.

We have been working alongside other voluntary and statutory organisations to support our town.

Business has been as normal as can be, from March 25th we all resumed our office working from our homes but still providing our services with our staff taking on different roles and with help from some new amazing volunteers who had been furloughed from their jobs we have been supporting anyone who may need additional help from the ages of 18+ up to our older residents.

We have been carrying out 35 to 40 shops a day going out in the shops and delivering on the doorstep to our clients, with volunteer help from SKY drivers taking essentials to the clients home even getting in a system called Sum Up where clients can pay direct on the door for their shopping.



**9,442**

Welfare check calls



**1,667**

Information & Advice Enquiries



**£25,000+**

Food shopping delivered



**12,807**

Calls to our switchboards  
With over 900 hours of talk time



**1,578**

Food and medication deliveries



**200+**

Urgent responses for health  
and other essentials

# WIN AT HOME

## ADAPTING TO DIFFICULT SITUATIONS

### DURING THE PANDEMIC

We have come across some challenges along the way and have supported some clients in difficult situations

As we go along this COVID- 19 journey we highlighted a few examples:

**1** Mr F – Had been advised to self-isolate due to ongoing health and medical conditions. He was put in touch with Age UK Stockport from the Welfare line at Stockport MBC for support with getting shopping. This was set up and he rings weekly with an order and then has it delivered the next day.

**On one occasion when delivering his shopping there was no answer at his home. After trying to locate anyone and checking with the local hospital he wasn't there, Greater Manchester Police was called and had to break the door to get in. The client was found in the bath where he states he had been for the last three days after not being able to get out, an ambulance was called and after short stay in hospital he came home, AUKS were praised via the ambulance and Police for quick thinking and if he hadn't been using the shopping service it could have been another story.**

The client now has regular support, a key safe has been fitted for carers coming in and additional meals are dropped off by Handy Ladies. This is in addition to the shopping service and long term plans to use our own Tandem Support service for additional care.

**2** Supporting a lady who had no shopping and finding out it was her birthday. We delivered a card, a birthday cake with candles and a bunch of flowers to her doorstep.

The client was so overwhelmed and burst into tears and said she was so humbled by our thoughtful and kind touch and would never forget her 87<sup>th</sup> birthday.

**3** We had a call from Stockport local Police to say a man had written to his daughter in Blackpool to say he didn't know how he could get food and was scared to go to the shops.

We managed to contact the client and have now started a regular weekly shop for him to support him at this time.

**We have always offered shopping and much more of a wider support service as part of our core services here at Age UK Stockport, but we have had to adapt and change as Covid approached us.**

**Offering a service of having volunteers available to meet and greet our clients at some supermarkets to give them confidence to shop again.**

# WIN AT HOME

## OUR NEW ADDITIONAL SERVICES & PROJECTS

### EASY SHOP SERVICE

Easy Shop is an on-line subscription service which helps us deliver shopping to clients. During a weekly call, the client gives us their shopping list which we then upload and arrange delivery from a supermarket of their choice. This has been a great support for clients during COVID.

### CONNECT 2020 PROJECT

A Partnership between Age UK Stockport and O2 enabled us to deliver 40 new smart phones with pre-paid Sim cards to socially isolated participants via a project called Connect 2020. We also provided support and advice on using the phones. This helped them to maintain vital connections with friends and family using WhatsApp video calls and Zoom calls and in some cases joining online social and exercise groups.

### COLLABORATION IN OUR TOWN

- Wellbeing calls to our clients who are socially isolated anxious worried or lonely with Greater Manchester Police Stockport- Humanitarian hub to have a friendly chat
- Working alongside our network of WIN
- Supporting in the community / working alongside the Car Scheme
- Disability Stockport – rescuing a bird which became stuck in the gas flue and chimney of an autistic client
- Being part of Digi know
- Being involved and part of ONE Stockport
- Distributing creative care kits into the Community containing a range of activities for people isolated at home
- Working alongside Handy Ladies feeding the community who along with volunteers provide free meals out in the community
- The Nutrition & Hydration information packs have all been distributed across the current Age UK Stockport Food shopping services and passed to Handy Ladies to distribute to their meal and emergency food parcel deliveries (and library book deliveries)
- Welfare referrals via our local Council - As shielded people begin to come out of lock down, they will be asking them where to go for support and we have been asked to be a direct partner to refer into.

### SUMMARY

We are continuing to work across all agencies, VSCE and public service to contribute in any way we can during this time there has been challenging times but we are proud of the response and services we have been able to offer at Age UK Stockport.

# WIN IN THE COMMUNITY

## COVID-19 & RECOVERY



**Since March 2020 WIN has worked hard to ensure that our clients (old, current & new) have been supported with essential medication deliveries, food supplies and emotional wellbeing guidance.**

With lockdown restrictions changing this caused another layer of anxiety for clients, not everyone knowing the rules and those who have been shielding had not left the house for a number of weeks.

The lack of human contact and loneliness has a detrimental effect on their mental health and confidence. We are also finding a deterioration in some client's mobility through lack of exercise or have found that their health in general has suffered.

The WIN team adjusted their service from the start of first lockdown. Working flexibly with clients, whilst we live with and manage the threat from the virus.

### SUPPORT OFFERED TO OUR WIN CLIENTS

- Welfare calls to all clients – emotional phone support
- Essential shopping for isolating/shielding clients
- Support clients to overcome low mood and confidence issues with distance doorstep & garden visits
- Food parcel delivery/vouchers & codes – Food Bank/Pantry
- Encourage exercise and healthy eating
- 1:1 Zoom catch ups for clients with the team
- WIN are offering socially distance walks to aid social interaction & exercise
- Store support guidance/confidence building re new rules in place
- Ensuring adequate support for clients, to access financial advice
- Carers support – emotional & practical
- Bread delivery
- WIN Winter Warm Packs – energy & Stockport support info, craft kit, blanket or gloves & recipes
- Distribution of donations – jigsaws, books, craft, seeds etc
- Liaising with other agencies with regards to clients needs
- Maintained contact with Peer, Epilepsy, Dementia, Start the Week and Autism Support Groups
- Supporting access to different types of peer support. Setting up peer support for our groups
- Advising how clients can access the Community in a safe way
- Support clients (existing & new referrals) to get back to activities, groups & hobbies they enjoyed before Coronavirus, whilst maintaining safety
- Ensuring all relevant risk assessments are in place, following Pure Innovations policies and procedures

# WIN IN THE COMMUNITY

## EMOTIONAL & PRACTICAL SUPPORT

From the initial stages of the current COVID-19 Crisis WIN in the Community has played an integral role alongside our partners in providing practical solutions and emotional support not only to our own clients but the population of Stockport as a whole. This has been done in a responsive and flexible way to ensure that the people we help stay at the heart of what we do.

### HOW WE ARE SUPPORTING THE STOCKPORT COMMUNITY IN THE RECOVERY PROCESS

- Working with Foodbanks & volunteer residents
- Working alongside One Stockport. Also mapping community groups/services/activities offering guidance on recovery
- Assess unmet community needs
- Collaborating with different projects within the community
- Funding application support and guidance for groups
- Working together & closely with Pure Innovations & MHN. Also cross organisational with other community based agencies
- Team Around the Place - working within each locality
- Working with volunteers & Practice Champions
- Supporting the retention of community volunteers

From March 23 through to May 20<sup>th</sup> we have been in contact with 831 individuals providing a range of support. This has involved emotional support, welfare checks, delivery of food parcels and emergency essential shopping, provision of freshly cooked meals and fresh bread, provision of activity items such as books, jigsaws and board games.

### PEOPLE WE HAVE HELPED HAVE SAID:

“I would just like to thank WIN and PURE Innovations cafes for the lovely food parcel I have received. It has really helped my family and I am now in touch with a local foodbank to help deliver food on a regular basis. My family is currently shielding and I don't know what I would have done without the initial help.”

“The regular calls I receive mean the world to me. I am currently not going out and I don't see or speak to anyone else at the moment. I really look forward to my contact with the team.”



# WIN IN THE COMMUNITY

## WORKING WITH LOCAL AID GROUPS

WIN In The Community has also been working with local community aid groups, foodbanks and pantries providing not only freshly baked bread from our associated bakery but advice on funding and how best to support their staff around issues such as safeguarding and wellbeing in this difficult period.

We have also been a central part of the wider SMBC response to the current crisis providing leadership and advice when needed.

**“Another amazing few months working alongside WIN. We have managed in joint partnership to support some of our most vulnerable colleagues through Covid-19.**

**The generosity we have seen through fresh bread donations, homemade meals has been amazing. Thank you WIN.”**

*Community programme worker for public health*

## WE WILL CONTINUE TO BE WHERE PEOPLE NEEDS US WHEN THEY NEED US

### WIN Community COVID-19 Support March – September 2020

	Mental Health	With a disability	Isolated or Shielding clients	TOTAL
Essential shopping/meds	54	103	333	490
Visits/1:1 Walks & doorstep	120	86	254	460
Donation & Meal drop offs	71	160	148	379
Emotional Phone Support	323	270	670	1263
Activity Support	15	25	20	60
Liaising other services	129	107	321	557
Support Shop/Flu Vac (WIN @ Pure & SHG)	11	2	20	33
Onward & WIN support enhancing referrals	74	32	151	257
<b>Total Support</b>	<b>797</b>	<b>785</b>	<b>1917</b>	<b>3,499</b>

## WIN PARTNER

**SignPost**  
STOCKPORT FOR CARERS

## ENGAGING WITH

## STOCKPORT'S UNPAID CARE WORKERS

## THROUGHOUT THE COVID-19 PANDEMIC

Signpost Stockport for Carers activity from 23/3/20 – 11/5/20

Signpost Stockport for Carers supports anyone with an unpaid caring role in Stockport. Prior to the formal lockdown announcement, the organisation had already started to adapt the way that it was delivering services and support to carers, acknowledging the anxieties that they were feeling about the situation, worried about themselves and the person or people that they care for.

The Wellbeing and Engagement worker has been able to successfully work remotely and has indeed extended the support that they have been able to offer to carers. Signpost engaged with the organisation's telecommunications provider early in the lockdown period, ensuring that calls made to the primary Signpost number were diverted to mobiles, meaning that there was no need to promote an alternative contact number. In the period 23/3/20 – 11/5/20, the WIN worker had 278 contacts with carers, delivering emotional and practical support to those caring for a loved one. They have made a significant number of proactive welfare calls to existing carers and, whilst the majority have been managing fine, there have been two safeguarding concerns that were reported and processed in the necessary way. Ongoing support is offered to these households.



Through WIN funded work, carers have been linked into other services, including those delivered by other WIN partners and statutory services such as the dementia care helpline. A significant number of carers have also been referred internally, accessing counseling, carer connect cards, online peer support and statutory carers assessments. Deliveries of essential items such as incontinence pads and some groceries have also been made and Signpost continue to be represented at meetings with our health partners, such as the Gold Standard Framework at Gatley Health Centre.



# WIN PARTNER

# RESPONDING TO

# THE PANDEMIC



**With the threat around COVID 19, the potential impact on the people we support and the organisation is unprecedented.**

In response to this pandemic we have adapted our services. For example, some of our outreach team have been reassigned to support people who are self-isolating with a 'shop and drop' service. Whilst the safety of our staff team is of the utmost importance, essential shopping and medication deliveries take place in accordance with current guidelines.

As is evident from anecdotal feedback the SCIL continue to receive referrals from people who need a personalised approach e. g. some people have specific dietary needs whilst others have certain requirements surrounding the delivery of items. If these adjustments and requests are not adhered to, there would be a significant, negative impact on their mental and physical wellbeing.

## DURING THE FIRST 12 DAYS OF THE 'LOCKDOWN' PERIOD WE ACHIEVED:



**584** WELFARE CHECKS



**62** SEPARATE SHOPPING TRIPS

## IN RESPONSE TO DEMAND WE ALSO PREPARED & DISTRIBUTED:



**231** MAIN MEALS



**28** DESSERTS



DATE	WELFARE CHECKS	SHOPPING	MEDICATION COLLECTIONS
18.03.20 - 05.04.20 (12 days)	584	62	6
06.04.20 - 10.04.20 (5 days)	281	16	2
13.04.20 - 17.04.20 (5 days)	285	34	7
Total	1,150	112	15

In order to continue to flexibly meet the needs of the community we serve we have successfully applied for a number of small grants from SMBC and Lankelly Chase Foundation (1k and 3k respectively). Approval has been sought from the Big Lottery to utilise a portion of the funds (previously assigned to the new Autism Worker) to meet immediate, changing needs. Negotiations are underway with insurers in an attempt to recover losses and we are continuing to work with SMBC in order to resolve queries surrounding lost income.

## WIN TRANSPORT

## TRANSPORTING PEOPLE

## IN LOCKDOWN



**Stockport Car Scheme continued to take people to essential medical appointments during the first lockdown with support from public health and the council.**

As our clients were not going out socially at that time we adapted our service to help the community by using our volunteer drivers to collect and deliver prescriptions, deliver PPE and deliver kit for the CCG.

This kept our drivers busy until our clients were able to get back to social groups, day centres, visiting friends and family, hairdressers, lunches and going to the shops. We adapted our office so that staff could work from home with office phones and laptops linked to our database so that the service could run efficiently on a remote basis.

Many of our clients were socially isolated and our staff made welfare calls to our most vulnerable clients, identifying the ones who needed weekly contact and signposting on to other services if they needed other help. We kept in regular contact with our volunteer drivers who were self-isolating and our volunteer admin. Lots of our drivers who were shielding contacted our isolated clients weekly for a chat as they often knew the clients and were keen to be useful and the clients looked forward to their calls.

Once the first lockdown ended the number of drives we were doing was building up each week with lots of new clients coming through each day and clients feeling more confident to go out. This decreased again with the second lockdown but we still did lots of essential medical appointments.



CONTACTED  
ISOLATED CLIENTS



TRANSPORTING  
CLIENTS FOR  
VACCINES



DELIVERY FROM  
FOODBANKS

# WIN TRANSPORT DRIVING THROUGH THE PANDEMIC

We also take people out to parks and open spaces so they can have a walk and a change of scene. We are still doing welfare calls to our most isolated clients using our volunteer drivers who are still not driving and helping with an increasing number of foodbank deliveries. We are also collecting prescriptions from the homes of housebound patients that GP's have visited, collecting their medication from the chemist and taking it to their home.

We have also worked with the WIN to take people to the shops to meet a volunteer who has supported them to shop as people have become worried about going back to the shops and the volunteer would help them to gain the confidence to go alone again. We have taken lots of clients for flu jabs and we are taking people for the Covid vaccine.

Our clients thank us for still being able to take them out in these difficult times as it takes the stress out of getting to appointments and helps their mental health to know we will take them to the shops or out for a walk in a safe and supportive way. This is also true for our volunteer drivers and admin, they felt it was important to get back to volunteering with us as, with the help of public health, we are able to provide our service in a safe way with policies and PPE in place to protect our drivers, clients, admin volunteers and staff.

We have lots of new drivers coming through to support the drivers volunteering at the moment which will ensure that the service will be even stronger with more capacity to support the Stockport residents in the future.



PPE DELIVERIES



TAKING PEOPLE TO  
PARKS & OPEN SPACES



COLLECTION OF  
PRESCRIPTIONS &  
MEDICINE DELIVERY



*Wellbeing and Independence Network*

## CONTACT INFORMATION

### **WIN At Home**

Age UK Stockport  
Commonweal  
56 Wellington Street  
Stockport  
SK1 3AQ

**Telephone:  
0161 480 1211**

### **WIN Living Well In The Community**

Pure Innovations Ltd  
Prospect House  
Newby Road  
Hazel Grove  
SK7 5DA

**Telephone:  
0161 804 4416**

### **WIN Community Transport**

Stockport Car Scheme  
The Heaton's Centre  
Thornfield Road  
Heaton Moor  
Stockport  
SK4 3LD

**Telephone:  
0161 476 2812**

