



Coronavirus COVID-19

Emergency Support Plan

to shield vulnerable people in the Parish of Modbury

Briefing to District Team Leaders

27th March 2020

A personal message from Peter Watts, Chairman, Modbury Parish Council

“This is without doubts the biggest crisis that Modbury and the Parish Council has ever had to face.

Thanks to people like you, we have been able to organise help for the more vulnerable residents of Modbury to ease at least some of their anxieties and difficulties during this very challenging time.

Whenever I am asked “what’s the best thing about Modbury?” I always reply . . .the people. And you are the embodiment of Modbury’s ‘can do’ spirit.

I cannot thank you enough for your support. I fear we may be needing it for some considerable time. But we already have over 100 volunteers and counting, so we expect to be able to give the first wave of volunteers a break after a month or so when we have a better idea of the scale of what we are coping with.

This battle against COVID-19 may be long, but we will win.”

The most important two words
to remember. . .

STAY SAFE

Emergency Support Team

Structure

CORE TEAM

Colin Whybrow

Peter Watts

Gill Watts

Margaret Middleton

Ann Turner

with seconded support
when and where needed



**12 Districts (10 in town + 2 outlying) each with a
District Team Leader (DTL)**



**Each District Team Leader is supported by several local
Volunteer Care Wardens (VCWs)
who carry out the tasks of helping,
assigned to them by their Team Leader**

District Team Leaders (DTLs)

will have flexibility

to manage their teams

to suit their district's needs

but need to follow the flow of communications

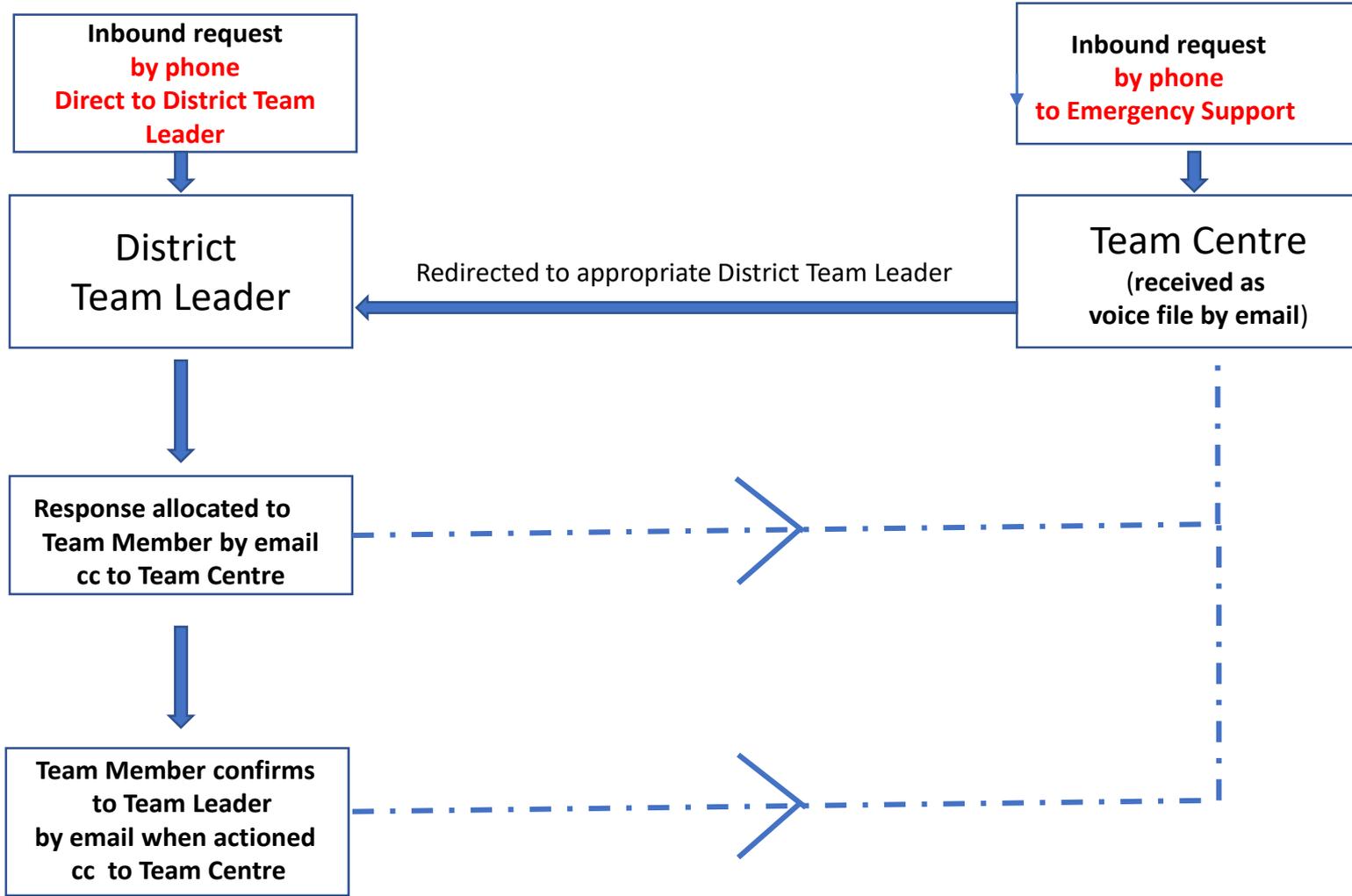
The flow of information to Team Centre is important because only by knowing what is happening can we build a picture and ensure continuity if and when teams change, for whatever reason

**Without information flowing back to the centre
the system does not have long term resilience
which is essential**

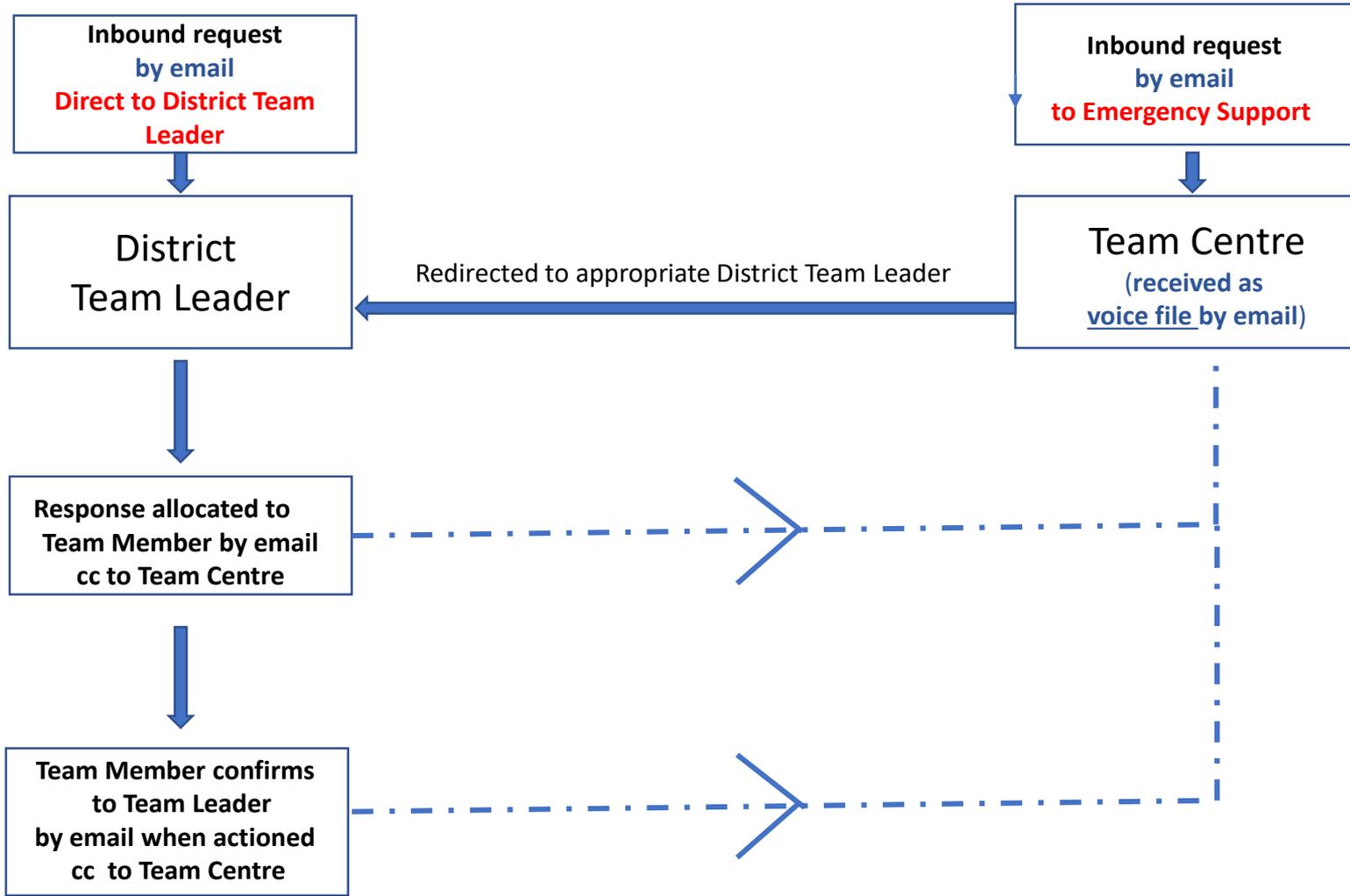
Email is universal so it provides better sharing, traceability and tracking than closed groups like What's App and thus long term resilience.

**So please make email the communication method
to the Team Centre**

HELP REQUEST ROUTING



HELP REQUEST ROUTING



PiN (Person in Need) registration a vital first step

- Completing the PiN registration form **must** be done at the first phone contact and sent to Team Centre
- That's how we get people logged onto the database and record their details. The form can be scanned and emailed as a pdf or photographed on a smart phone and emailed.
- It also means if a DTL or VCW changes, for whatever reason, we have the information to brief a replacement about the PiNs in their district.
- This is vital for long term resilience of the system. Remember this is likely to be a long haul.
- Over time we can begin to see where the hot spots of need are and allocate resources accordingly

Our objective is to protect the vulnerable

So who is vulnerable?

- People aged 70 or older (regardless of medical condition)
- People under 70 with an underlying health condition listed below:
 - Chronic respiratory diseases such as asthma
 - Chronic obstructive pulmonary disease (COPD)
 - Emphysema or bronchitis
 - Chronic heart disease, such as heart failure
 - Chronic kidney disease
 - Chronic liver disease, such as hepatitis
 - Chronic neurological conditions such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS) a learning disability or cerebral palsy
 - Diabetes
 - A problem with your spleen such as sickle cell disease or if you have had a spleen removed
 - A weakened immune system such as HIV and AIDS or medicines such as steroid tablets or chemotherapy
- Being seriously overweight (a Body Mass Index (BMI) of 40 or above)
- Those who are pregnant

Source: Public Health England

What we can do

Shopping

Prescription collection

A friendly phone call

Dog walking *

*Dog will need to be tethered on lead to maintain 2 metre distance on collection and return. Buy your own poo bags - don't have the owner hand them to you.

We don't know about transmission on dogs' coats so Stay Safe and wear gloves even on a hot day.

Immediately wash hands thoroughly for at least 20 seconds on your return

Over time, isolated older people will see you as someone to talk to. ALWAYS keep at least the minimum 2 metre distance. If you sense isolation is causing distress, tell the Team Centre. We can offer phone befriending with Modbury Caring and volunteers.

What we cannot do

Offer any medical opinion or advice

Enter the home – it increases contamination risk both ways

Offer to shop outside of Modbury. Out of town locations will substantially increase contact

Tempting though it may be, do not offer help with things we cannot do or make promises we can't keep

As the weather warms up, we can see basic garden maintenance (grass cutting, weeding etc) being a request. Do not offer yet. We need to think it through.

Getting shopping for someone is easy

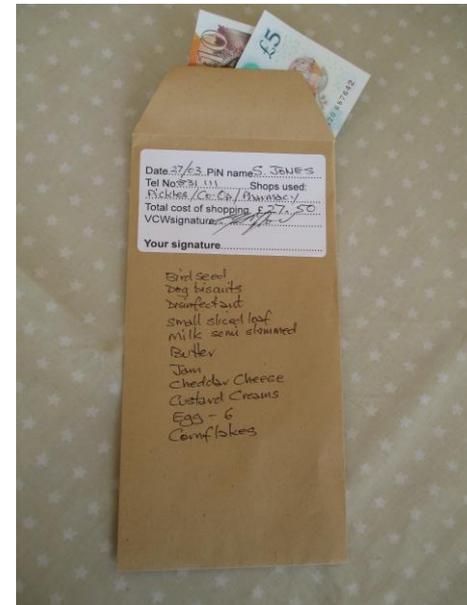
Not any more

- We have created protocols to help overcome many of the issues involved in getting shopping for a vulnerable person in the current circumstances.
- The hardest part is paying for the shopping.
- We cannot use people's cards and on no account have their card PIN no. So no PINS from the PiNs.
- Some people in need will want to pay by cash or cheque. Some with dementia will struggle with any payment method.
- Have the conversation about payment when you take down the shopping list. Most of the people we help will not be online.
- Ask if there is a relative (near or distant) who can liaise with you on payment to you on their behalf by BACS, cheque or PayPal
- **Use the shopping envelope system and remember to take a photo of the front on your smartphone BEFORE you deliver the shopping. VCW must email photo to their DTL and cc Team Centre.** We then have a record and traceability if there are any payment problems.
- If payment is by cash or cheque the envelope can be used as a pouch to avoid contact. Keep 2 metres apart. Keep the door shut.

The shopping envelope

This is no ordinary manilla envelope:

- It's your shopping list
- Your receipts holder
- Your cash or cheque pouch
- and when photographed, it's your transaction record



CONFIDENTIALITY

Be aware that you will be obtaining confidential information on vulnerable people

You, and the Parish Council, have a responsibility to keep that information confidential.

You are in a position of trust, please take it seriously.

ON NO ACCOUNT SHARE INFORMATION, except within your team and to Team Centre

There will be people and their circumstances that will get to you.

DO NOT IDENTIFY PEOPLE if talking to family about the issues you are having to deal with.
They must remain anonymous.

There are criminals out there already exploiting the COVID-19 situation face to face and online

Feedback from the front line

We are all learning on the job here. Your feedback is very important. By email preferably.

You and your team will come across situations that you will wonder how to handle.

Some PiNs will have complex issues. Please identify these as HIGH DEPENDENCY on your PiN Registration form.

Ann Turner is handling High Dependency cases and liaising with external partners such as Modbury Caring. We may allocate a one-to-one volunteer if needed.

If you need help, the 'Go To' people for District Team Leaders are:
1 -Margaret Middleton or 2 - Colin Whybrow

You will also find solutions we had not thought and find problems we did not foresee. It's important you feed that back to the two above people:

margaretmiddleton@modburypc.co.uk

colinwhybrow@modburypc.co.uk

T: 01548 830 677 M: 07736 545 199

T: 01548 705 007 M: 07808 582 224

(if using CW's landline, dial the full no, it's an internet phone)

We will need to be flexible and may update procedures and advice when necessary.

We will try to avoid too many changes to avoid confusion

Identifying Volunteer Care Wardens



Identity is important for two reasons:

PiNs can see you are legitimate – they may not know you.

There are already cases in Totnes of fraudsters disguising themselves as volunteers

Traders and other shoppers will see you are not hoarding but may be shopping more frequently or for several people.

You will need separate receipts for each person's shopping. That will make check out a little slower. People will understand if they see who you are.

What is the level of demand?

We simply do not know

We know we have a substantial older age group

We do not know how many are already being cared for by family or neighbours

The Health Centre will know who is vulnerable but are not allowed to release that information. They have agreed to take our Emergency Support information to help get into the hands of people who may need it.

How long will this last?

Again we do not know

All indications from government and other agencies indicate we should be prepared for a long haul – so many months. We don't know how many.

Please be alert to burn-out or what be termed 'compassion fatigue' with yourself or with members of your team.

Our volunteer base should be sufficient to enable people to take a break. That's why keeping the Team Centre updated is so important. We can brief the reserves if we have the information.

A HUGE THANK YOU

None of this help and support is possible without people like you.

And remember the most important mantra is:

STAY SAFE