



***The impact COVID has had on
the social work teams who
work with older people***

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Impact of COVID – 19: SW teams and older people

Objective:

To ensure a robust social work service during the COVID-19 pandemic.

Issues identified:

1. Social Isolation: impact of COVID – 19 on mental and physical health
2. Due to lockdown, abuse / neglect is hidden from professionals, family, and community
3. People not getting the usual levels of support – family / friends may be shielding
4. People reluctant to ask for help for fear of being an added burden
5. Increased household stress and tension
6. People asking for help from those who might take advantage of their vulnerability and isolation
7. People cancelling their packages of care as they do not want carers coming to their homes due to the risk of infection
8. The need for prevention / early interventions: ensuring that people access a wide range of voluntary services / the COVID-19 hub
9. The need to disperse information and advice when people don't have access to the internet
10. Loss and grief issues: people may have lost a loved one and there is limited support / access to services during the grieving

Key Activities:

1. Robust screening and prioritisation of new referrals: The COVID-19 Intake team.
2. Risk management, and provision of packages of care
3. Stabilisation of clients to prevent accidents and hospital admissions through prompt social work intervention. This would help to keep people safe, in the community, and reduce the pressure on the NHS
4. Joint working with all of the teams in the voluntary sector, NHS and Adult Social Care: to ensure client's needs and risks are managed promptly. The social work interventions may prevent admission into the hospital, and ensure support in the community
5. Provision of a dramatic increase in telephone support and sign-posting
6. Increased partnership working with the emergency services due to reports of higher numbers of domestic abuse and antisocial behaviour
7. Safeguarding referrals – significant increase during the lockdown
7. Ensuring that packages of care that have been cancelled are re-instated following the easing of lockdown
8. Sign-posting people to bereavement services and ensuring information from the council is available