

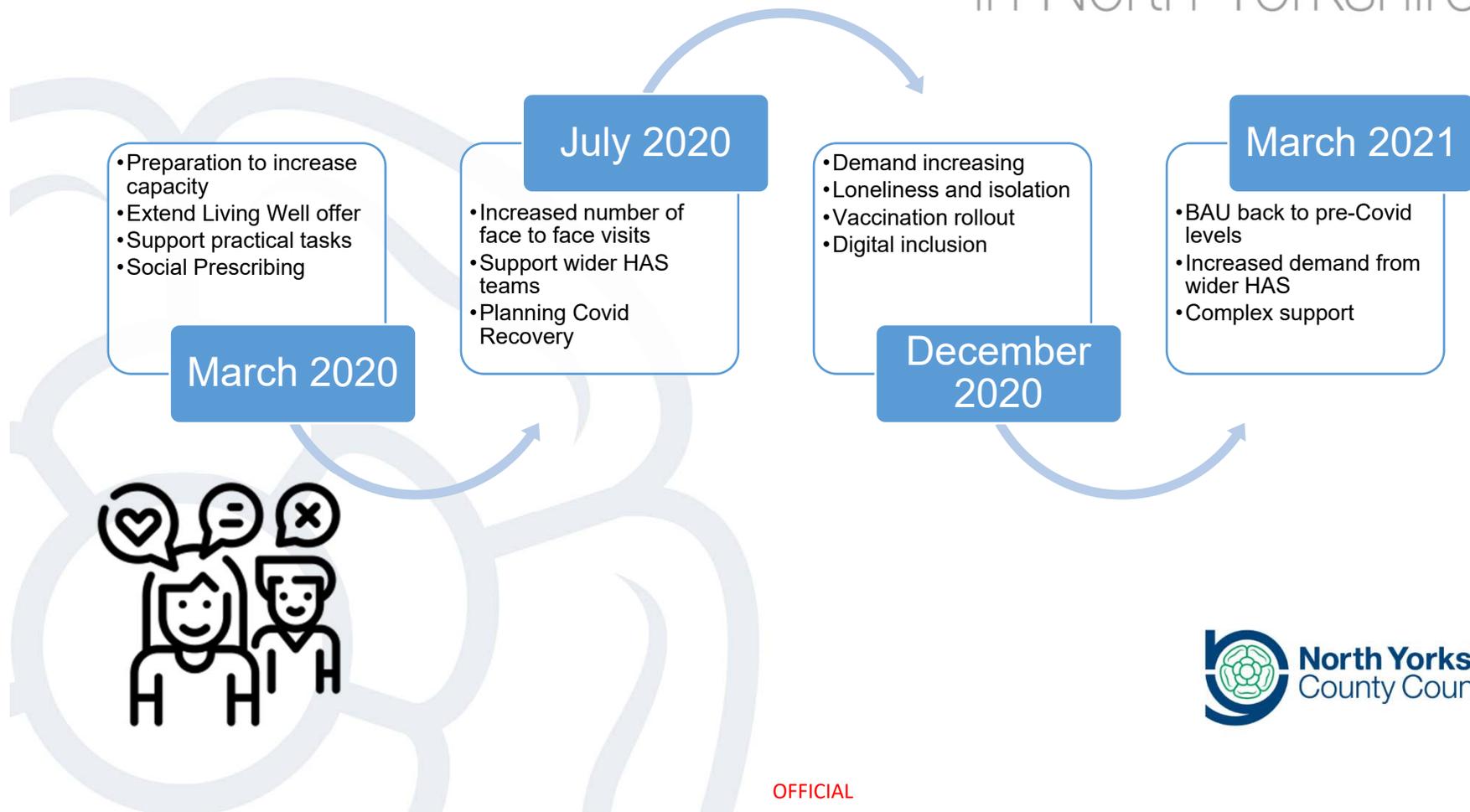
Living Well – during Covid-19

Care and Independence Scrutiny – 29 July 2021

Cath Simms – Head of Prevention Services

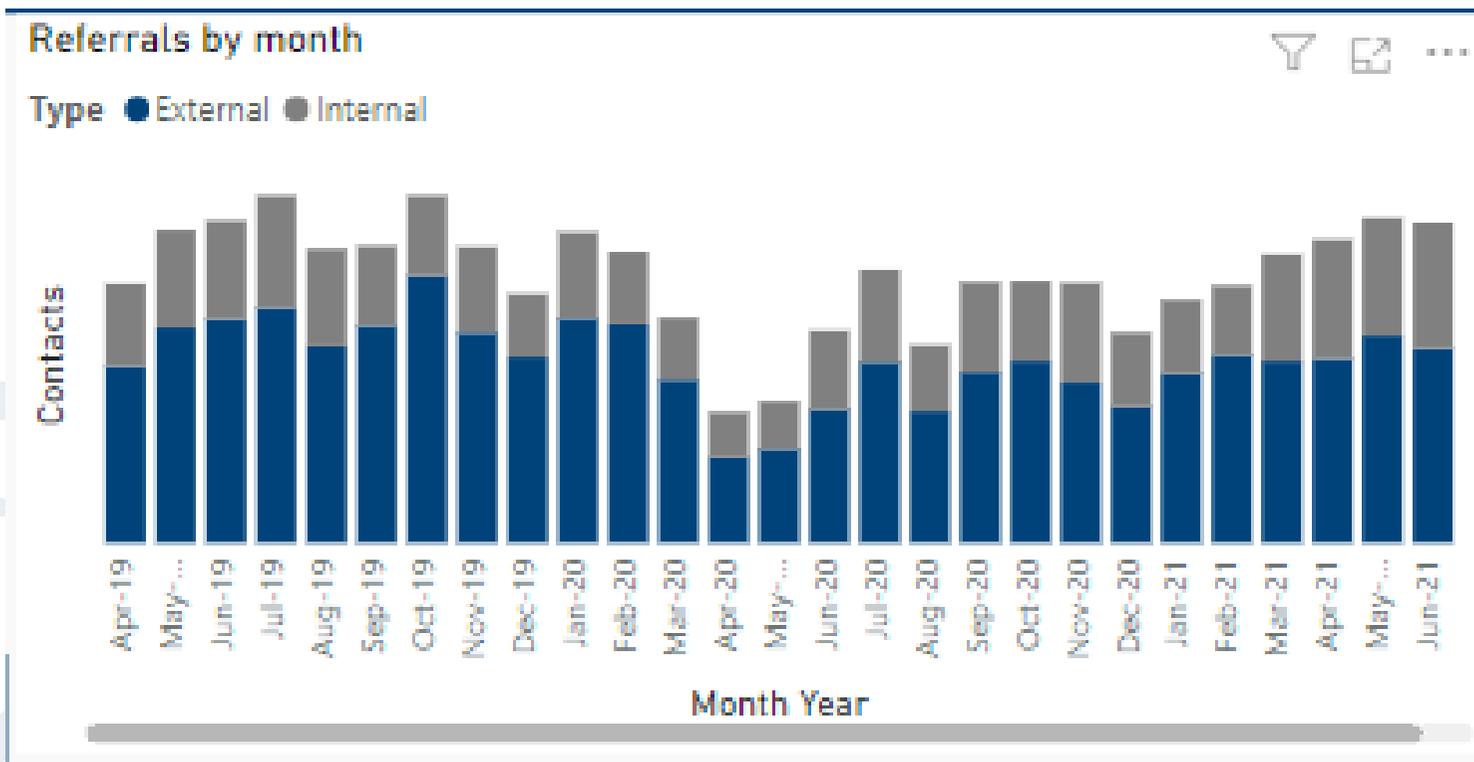
Living Well through Covid-19

Living Well in North Yorkshire



OFFICIAL

Summary of activity



- Referrals to the service showed a dip from March 2020
- Demand quickly began to increase and returned to pre Covid-19 levels by Spring 2021.
- Analysis shows Living Well support was more concentrated in areas of highest need during the pandemic – areas with higher levels of deprivation



Flexible support offered during Covid-19

- A bridge between community and voluntary services and the council's adult social care response.
- Living Well aimed to resolve any issues presented by phone/virtual communication with face-to-face support when required.
- Provided information, advice and guidance to teams and to individuals to enable them to access the most appropriate support from the community and Universal + offer. Helped prevent people's needs from escalating
- Supported individuals and families to find solutions to remain well at home following discharge from hospital.
- Supported Community Support Organisations with people with more complex needs who were 'only just managing' prior to COVID-19 or were managing with support that was not available due to COVID-19.
- With their experience in creative problem solving and knowledge of local services, they were able to find ways to support people to be as independent as possible even where services were disrupted.

Type of support offered

- Connect people with a wide range of support, both low level and more complex
- Housing support & accommodation issues, heating, referral to Warm and Well, tenancy issues, hoarding
- Digital support – enabling people to access and use technology for family contact or online support
- Finances e.g. opening a bank account, NYLAF or grant applications
- Emotional support, accessing community groups and bereavement support
- Accessing community resources, social opportunities, finding cleaners, shopping and collecting prescriptions.
- Support to carers
- Low-level welfare checks and information gathering.

Challenges

- People shielded and didn't want visitors
- Introduced new SPLW in June – significant resource and planning
- Complexity of support required
- Digital exclusion – community groups and support online
- Responding to new rules and guidance
- Extended offer and BAU

Case Study – Mrs A

Mrs A was grieving and felt very lonely after her husband died in a care home. She was very anxious about the Covid-19 lockdown and particularly worried about managing her shopping safely. She was referred to Living Well from her local carers centre.

The Living Well Coordinator helped her make connections to

- the local Community Support Organisation for help with shopping and support with digital access to online services
- Warm and Well.
- community transport to access her vaccination
- Living Well SmokeFree as her smoking had increased since her husband's death.

She was supported with help to cope with her grief with connections to befriending support and to her church. She saw an amazing improvement in her wellbeing; with more confidence, interest in new things and other people, and general optimism about the future.

“Due to Covid I was unable to be with my husband when he died and have no friends or family to support me. I have become anxious about going out and can't relax.”

“I have moved forward because of you. You will never know how much you have helped me, you have seen me though it “