

# COVID-19 support for Vulnerable People in Warwickshire



# Wider vulnerability (tier 2) is being locally defined as follows:

1. Any Warwickshire resident having to self isolate due to Covid-19 symptoms and who has no other forms of support to help them stay safely in isolation.
2. Certain categories of residents who are at higher risk of Covid-19:
  - Aged 70 or over
  - Having underlying long term health conditions
  - Pregnant
3. People or families who are negatively affected by the Covid-19 and suffering one or more of the following impacts:
  - Suffering financial difficulties, including food poverty
  - Are homeless and/or in temporary accommodation
  - Asylum seekers or refugees

4. Hospital to Social Care discharges with little or no family support.
5. Families with Children in need, with Child Protection Plans etc. Care Act users with care & support needs who need practical help to adhere to 'Stay at Home' guidance and/or self-isolate and with little/no family/ immediate support.
6. Care leavers, having to isolate due to symptoms and with no family/community support.
7. Young Carers, Carers and their dependants, who are having to self-isolate and with no family/community support.

## **The wider vulnerability (tier 2) support covers 3 key areas:**

- a) Support to help people isolate effectively, where they have no immediate family/ community support- linking to access to shopping, pet care, pharmacy, social contact etc
- b) Support to help people who are adversely affected/financially due to Covid with benefit advice & access, linking to existing and new hardship service provision, linking to Voluntary and Community Support,

emergency food access through emergency food hubs and links to food banks and welfare schemes

- c) Non-financial support for people adversely affected by Covid-19- by linking to existing service provision for wellbeing, drug/alcohol/ homelessness/other support

## **Key features of our joint offer with districts and boroughs include:**

- Befriending service for vulnerable members of the public who are feeling lonely and want a regular friendly chat and want to find out about help in the local area, including help with arranging for grocery or medicine supplies to be dropped off to them
- Warwickshire Welfare scheme
- Financial inclusion services
- Public Health's Stay Well campaign – health & wellbeing advice
- Emergency food hubs and link to foodbanks
- Covid 19 Community Directory <https://apps.warwickshire.gov.uk/covid19directory>
- Housing support
- Advisory support

## How can you contact us?

If COVID 19 is affecting you and you have no support from friends or family you can access support through these routes



**0800 408 1447**  
**COVID 19 Hotline**



**Online form**



**Professional Referrals**



**Local Authority Contact Centres**

## What we can offer

We can provide support for a number of issues using our normal channels and help you to tap into the additional support being provided by community and voluntary groups



**Medicine Deliveries**



**Shopping Deliveries**



**Outbound calls made to the shielded list**



**Food parcels**



**Financial or social isolation**



**Mental health & wellbeing support**



**Homelessness and housing support**



**Information, advice and online services eg virtual/home library**



**Hospital discharges/ hospital to home**



**Home isolation**

## How can you contact us?

If COVID is affecting you and you have no support from friends or family you can access support through these routes



0800 408 1447  
COVID 19 Hotline



Online form to be developed



Contact Us  
Internal referrals



Professional Referrals



Outbound Calls made to shielded list

### KEY

COVID Specific Services

Current Services

## What we can offer

We can provide direct support for a number of issues using our normal channels and help you tap into the additional support being provided by Community & Voluntary Groups



Food Parcels

Enquiries passed to Boroughs & Districts using IVR tech



Medicine Delivery

Solutions and arrangements put in place. Covid team



Shopping delivery



Financial or Social Isolation

Transfer to supporting people Team



Mental Health & Wellbeing Support

Solutions and arrangements put in place. Covid team



Homelessness & Housing Support

Enquiries passed to Boroughs & Districts using IVR tech



Info, advice & Online services

Solutions and arrangements put in place. Covid team



Hospital Discharges / Hospital to Home

Hospital Discharge process call 01926 600818



Home Isolation

Transfer to supporting people Team



New Developing Illness

COVID 19 support via COVID team using 0800



Care Leaver falls Ill

Transfer to supporting people Team

## How can we do it

Service delivery and support provided through a mixture of specialist COVID 19 services and Day to Day services

Links to Volunteer organisation and Community Groups

Warwickshire Local Welfare Scheme

Signpost to Money Advice Service

Signpost to Mental Health Web Page

Specialist solutions (COVID focussed Library Services)

Signpost to WCC & Borough & Districts web sites

COVID 19 support via COVID team using 0800

COVID 19 support via COVID team using 0800

Signpost to Mental Health Web Page

Links to Volunteer organisation and Community Groups

Links to Children in Care and Leaving Care Team

# Case studies

## Case study 1

Barbara and Geoff\*, a couple from North Warwickshire have both been identified as extremely clinically vulnerable and asked to 'shield' themselves by isolating for 12 weeks.

They have no family or friends locally who can help them to get food and supplies but knew Warwickshire councils and partners were offering help. They called the hotline to find out what they could do.

The hotline operator spoke to Barbara about their needs and was able to put a few things in place to help them. The couple now has a weekly food delivery and a volunteer collected their audio books to return to the library service. During the call a fault on the phonenumber was mentioned so the hotline operator gave them advice to get priority service with their provider and an engineer has now fixed it.

## Case study 2

Robert\* an 80-year-old resident from Rugby borough contacted the hotline in some distress as about being told he couldn't leave his home to get food and supplies. He was able to secure a supermarket click and collect order in another town but had no means to get there and no local support.

The hotline operator explained to the Robert that he was eligible for an emergency food parcel but he did not want to take this resource from someone more in need. Instead, the hotline was able to put him in touch with his local parish council who found a volunteer to regularly collect the shopping from the supermarket.

This solution helped Robert to feel independent and in control as he is still able to choose and pay for his own food. Robert appreciated the support from the council and community who made sure his individual needs were considered to reach a good outcome for him. He said: "I'm amazed at how much you helped me and made sure my delivery came. I'm so thankful."

*\*Please note names have been changed to preserve anonymity*