

Support for hubs and health and social Care professionals

Community Agents Essex will continue to support people through these challenging times. The escalation of the coronavirus crisis and the updated advice from the Government about self-isolation and social distancing will however necessitate a temporary change to the way we work.

Please be assured that all agents must abide by government guidance regarding self-isolation and social distancing. We have stopped all non-essential visits within a client's home or public place. Should an agent feel a visit within the home is essential with a person who is social distancing they must agree this in advance with their Service Coordinator. Any such visits will be subject to strict assessment questions prior to the visit to protect their health. No face to face contact will be permitted where a client shows symptoms and/or is self-isolating. For anyone that has been tested this will be subject to a known negative result. All visits will be subject to agent availability.

Working with Essex Welfare Service we are receiving requests for support and these will be regarded as a priority over welfare calls. They will be responded to as soon as possible by phone to ensure that the client knows that we have received their enquiry. Where possible we provide support remotely by phone.

Working with the United in Kind Coaches the Community Agents have an awareness of what local organisations are offering to support people with the symptoms or self-isolating.

We will accept requests to pick up essential shopping, medication and other needs such as posting letters. Our aim is to work with local hubs and volunteers to pick up shopping, medication and leave it outside and/or post letters. Where local support cannot be found the Community Agents will be permitted to pick up shopping, medication and leave it outside and/or post letters. We can support isolated adults in accordance with the table in Appendix A.

To facilitate deliveries we have set up online payment methods for clients and reimbursement procedures for volunteers. Clients will have 5 potential methods to pay for their shopping:

1. Self-payment (prepaid internet / telephone order for collection)
2. Cash
3. Cheque payable to RCCE
4. Online through RCCE website
5. Bank transfer to RCCE

All of these tasks will be undertaken in accordance with strict protocols to protect client and staff safety.

To speed up the process requests for the above support from local hubs, health and Social Care professionals can be made direct through the existing Community Agents Essex pathway by email to: isolationsupport@caessex.org.uk

At present you need to contact Community Agents Essex direct for support please call 03337778087

Appendix A

What we can do	What we can't do
We can call people and talk them through the situation they are in to help them identify solutions	We cannot take people to appointments or shopping trips
We can link people with local EWS volunteers to support with shopping for essential items* * Please note payment for these items must be provided by the person needing support	We cannot visit people in their own homes or meet them in the community
We can link people with local EWS volunteers to support with prescription collection* however this may be better facilitated by Community Hubs or NHS volunteers * Please note payment for these items must be provided by the person needing support	We cannot guarantee to contact a person referred on the day of the referral to us. There may be a short period before a person is called back
We can advise people of alternative local shopping options that they can explore <ul style="list-style-type: none"> • Local shop delivery services • Local restaurant delivery services • Hot meal providers This is information and not recommendation	We have no power to arrange priority supermarket delivery slots for people
We can support the parents/carers of babies and children but the parent/carer of the child is the client we need their information.	We are not involved with arranging food parcels for either CAT A or CAT B people – we can only link them back to their Community Hub
We can help extremely vulnerable people with no neighbour, friend or family to support.	We will not ask volunteers to make shopping trips for non-essential items – for their own safety volunteers need to limit the time they spend in supermarkets
We can help people who are self-isolating for 14 days and have no neighbour, friend or family to support.	We will not allocate a volunteer to people who have family, friends or neighbours who assist them or are able to go out under social distancing guidelines themselves
	We cannot provide or arrange personal care or medical care