



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

- Argyll and Bute Council's Coronavirus Helpline has taken 7160 calls up to close of play on 7th June, with the Caring for People element accounting for nearly half of those calls.
- Last week, calls to the Coronavirus Helpline reduced for the 4th consecutive week. The national helpline is also seeing a similar reduction in calls, indicating that most people now have support in place.
- 2923 people have requested Caring for People support since the helpline went live on 27th March, with 3566 different requests (due to some customers having multiple requests).
- Last week there were 210 Caring for People calls, a decrease from 235 in the previous week.
- A significant amount of work has gone into making sure information about the helpline, and other Caring for People outputs are accessible. These include animations with audio which can be found on the Argyll and Bute Council, HSCP and Healthy Argyll and Bute Facebook pages. These have also been shared with relevant partners and third sector organisations.

Volunteering

- Managed by the Third Sector Interface, the volunteer portal (volunteerargyllandbute.org) now has 996 people registered to volunteer.
- Since its launch on 22nd March the website has had 47,713 page views.
- Categories of volunteers include telephone befriending (Keeping in Touch service), delivering/collecting shopping and assisting the Community Food Team with food parcel deliveries.
- Counselling Volunteers have now been transferred to The Lade Centre on Bute who are offering a telephone support service.

Food Delivery

- Partnership working has been critical to meeting the demand for food for those in need across Argyll and Bute.
- Last week, 181 volunteers have helped with picking and packing of food parcels at 6 distribution sites.

- Over 5000 food parcels were delivered last week, with 10,267 ambient and 14,987 fresh food parcels delivered since the start of the project,
- A dedicated web page on all aspects of food provision can now be found here: <https://www.argyll-bute.gov.uk/coronavirus/help-food>.

Shielding

- On 8th June the Scottish Government provided an update to those shielding and asked people to continue to shield and to stay at home until at least the 31st July.
- Related support, including national food parcels for those shielding will also be extended to at least 31st July.
- However, from 18th June 2020, as long as infection rates in Scotland are low enough, those who are shielding can start to leave their home to exercise outdoors. This advice will not apply to those who are shielding and living in care homes.
- There are currently 3165 people advised to shield within Argyll and Bute.
- Statistics published by COSLA recognise the exceptional effort within Argyll and Bute so far to get in contact with those shielding and check their needs – all have been contacted.
- 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 668 people being signed up for national food parcels, 947 for local food parcels, 288 for pharmacy assistance and 32 for emotional and wellbeing support.
- Updated guidance for those shielding can be accessed here: <https://www.gov.scot/publications/covid-shielding/>

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 emotional 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.
- We would like to encourage health, social care and third sector staff to promote the service. You can access the latest poster on the Healthy Argyll and Bute Facebook page.
- The service is accessed by contacting the helpline, or by referral on the dedicated page found [here](#).

Last week was Volunteer Week and a thank you film was developed and has been shared. The film can be viewed on the link below:

<https://youtu.be/qywSDi3wCBk>

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