



**COVID-19
Wellbeing Service
Summary Report**

DECEMBER 2020

Introduction

From 23rd March 2020 Age UK Blackburn with Darwen responded to the pandemic by establishing a COVID Wellbeing Service to help older people who would most need our help during the crisis.

The COVID Wellbeing Service involved keeping in regular contact with people, an emergency shopping and prescription delivery service, along with meal deliveries for the most vulnerable people. We also continued to operate our Advice & Information service over the telephone.

We moved most of our social inclusion groups online along with our Tai Chi classes and also produced a range of exercise videos to help people stay physically active.

We also increased our Digital Inclusion programme, offering one to one support as well as providing devices.

During the period 23rd March to 30th September 2020 our COVID Wellbeing service supported **1367** individuals and had **10,855** contacts with older people.

During October 2020 we carried out an evaluation with people whom we had had three or more contacts with during the first six months of the pandemic. In total **353** people agreed to complete an evaluation.

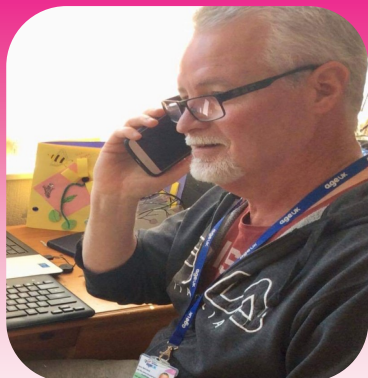
This report provides a summary of the work Age UK Blackburn with Darwen has carried out during the first six months of the pandemic and what we are continuing to do to support older people living in the Borough.

Vicky Shepherd.

Vicky Shepherd
Chief Executive



Between 23rd March to 30th September 2020



12,864 Wellbeing calls made to older people and over 300 people still receiving regular calls



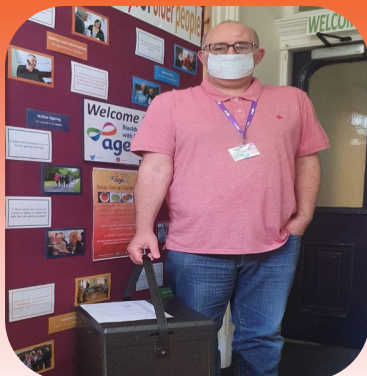
4455 calls have been answered through our switchboard



1347 people supported by our Covid 19 Wellbeing Service through **10,833** contacts



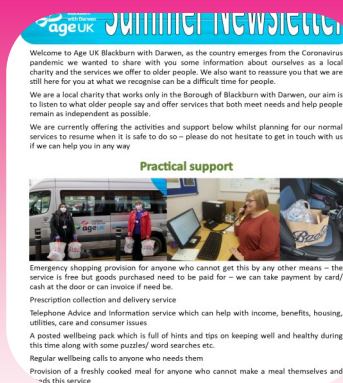
2043 enquires received to our Advice & Information service through **2561** contacts



809 Meals delivered



584 shopping trips completed



476 Newsletters sent out



89 people supported on a one to one basis to become more digitally included



128 online and outdoor activity sessions held engaging **46** people weekly

The following pages provide an insight in to the work completed and the response from the **355** older people who completed an evaluation who had at least three contacts with our charity.

Wellbeing Calls

95% of responders received wellbeing calls from either staff or volunteers during the period.

These regular calls were usually weekly, or fortnightly depending on the individual's needs.



Shopping

19% of responders received a shopping service.

Service users could call with their shopping list and members of staff would go and do the shopping and deliver to the service user at

their home. We introduced wireless contactless payment methods that helped those people who had not been able to get out to withdraw cash.



Meal Delivery

10% of responders received a meal delivery service from us. These were meals prepared by ourselves via our Day Care team. We also delivered meals prepared by other organisations.



Prescription Delivery

3% of responders received a prescription delivery service. Service users could call us about their prescription and members of our staff would go and collect from pharmacies and deliver to the person at their home.

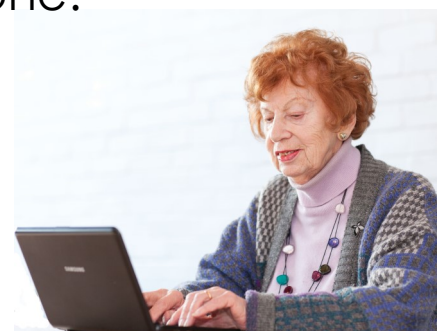


Digital Support

308 people received a digital diagnostic to find out what digital support we could offer.

From those, **89** people went on to receive digital one to one support including the

loaning of equipment and support provided over the telephone.



User Satisfaction

83% of responders were very satisfied with the support they had received from Age UK Blackburn with Darwen.

14% of responders were satisfied with the support received

83%
very satisfied

User Recommendation

79% of responders are very likely to recommend Age UK Blackburn with Darwen to friends and family.

15% of responders said they are likely to recommend Age UK Blackburn with Darwen

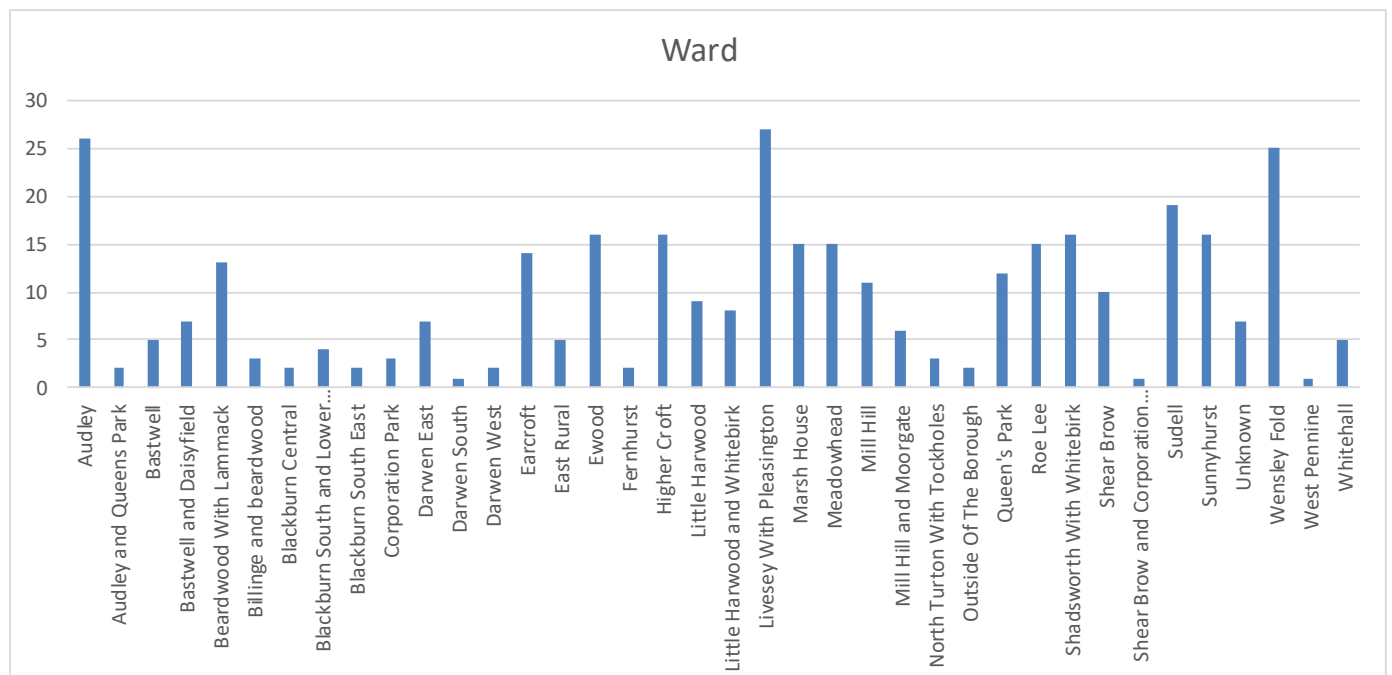
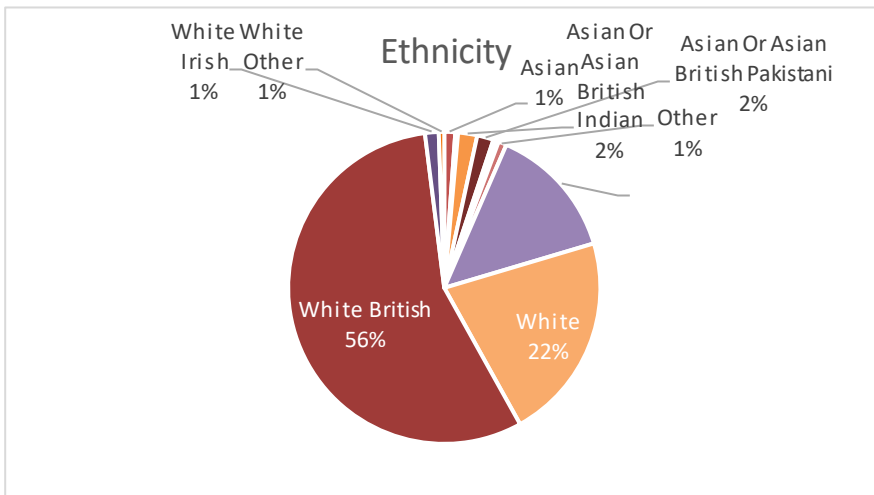
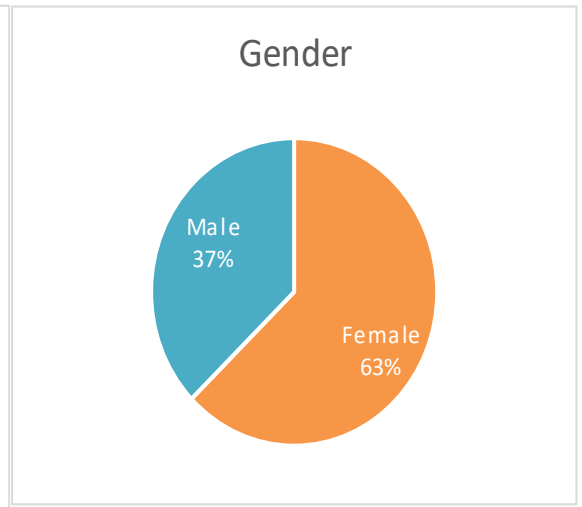
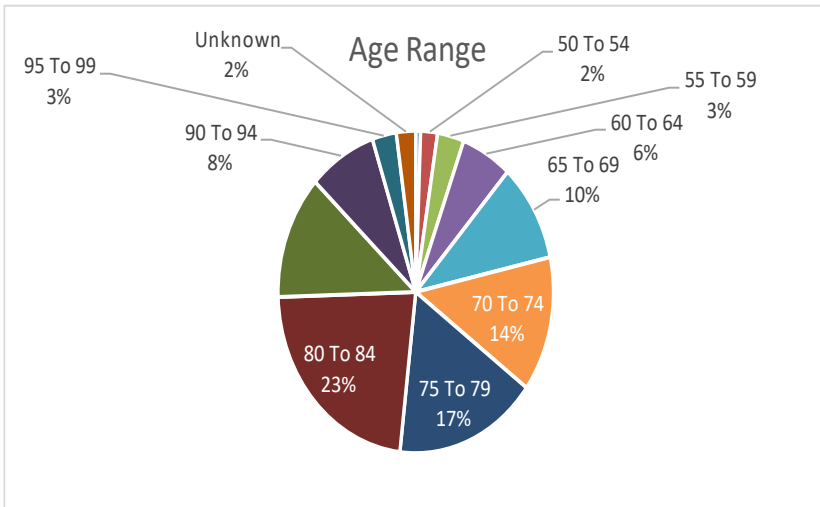
79%
very likely

Could AUK BwD have done anything differently?

82% of responders said they could not think of anything Age UK Blackburn with Darwen could have done differently to support them

82%
nothing

Demographics of responders



Supporting People

Whilst continuing to support our existing service users during the period 23rd March to 30th September we received additional referrals from BwD HUB and other statutory and voluntary organisations requesting support for older people.

Over 700 referrals received from partner organisations

Asset Based Approach

For everyone accessing support through the COVID Wellbeing service, either as an existing service user or from an external referral, our approach has been to have a

guided asset based conversation, so we are able to understand and respond to needs, whilst also ensuring people utilise existing support networks and retain as much independence as possible.



Responding to Individual Needs

The support we provide for people is based on individual needs and led by the person. As an independent organisation we are able to respond quickly to address such needs, or to a particular circumstance. For instance purchasing and delivering a microwave to a lady with dementia whose carer was self-isolating, supporting people to access cash, arranging to get spare keys cut and reacting to an emergency situation when not able to get a response from a chap when delivering meals.

More than just a Call.....

The regular wellbeing calls our team of staff and volunteers make have been a significant element of the ongoing support provided to people. Not only do they play a major part in helping prevent further isolation and loneliness, but are key to ensuring that additional support can be put in place before people reach crisis point.



We have also utilised these calls to share key messages and information to prevent a decline in health and wellbeing, such as Flu vaccination promotion, Falls Prevention, Malnutrition and Dehydration and Vitamin D messages.

Brightening Someone's Day

People have told us they are feeling the pressure of coping with the pandemic, particularly if they are isolating or live alone. We have therefore produced and distributed Wellbeing Packs, Art at Home activity sheets and also delivered gardening kits and cream tea hampers to celebrate National Cream Tea Day.

We have also produced regular newsletters and are currently distributing a Winter Wellbeing pack.



The Difference We Are Making

David is 74 years old and lives alone. He is showing early signs of dementia, and has a heart condition and pacemaker fitted. He has no family locally that he is in touch with. David does not have IT skills and struggles communicating on telephone.

Contact was made with us by David's sister who lives out of town and was extremely worried that David was ignoring self-isolation guidance and going out shopping as he didn't know who to ask for help. A

plan of support was agreed, however within a day David had a fall when out but refused medical attention. We reviewed the case immediately and developed a support plan with David to include weekly shopping, daily meal delivery, home wellbeing pack and 2 weekly wellbeing calls.

David has seen his fall as a warning, but with our support in place he longer needs to go out and can safely self-isolate. He has recovered from his fall and is feeling much more

positive and safe. David's sister told us "I can't thank you enough for everything you are doing for David, I don't know what we would have done without your help and super-fast response to a very upsetting situation. It's nice to know someone is there to help when we can't."

Eileen is 73 and lives alone, she has a Vascular Dementia diagnosis and was already known to Age UK as she receives regular phone calls through our Befriending service. During the COVID wellbeing assessment Eileen informed us that her daughter was unwell and couldn't visit. Eileen's daughter attends her house multiple times daily as her main carer to support with medication and meal prompts. We made direct contact with her daughter who informed us she had coronavirus symptoms and was having to isolate for 2 weeks. On top of this Eileen's microwave had broken and this was the only way Eileen was able to heat food up.

Her daughter was extremely worried but too poorly to

provide support.

We immediately contacted the Crisis team who arranged for emergency carers to attend 2 x daily to help with medication and meal prompts. Age UK purchased, delivered and set up a new microwave that was easy to use. Eileen also received daily wellbeing calls to provide extra company.

Eileen was delighted with her new microwave and was able to heat up her own evening meal, the carers enabled her to take her medication regularly and also provided daily contact. Eileen enjoys chatting to people and the daily calls "make me very happy."

Eileen's daughter was very grateful that her mum was

being cared for and able to use her new microwave and have support in place. This at a time when her daughter was very poorly it put her mind at rest.

On one of the calls Eileen said "I love my new little microwave it is better than the old one and I can manage to use it you have been so kind and I love you all."

Feedback from Eileen's daughter was very positive "Thank you so much it has been such a relief to know that you are looking after mum with as much care as I do whilst I have felt so ill."

The Difference We Are Making

Ted is a retired former head teacher and lives with his wife in their own home, Ted is full time carer for his wife. He is 75 years old, drives his own car and has good mobility. Ted has battled with leukaemia and last year also found out that he has lymphoma.

With the COVID lockdown restrictions in place Ted suddenly found himself cut off from support and social interaction. Due to their illnesses both he and his wife were on the shielding list and had to self-isolate. Before lockdown Ted had been attending Age UK's social groups, so received a wellbeing call to see how he and his wife were coping and

whether there was any additional support they may need to help them manage.

After making sure they had food and other essentials in place whilst shielding Ted was asked if he wanted to participate in the new online activities that Age UK was setting up. Ted started engaging in the online Men's Group and was later introduced to the Care Network's online Relax and Chat sessions. We also stayed in contact through regular Wellbeing calls.

Engaging with the on line groups meant Ted has been able to maintain contact with his friends and additionally his

social circle has broadened and interaction with others has increased. This has resulted in an increase in mood and less feelings of loneliness and isolation.

Ted says he appreciates the Wellbeing calls: "It's good to know someone is looking out for you." When asked about accessing the online activities Ted said "It's given me a life-line. Accessing the online activities has kept my spirits up and given me social contact I would have missed otherwise. Sharing information has been very helpful as well as I've been able to get someone in to do some DIY on a recommendation by a member of the group".

Mabel is 97 years old and since the death of her sister Ruth 3 years ago she lives alone in a cottage on the moors in Darwen. Until the pandemic, Mabel was very independent and still drove her car to see friends, do her own shopping and go to church

Mabel was referred to Age UK by BwD Hub and had been advised to isolate due to her age. Mabel's hearing was poor and she struggled hearing on the phone, other local agencies had struggled to contact Mabel because of the issues she had with her telephone.

After not being able to make contact with Mabel on the

telephone we decided to do a welfare visit to Mabel's cottage to check she was ok and assess what help she might want or need.

The first thing we did was to go to the local health centre to pick up a stock of hearing aid batteries so that Mabel would be able to hear better on the phone. Mabel said she did not really like communicating on the phone due to her poor hearing and preferred to see someone.

We therefore agreed to carry out a weekly doorstep visit to see Mabel rather than a telephone wellbeing call. Mabel is such a character and had lots of stories about her life. She

was really keen to retain as much independence as possible, but we were able to support her in different ways to ensure she retained this, including purchasing garden secateurs so she could prune her own roses, which she was really keen to do herself. Mabel is doing really well and happy she is still able to remain independent in her own home on the moors, however she feels reassured that Age UK are there if she needs help with anything. She said she loves her weekly visit "Thank you for all you have done for me it's wonderful."

What People Have Told Us

I recommend you to everyone.

Age UK staff gave emotional support without missing a call every week.

I think you have been exceedingly good. You've stuck with me ringing every week to make sure I'm ok. Other places called at the beginning but gave up after a couple of calls.

Age UK has been wonderful supporting through the Covid-19, situation I definitely would recommend.

You have been great! A life line for shopping during lockdown. I am gluten free and staff always bring the right things I can eat"

The calls have been wonderful and you have no idea how much the Joyful Noise sessions mean to me.

It's been great to chat every week especially as I have been feeling in low mood the calls always cheer me up and i know that someone is there for me.

The tablet you have lent me has been amazing. I have learned to do so much; I looked at where I used to live in Canada and everything! You do not know what a wonderful thing you have done for me.

Nobody could say they didn't get good support from you. It has been wonderful.

You lovely lot I don't know what I'd do without you. Everything's ok as long as I've got lovely people like you to talk to.

Our work continues

Whilst we have now begun to resume some of our face to face services where it is safe to do so, we are continuing to provide ongoing support to many older people through our COVID Wellbeing Service.



As an organisation dedicated to older people we need to ensure we continue to provide the right support at the right time to enable people to retain their independence for as long as possible.



We are therefore using the learning from our COVID response and feedback from older people to inform ongoing service modelling.

Supporting older people for over 40 years with grateful thanks to all funders and supporters - we could not have delivered without you



Please donate to support our vital services

We need your help to support older people during the coronavirus pandemic and beyond. Our services have never been more in demand at a time when our donations and fundraising income has reduced dramatically.

If you could support us at this time we would be very grateful and you will help us to continue to be there for Blackburn with Darwen's older people.

You can donate online via our website www.ageukbwd.org.uk or call **01254 266620**.

Thank you for your support.

If you or you know of someone who would benefit from our services please contact us on the number below.

For more information contact us at:

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