

Age Action COVID-19 emergency response

Age Action is responding to the COVID-19 emergency by reallocating and scaling up resources to ensure that older people are informed, connected and supported during this difficult period in Ireland.

Call Safe and Information Support: Keeping Older People Informed

Call Safe has a team proactively making 11,000 'check-in' calls to Age Action's older people (members, U3A focal points, people previously or currently linked in through the Care & Repair/Getting Started programmes).

In addition, Age Action has extended the Information Service online support through info@ageaction.ie to 8am-8pm 7 days a week.

Practical Support in the Community: Keeping Older People Connected

Age Action is working with volunteers and partner groups to provide practical support to older people who need assistance with their shopping, collecting prescriptions and any other practical needs that arise. Age Action is also linking older people with volunteers who will do regular check-in calls if they wish to have ongoing contact and support.

Home Safe: Keeping Older People Safe

Age Action is providing additional supports to older people, enabling them to transition quickly out of hospital into their own homes, by ensuring that their home is safe for them while also supporting our hospitals to respond to the Covid-19 health crisis. Age Action is also providing an emergency response for urgent repairs and other supports for older people in the community in order to ensure people can remain safely in their own homes.

Home Safe *making home safer for older people after hospital stay*

Age Action's experienced Care & Repair Team is providing additional supports to older people who are able to transition quickly out of hospital, into their own homes, to ensure that their homes are safe and that they are in the optimum environment for their needs while also supporting our hospitals to respond to the Covid-19 health crisis. In emergency cases, Home Safe will also offer urgent repairs and other supports for older people in the community in order to keep people in their home safely.

What is it?

Home Safe aims to support the existing health and social care services. Understanding that many older people want to remain at home or return home after a hospital stay and that those who do not have complex needs may just need small adjustments to their home environment to accommodate them, Home Safe completes small jobs in the home of the older person to make the home safer for them. Home Safe is carried out by Age Action staff and volunteers who are observing strict HSE COVID-19 protocols.

Currently Home Safe is available in Dublin City, Cork City and Waterford City. Home Safe is free of charge with the service user paying for any materials that need to be purchased.

How does it help?

Home Safe makes the older person's home safer for them to live in or ready for their return on discharge from hospital.

Home Safe will

- Carry out minor repairs or installations
- Move furniture such as a bed to a sitting room or kitchen
- Declutter to deal with trip hazards
- Install grab rails
- Complete other small jobs as required

Home Safe is not in a position to complete tasks such as those below due to health and safety concerns:

- Major building work
- Complex plumbing or electrical work
- Tasks that require working at a height above 8ft

How does it work?

The individual, their representative or health care professional contacts Age Action's Home Safe requesting the service.

An Age Action representative will contact the individual or their representative to make arrangements to gain access to the home to carry out the requested job. In a hospital discharge case, once the job is complete, the patient or their representative is contacted to confirm that their home is ready for their return.

How do I get in touch?

Between 9am and 5pm Monday – Friday access to the service by calling 0818 911109 and selecting Home Safe.

Call Safe Support Call Service *for Age Action members and stakeholders during COVID-19*

Age Action has established a support call service to contact all members, clients and stakeholders through the Getting Started, U3A and Glór networks to inform and connect older people during the COVID-19 emergency.

Contact : It is difficult for people to isolate themselves from others particularly when they have led very independent lives prior to the COVID-19 outbreak. We understand that people's sense of independence can be undermined as well as the possibility of loneliness setting in. Age Action is contacting people to make sure that they understand their level of risk and to help them identify local services that can help them as they remain at home.

Connect: As people practice social distancing and limiting their social contacts it can be challenging to get the services they need. There is a nationwide mobilisation of services and

resources to support people who are staying at home to make sure that they are not left alone. Age Action is helping people identify who can support them meeting their needs whether that is deliveries to their home or getting in contact with local services.

Inform: There is a huge amount of information available about how to protect yourself from COVID-19 and how services are adapting including pension collection, prescription renewals, priority shopping for older and vulnerable people etc. and it can be difficult to keep up. 55% of people between 65 and 74 are not online so providing them with the official information about how to protect themselves, telephone numbers they can call and just talking through the situation can be helpful. Age Action is making sure that people have the information that they need.

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