



CARING FOR PEOPLE DURING THE COVID-19 OUTBREAK

This is a weekly briefing to update health and social care partners on the work of the Caring for People tactical partnership, which was set up to co-ordinate urgent community support during the COVID-19 outbreak.

Caring for People Helpline usage

- 2740 people have requested Caring for People support since the helpline went live on 27th March, with 3357 different requests (due to some customers having multiple requests).
- Over the last week, there were 235 calls to the Caring for People helpline, a decrease from 468 two weeks previously.
- The national helpline is also seeing a similar reduction in calls, indicating that most people now have support in place.
- However 'Test and Protect', the Contact Tracing initiative, will provide both the national and local helpline numbers to those who need support while they are asked to self isolate. Calls may therefore increase in the coming weeks.

Volunteering

- Managed by the Third Sector Interface, the volunteer portal (volunteerargyllandbute.org) now has 992 people registered to volunteer.
- Categories of volunteers include telephone befriending (Keeping in Touch service), delivering/collecting shopping and assisting the Community Food Team with food parcel deliveries.
- The Scottish Government has placed a pause on the national recruitment of volunteers via Ready Scotland; this is being kept under review and can be restarted if required.
- Volunteers provided some feedback this week, during Volunteer Week:

“Very well organised and it’s good to work with a number of volunteers in the community from various backgrounds. I’m just glad to have the opportunity to give something back to the community while being furloughed from my work.”

Food Delivery

- Food remains the highest request to the helpline and a significant operation has been established to provide food to those who are vulnerable and in need across Argyll and Bute.
- During the last week, over 200 volunteers have helped with picking and packing of food parcels at 6 distribution sites.
- Over 4800 food parcels were delivered last week, and over 20,000 food parcels delivered since the start of the project,

- Partnership working has been critical to meeting the demand for food.
- A dedicated web page on all aspects of food provision can now be found here: <https://www.argyll-bute.gov.uk/coronavirus/help-food>.
- Positive feedback has been received from those receiving support with food:

“Thanks everyone for the food parcels received. They have contained everything we need and there is no requirement for us to go out. We can stay safe at home.”

Shielding

- This week marks week 10 of those who are clinically vulnerable being asked to shield (stay at home for at least 12 weeks). There are now 3187 people in Argyll and Bute shielding.
- In statistics published this week by the Scottish Government, Argyll and Bute are the second most successful at ensuring those shielding are contacted and needs checked.
- This has been undertaken by the Customer Contact Centre and a number of teams have then worked together to ensure needs have been fulfilled.
- The local shielding effort has resulted in 661 people being signed up for national food parcels, 922 for local food parcels, 286 for pharmacy assistance and 23 referred to the Emotional Support service.
- The Customer Contact Centre will continue to make calls on a frequent basis to those shielding until no longer required/client requests to stop; over half have now said they do not require any further support.
- The Scottish Government launched <https://connecting.scot/>, to provide support to vulnerable people who are at home and are digitally excluded. Those shielding will make up part of the initial cohort of eligible people for this project. Further details on this will be released shortly.

Emotional Support

- Emotional wellbeing was identified as an area likely to be impacted during and after the coronavirus outbreak.
- The Emotional Support Service commenced on 12th May 2020 and can signpost anyone requiring support to the most appropriate organisation for that individual.
- Finding the right type of support can be very difficult especially for people with limited access to the internet or who become overwhelmed trying to navigate through the many organisations available. The Emotional Support service is a self help service that will help people more easily find the right support
- This is accessed by contacting the helpline, or by referral on the dedicated page found [here](#).

This week is Volunteer Week and we want to say a huge thank you to all of the volunteers involved in supporting communities at this time.

This briefing has been issued by the Caring for People Tactical Partnership.

EDITION 5: 2nd June 2020