

KCSC adapted quickly to the Covid-19 Pandemic in April 2020 setting up a professional helpline to assist health professionals and other organisations to make referrals and help their clients access local support. Additionally, KCSC supported a partnership between RBKC and the local VCS to provide a local shopping service that supported over 100 residents to receive personalised shopping.

The 15 local organisations that deliver self-care services through our three integrated care programmes My Care My Way, Community Living Well and North Kensington Self-Care all adapted quickly during the Covid-19 Pandemic, continuing to offer local residents support. Some face-to-face essential services continued while most moved online or over the phone. All existing clients were offered welfare calls where organisations would call for a chat and if necessary signpost onto other services.

Case Study 1 – Covid-19 service, Telephone Befriending, Carers Trust Thames:

MP is very able and manages most things independently, however, due to her Dementia she has difficulty sorting her post and managing appointments etc... It was believed she would really benefit from someone checking in on her regularly and, knowing that she had someone to call if she needed help. MP was initially referred to us last year and we provided six sessions of face-to-face befriending, which she stated, really helped her. At the beginning of the pandemic... MP was one of ... (our) clients and we began calling her each week to check how she was and to offer support with shopping if she needed it. MP reports that at the start of the pandemic, she felt low in mood and isolated, as she was unable to go out and doesn't have anyone visiting her. She now reports feeling happier and states that it is the regular telephone call ... that has made the difference. She states that she feels supported and feels that her health and well-being have improved and really looks forward to having a chat.

Case Study 2 – KCSC Health & Wellbeing team receiving a call from an Occupational Therapist (OT) at Hammersmith hospital (non-Covid service):

A 90-year-old gentleman was waiting (and hoping) to be discharged from hospital. In order to do so he needed to have a hospital bed installed in his home. To be able to do this, a three-piece suite had to be moved. The OT had called several agencies including social services but they were unable to help. A KCSC staff member called one of the self-care providers who was happy to accept the referral. The patient was on the records of the My Care My Way team at his surgery so they were able to authorise the referral and it was put through that afternoon.

Having liaised with the referrer and the neighbour, Metro Sexual Health (MSH) attended the patient's apartment the next day. They moved the three-piece suite to the patient's bedroom, and re-arranged the living room to make space for the installation of the hospital bed. MSH agreed they would make contact again the next week to complete a formal assessment once the patient was back at home, and try to have a service arranged for dementia 1:1 support.

Community Development Case Study

April 2020 - December 2020



Case Study – Food support provision in response to Covid-19:

Immediately after lockdown hit, it was clear that under 65s with support needs would be affected badly. KCSC worked with other voluntary sector agencies to develop sector response. KCSC designed a service model involving warehouses to enable bulk purchases, a distribution model and eventually a referral hub created by RBKC.

Drawing in support from local partners, Smart, Bay 20 (Hearts and Minds), The Venture Centre, local councillors and Westway Community Transport, KCSC delivered this response in conjunction with RBKC. This drew in financial support from Kensington and Chelsea Foundation and The Westway Trust.



KCSC helped co-ordinate what has to have been one of the biggest food support systems for residents since wartime rations. Initially supporting the shielded, KCSC led on the response to ensure the under 65's were not forgotten. We had a massive response from those who benefitted who are so grateful that KCSC were able to initiate this help. The difference was felt in the whole of North Kensington.

Fiona Doherty, Community Development Director, Bay20



Organisational Development Case Studies

April 2020 - December 2020

Case Study – KCSC, Meet the Funder event created in response to Covid-19:

As KCSC continues to adapt its work in response to Covid-19, our new series of “Meet the Funder” events provide and offer local organisations the chance to hear first-hand information about local grant programmes, provides useful advice on how to improve funding applications and offers behind the scenes insights into the grant funding process. Building on our previous successful Funders Fair events, Meet the Funder develops the concept further, allowing events to be much more responsive to upcoming funding opportunities, giving live information about available funding opportunities.

By December 2020, KCSC will have run three of these events, and despite a significant change in format with them being delivered online, a total of 69 people attended. To date, the events have been incredibly well received, with over 96% of people agreeing that the event will help them to improve their grant applications in future. As Kensington and Chelsea, with the rest of the UK, starts to return to face-to-face working, KCSC will be exploring how we can design these events for both digital and in-person attendees simultaneously.