

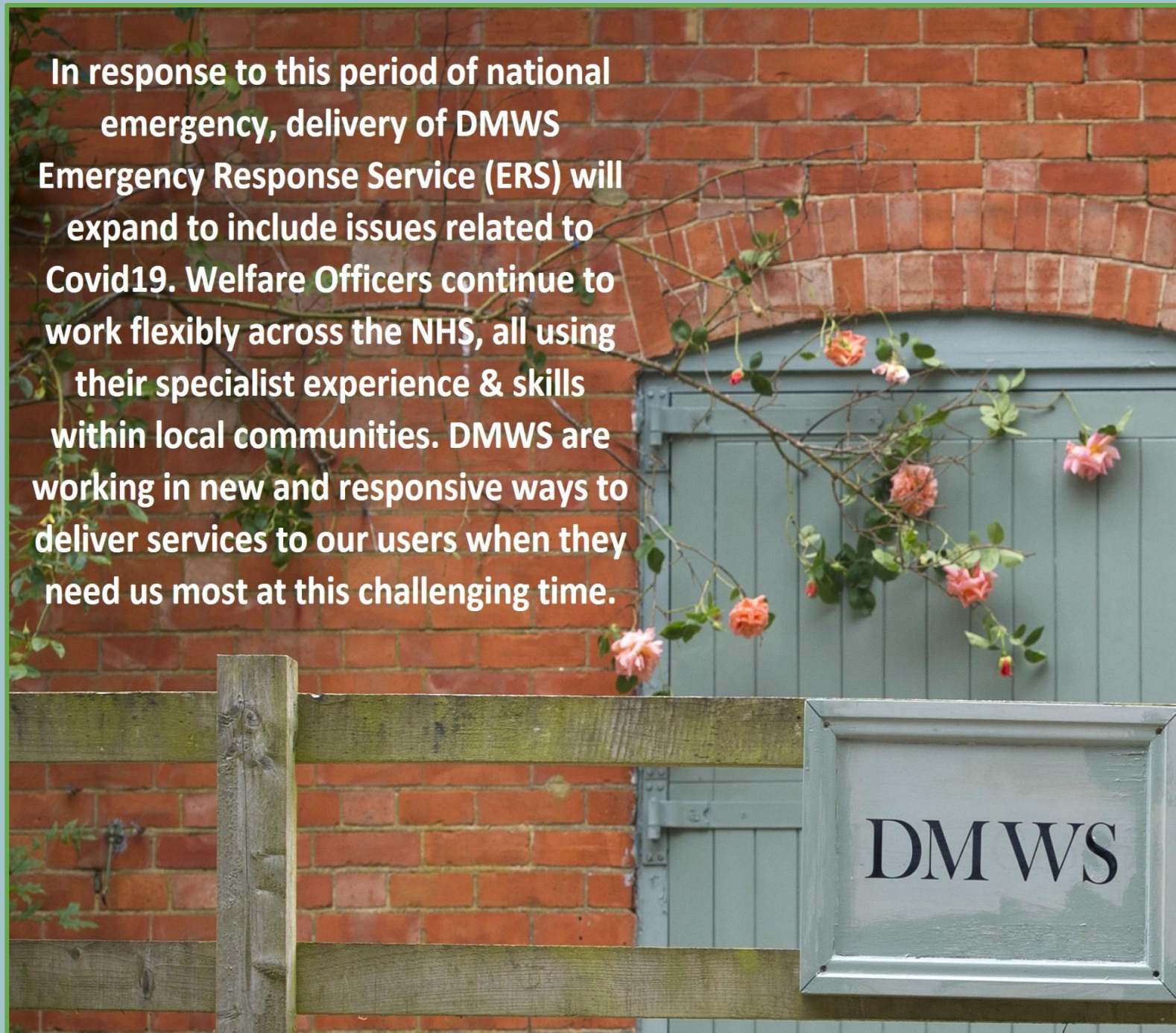


DMWS

Activity During Covid19



In response to this period of national emergency, delivery of DMWS Emergency Response Service (ERS) will expand to include issues related to Covid19. Welfare Officers continue to work flexibly across the NHS, all using their specialist experience & skills within local communities. DMWS are working in new and responsive ways to deliver services to our users when they need us most at this challenging time.





Continuing to support the NHS

**Welfare Officer Kirsty Smart
Scotland**

Kirsty has been helping deliver face shields to the various NHS services run by the Queen Mary Hospital in Fife, including the community nursing teams, the frontline staff and the hospital at home team.





Feedback from Service Users

Welfare Officer Demi Savvides

Cyprus Limasol Hospital

Demi supported a service user with respiratory issues admitted to hospital during the Covid19 crisis.

Demi provided practical and emotional support, companionship and translation throughout a very challenging and stressful time. She further supported the SU's husband, and assisted in speeding up the discharge plan.

"I wanted to write a quick note in appreciation of the enormous amount of support you have given...

Demi made herself available to me... continued to support me all through the night....Demi has been invaluable in being the go between, between myself and the nursing staff .

Demi has without doubt stopped me from simply falling to pieces.

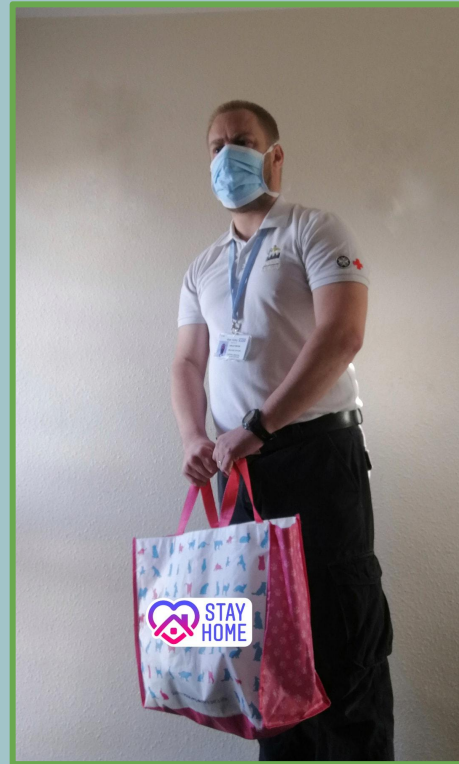
... I know that it is her job, but I shall remember her enormous kindness and support for the rest of my life."



Veteran Community Support

**Welfare Officer Ash Winter
Herefordshire**

Ash has been working with Herefordshire Veteran Support Centre and has set up a group of volunteers who are all veterans themselves. They support almost 50 veterans in the local community who are isolated or vulnerable and need help with tasks such as shopping collecting medications and welfare checks.





Veteran Community Support

Welfare Officer Julie Ponton

Julie has been supporting the 92 year old wife of an RAF engineer by shopping for food and collecting medication. The lady's very grateful son wrote to DMWS to thank Julie for the support she is giving and additional support she has offered to another family member who was also in the RAF and is in need of practical help.

"I would like to thank the DMWS and Julie Ponton for everything she is doing.

My father served with the RAF in the Second World War. He was a aircraft engineer with a fighter squadron in the Battle of Britain.

My father worked alongside the 'few' and now that's is what Julie is now doing helping the NHS. "

Virtual Veteran Hub

**Welfare Support Worker Rachel
Hembury Plymouth**

**is able to stay in touch with
Veterans at the Plymouth Veterans
Hub 'Brew and Banter' group by
joining their weekly Zoom Meeting
and is able to offer advice and
support remotely yet 'face to face'.**





Community Coordination

**Commercial Training Manager
Mark Perryman**

Mark is working in his local community supporting the 'Hayling Helpers' on Hayling Island. He has developed operational guidelines for the volunteers including tips about how protect themselves from stress and look after their wellbeing.

Hayling Herald Coronavirus

The number you need is 02392 467545

By Hayling Helpers

The Hayling Helpers are there to help you if you are self-isolating and vulnerable.

There should by now be a Hayling Helpers co-ordinator in every street on the Island.

If you need help with the essentials such as shopping, gas or electric top-ups, and picking up prescriptions, do give them a call.

There is a team of dedicated volunteers at the community centre, handling all calls and responding to email and Facebook requests.

But it is even more than that. If you are self-isolating are lonely give the Helpers a call and they will put you

through to the Chatterbox volunteers. They are Helpers near you who will be happy to chat on the phone to keep your spirits up.

Just contact them on the number above, join the Hayling Helpers Facebook page or drop them an email.

Can you help?

Firstly, if you have an underlying health condition or are over 70 (even if you are fit and well), please take government advice and stay at home. It is not worth taking the risk to help others and ending up unwell and adding to the NHS burden, no matter how frustrating this may seem.

We know and fully appreciate the impressive army of volunteers aged

over 70 we have on Hayling who bring such strength to our community, but you need to isolate for the next 12 weeks.

However, if you are a fit and healthy individual over 18 and under 70 or run a community resource or a group and have a fit and healthy team of adults who can help, please register your support on the Hayling Helpers Facebook page or call the helpline.

If Hayling continues to pool all its available resources then we will have access to an extraordinary network and our volunteers will be able to reach everyone.

We need to work together and be the sum of our parts.

Finally, operational guidelines to keep Helpers safe have been drawn up by Mark Perryman.

Mark is a mental health and wellbeing trainer for the charity, Defence Medical Welfare Service.

He has experience in war zones such as Afghanistan and has provided some sound advice for residents.

'It's absolutely natural for people to feel worried, scared or vulnerable at a time like this', says Mark.

'Speculation and scare stories on social media can create anxiety at an already stressful time.

'Here are some helpful tips on self-care to protect against stress which readers may find useful:

■ Our physical and mental health are intertwined, so take a little exercise – indoor or outdoor, observing social distancing guidelines.

■ Set aside some time for yourself. A happiness hour is a great way to build resilience.

■ Learn something new. There are many really easy guides on YouTube.

■ Share how you're feeling with a Hayling Helper if you are alone.

■ If you're working from home, set up a routine, and make sure you make time for yourself.

■ Get information on the coronavirus outbreak only from trusted sources such as gov.uk and NHS.uk.



NHS Volunteering

Welfare Officer Sara Craigen

Sara has registered for the NHS 'Check in and Chat' in her free time. Using her skills developed as a Welfare Officer Sara can provide telephone support to a person who is isolating, has mental health issues or dementia and help identify any practical needs they have. She can liaise with the RVS to organise a community response volunteer to help them.

The screenshot shows the NHS Responder app interface. At the top, the status bar displays location, signal, 92% battery, and time 11:24. The app header is titled 'Responder' with a red running person icon. Below the header is a navigation bar with five icons: 'Me' (red person), 'Comms' (two people), 'Around Me' (location pin), 'Defibrillator' (heart with lightning bolt), and 'Report' (document with checkmark). The main content area starts with 'Hello Sara!'. It then lists verification details: 'Verifying Organisation:' with a text box containing 'UK: Royal Voluntary Service', 'Expiry Date:' with a text box containing '2100.01.01', 'Number of on duty hours:' with a text box containing '49', and 'Number of volunteering hours:' with a text box containing '49'. Below these is a note: 'Tap on toggle buttons to find out more about each option'. At the bottom, there are three toggle switches: 'Report on duty:' (ON), 'Start application after reboot' (OFF), and 'Show me on the map' (ON).

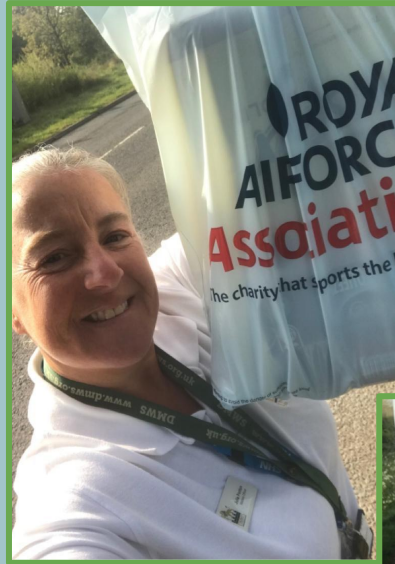
Field	Value
Verifying Organisation	UK: Royal Voluntary Service
Expiry Date	2100.01.01
Number of on duty hours	49
Number of volunteering hours	49
Report on duty	ON
Start application after reboot	OFF
Show me on the map	ON

Community Support alongside RAFA

Welfare Officer Julie Ponton

Julie has been working with RAFA Operation CONNECT. The scheme offers support to the RAF community during the COVID19 period by delivering food and essentials.

Julie Liaised with RAFA and the wife of a veteran Service User, he had a stroke last year and she became his carer. They were given bags of essentials and whilst observing social distancing guidelines Julie was able to offer emotional and practical support. She gave them further information, signposting the SU and his wife to other Online support





Case Study - Enabling early hospital discharge

Welfare Officer Julie Ponton received a call from a hospital social worker asking for support for a patient that was ready to be discharged home but there were some issues preventing this.

The Service User (SU) was a 94 year old widow of a gentleman who fought in the Battle of Britain. SU has a 70 year old son who lived next door and both are in isolation due to their multiple health issues. Another family member living nearby was also in isolation and unable to help. SU was due to be discharged home with a package of care which included carers and meals on wheels. There was a problem with getting essential items to the SU as carers were in isolation too and the local community support were inundated with requests. SU would have had a delayed discharge if no support available.

Welfare Officer Julie Ponton liaised with hospital and social services and was able to provide support by delivering basic food items to SU and her son and continued to offer emotional support to the family via telephone.

The high level of support provided by the WO resulted in the following successful outcomes:

- **Early supported discharge**
- **Reduced stress of SU and family**
- **Reduced anxiety for SU and family**
- **Reduced time spent in hospital and likelihood of readmission**
- **Enabled SU to remain in own home**
- **Positive collaboration for WO with hospital staff and social services**
- **Reduced potential conflict with medical staff and potential family conflict**
- **Positive experience of hospital care**
- **Reduced likelihood of Mental Health Crisis Team being involved (for son)**



Delivering essential medication to isolated veterans

Welfare Officer Ash Winter

Ash continuing his work in Hereford with the Veterans Support Centre and their team of veteran volunteers; As well as delivering food and offering emotional support here Ash is collecting medication to deliver to veterans unable to leave home due to their vulnerability.





Case Study - Preventing delayed discharge

Social Services contacted Welfare Officer Julie Ponton to ask for help with A 92 year old Service User (SU) who lives alone and is fit for discharge. SU's only family were 20 miles away, her 72 year old niece who cares for her own 102 year old mother. SU had multiple health issues including incontinence and was due to be discharged home with a package of care.

Social services unable to resource a new mattress to replace SU's own which was not fit for purpose, through their usual sources due to the lockdown. This meant SU would have remained in hospital and had a delayed discharge.

Julie sourced a new mattress with a protective cover for SU and collected and delivered the mattress to SU's property enabling SU to be discharged home. SU also signposted SU and family to Armed Forces Community support.

The high level of support provided by the WO resulted in the following successful outcomes:

- Reduced stress of SU and family
- Reduced anxiety
- Enabled SU to remain in own home
- Liaise with hospital staff/social services
- Enabled independence
- Reduced DToC
- Reduce potential conflict with medical staff
- Reduced potential family conflict
- Positive experience of hospital care
- Improved communications between SU and medical staff
- Supported access to Armed Forces Community Support/ local support



Working alongside NHS staff

Welfare Support Worker

Rachel Hembury

Derriford Hospital Devon

Rachel has been supporting the staff at Derriford Hospital. Rachel attended training and induction to ensure compliance with infection control and use of correct PPE. During the changes in the hospital due to the Covid-19 crisis she assisted staff set up, prepare and clean wards for non-Covid-19 patients to move into.



Case Study - Support through illness and bereavement

Welfare Support Worker Jan Hodgkinson received a referral from the Merchant Navy Welfare Board.

The Service User (SU) was the wife and carer for her husband a veteran Master Mariner who had Parkinson's Disease and Dementia. Jan spoke at length with the SU who was due to have an operation with long recovery time needed which would result in her husband having to go into a home. Jan reassured SU that her husband would be taken care of and that it was important for her health to have the procedure and recover. SU was happy with the care husband received in the home and was able to visit regularly. During the COVID 19 lockdown SU was able to continue visiting whilst complying with new guidelines, but only once a week rather than every day; Jan supported her throughout knowing it was a difficult time for her. Unfortunately SU's husband passed away suddenly. SU benefitted from ongoing support from Jan, as due to the restrictions in place during lockdown SU is on her own and unable to have the family support needed at this time.

Jan continues to contact SU regularly through this difficult period and SU has expressed her thanks for Jans kindness and support.

Outcomes

- **SU supported to make good decisions about own health and recovery preventing delay of treatment and readmission**
- **SU husband benefitted from 24 hour care whilst SU having treatment and recovering, reducing anxiety for SU and family preventing risks of admission for husband**
- **Improved experience of Healthcare**
- **Reassurance that additional Support from Merchant Navy Board and DMWS was available**
- **Reduced isolation**
- **Ongoing support following bereavement**



Ivan

Supporting other Veteran Charities

Welfare Officer Chris Cadman - Team Rubicon

Chris is a volunteer with Team Rubicon, which is made up of mainly Ex military volunteers. During Covid19 they set up Op RE:ACT and are providing support to frontline emergency services and vulnerable communities in the UK during the crisis.

Chris along with a team of veterans including Jason Fox and Aldo Kane have been working in a RBL care home. Due to illness/social isolation their staff team has depleted. The team has been helping with cleaning rooms and will be helping out with gardening and decorating areas that need some TLC . This will make a significant difference to the home and the remaining staff can spend their time supporting residents.





Supporting NHS staff wellbeing

Welfare Officer Kenny Cummings
Wishaw General Hospital Staff
Wellbeing Hub

Kenny is working as a Peer Support Worker at the Wellbeing hub. This is a quiet space for staff to go to for rest, refreshment and respite. The Wellbeing support set up by Lanarkshire NHS has been mentioned by the Scottish Health Minister in the daily Covid19 update. Recently Kenny's daughter who works at Lidl was able to secure a donation of 1200 breakfast bars for the Wellbeing Hub.





Supporting isolated people in the community

Kirsty had a request for help from a community nurse for a lady who has her essential food delivery weekly from her brother in law but was too embarrassed to ask for toiletries. Kirsty spoke with her over the phone and told arranged to deliver the items she needed which were donated by Kirsty and the local community.

The lady was so pleased with her rainbow picture on the bag (that Kirsty's children had drawn) she is going to put it in her window. Kirsty stood a a safe distance and chatted for a while after delivering the goods. The lady was really pleased with the toiletries and the time Kirsty spent with her





NHS Staff Wellbeing HUB

Welfare Officer Kenny Cummings

Peer Support -

Supporting NHS staff in the Wellbeing Hub.

There are two boards where staff can put messages. There's the 'What I'm going to do after Covid' with responses including 'Appreciate things more' 'Be less stressed and more happy' There's also a 'Kindness and Hope' board on which staff have put messages of support and comfort; 'We will get through this together' and 'Please know that I am smiling at you beneath my mask'. Kenny and the Hub team are there to support staff and ensure they have a place where they can get refreshment and a quiet space to reflect and rest.

