

## CONNECTING CARE

We are continuing to work within the Connecting Care Integrated Health and Social Care Teams, ensuring that the complex needs of older people are being met

Currently in contact with **180 clients a week** making more than **380 calls** per week



## OUR WORKFORCE

We have **250 staff and volunteers** working across the Wakefield District – ensuring older people have essential supplies, care and support

### VOLUNTEERING

We are recruiting online and promoting neighbourhood volunteering through **#WakefieldCares**



## INFORMATION & ADVICE

We provide a range of information and advice services to **45 older people, their carers and professionals** a week, covering a wide range of issues including housing, social care, residential care and maintaining independence



## BEFRIENDING

Supporting socially isolated individuals with safe and well checks and making wellbeing calls, through the telephone

Weekly we are supporting **100 older people** in this way



## COVID-19 RESPONSE PLAN

## Age UK Wakefield District



**SINGLE POINT OF CONTACT 01977 552114**

**Open: 9.30am – 4.30pm : Monday to Friday**

We are taking over **100 calls a day**, signposting individuals into appropriate offers of support

## HOSPITAL TRANSPORT SUPPORT SERVICE

We are continuing to deliver our NHS contract supporting older people home from hospital, making sure that they are safely settled home

Each week we are **taking home 60-70 individuals**, following up with safe and well checks



## BLUEBELL EMERGENCY SHOPPING

Staff and volunteers are supporting **90 people per week** with deliveries of food, essential supplies, including medication



## HOME SHOPPING SERVICE

Taking and delivering regular shopping orders from local supermarkets



## WRAPAROUND

Our specialised trained staff provided much needed telephone support to **180 people to manage** the impact of self-isolating in first 6 weeks

### WELLBEING

We are continuing to keep all our lines of communication open, working with partners to provide information on staying well



## HOME SUPPORT SERVICE

We are continuing to **deliver 330 hours of** domestic and social support and personal care each week.

We provide a seven day a week service, supporting individuals to remain in their own homes

