

# COVID-19 Redeployment Case Studies

# Redeployment of staff - reablement

## Overview

As part of the Council's overall redeployment of staff into critical roles a number of staff received basic care worker training and were placed with the Council's reablement teams.

One of these workers was Tara who has worked for the Cambridgeshire County Council HR Department since December 2017. As part of her redeployed role she visits vulnerable residents at lunch and dinner times to check they are well and assist with providing any help they may need.

## Reflections of worker

"On my first shift I shadowed a colleague and we did some lunch calls – visiting vulnerable people at home and making sure they're okay, they're hydrated and that they've got food.

"It's also just really important that they have someone to speak to. For some people, we might be the only faces they see all day – especially now with the lockdown restrictions.

"The people I've visited so far have been absolutely brilliant. They're always up for a chat about their grandchildren, or what they used to do for work – they'll talk to us about all sorts.

"I was nervous before I started. Partly because I've never done anything like this before, but partly because these are vulnerable people and you want to help and make things better for them.

"But the training I received was fantastic and I've learnt so many good skills which will be with me for a long time."

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Another worker placed in the county's reablement team was Judith a Principal Planning Officer from the Growth and Regeneration Team.

## Reflections of worker

"The training was helpful but very basic as you can't learn in one day what support workers do with full training. I have also been shadowing colleagues for the last three weeks, trying to learn as much as possible during this time.

"The reablement team has been very welcoming and have looked after me very well. I have been informed of what is expected or not from me. PPE has always been available so I have felt very safe all the time. I've been impressed by how supportive everyone has been in this crisis.

"The best part of the job is the sense of achievement you have after every visit, helping people with basic care so they can gain back their confidence again. This is quite different to planning where the majority of our goals are very long term."

# Redeployment of staff – community directory

## Overview

A number of workers from Customer and Digital Services, LGSS Digital, Transformation were redeployed to develop the online community directory: The stated objectives were:

- Offer space where customers can find the support they need.
- Create central and easily searchable platform for community/volunteer groups to advertise.
- Contact community/volunteer groups that were not already on online directory

## Reflections of workers

"At the start of the Covid-19 crisis, we saw communities pull together and establish some fantastic community groups that help people with shopping, collecting prescriptions or telephone befriending. The most critical need we had for the directory was to store all of these groups centrally and make them easily searchable, so that people were able to find Covid-19 support groups nearest to them.

The work we've done has been incredibly valuable; the public listings on the directory are getting over 900 views a day and there are now 167 Covid-19 community groups listed. It is not only being used by people across Cambridgeshire but also within the Covid-19 Coordination hub too, helping to direct people to the crucial support they need"

"Our challenge was to make it so that users (people) could find support with any help they might need, be it collecting prescriptions, social interaction or even buying groceries, by accessing the directory. .... It has been a rewarding piece of work because it does really make a difference for people. We will keep working to make it even better"

"We are looking at how this directory can develop, looking at new policy and guidance. Who/how can we use this tool in the future. I think this is a great example of how the council has dealt with the COVID crisis and how staff have jumped at new opportunities and new pieces of work and helping to support the wider community"

"As part of our recovery work, we have been exploring how we can continue the remarkable efforts of community groups and volunteers we have seen during the Covid-19 crisis. Watch this space!"

# Versatile service delivery – Victoria Lodge

## Overview

Not wanting to let social distancing get in the way of having meaningful interactions, Victoria Lodge in Wisbech, a Cambridgeshire County Council run day service for older people and adults with learning disabilities, have turned to Facebook to run daily activities, helping them keep in touch with the people they would usually see face to face each day.

Their eight week plan of activities, which includes things like fitness, baking, singing and crafts, has been designed by the users of the service, with each activity taking place online so no-one misses out. Regular visitors to the centre recently received sunflower seeds in the post, to give them a head start on their gardening activities.

## Reflections of staff

Centre Manager, Hayley Bradshaw, said. 'The people that use our service are always at the heart of the support we provide, and we want to do everything we can to keep them involved so they can continue feeling part of our family. Delivering the activities online takes a bit of work, but they are fun and we are getting amazing feedback already. It's so important to me that we are doing things that the users of our service enjoy, that's what this is all about and it's why we asked them to shape our plans – even if it now means I have to dig out my legwarmers and somehow perform a fitness class!'

We will be sharing stories from the centre over the coming weeks, but you can hear more about what they are doing [here](#) , or visit their [Facebook page](#) to learn more about the service, and their tadpoles!

# Redeployed reablement workers supporting carers

## Overview

Due to the restrictions and advice given for staff with a long term health condition to be self isolating, we had a number of staff unable to provide their day job of delivery reablement support to clients.

These staff obviously have many skills we would want to utilise at this time but with their restrictions to self isolate, this was difficult to utilise. Suggested that the staff we had at home unable to deliver front line support could provide some support making calls to carers. They hold good communication skills with clients and could make good use of their caring approach.

## Reflections of staff

Jill reported "I work on the front line as a reablement support worker but currently having to self isolate. I am presently working for the carers lead, making phone calls to carers to make sure they and their families are okay. It has been quite overwhelming to hear how so many people that are afraid and anxious of our current situation with the corona-virus. Many have been so desperate to just have a little chat, so hopefully I have been able to ease their anxiety."

Terri said "I am a Reablement support worker currently working from home, I have been supporting the Carers Lead with contacting people in the community by phone. This a quite a change from my normal working role, working with the community in their own homes. During the last few weeks i have spoken to a lot of people, most of which are very worried about their safety. I am sure that the people I have spoken to have been reassured to know that ASC is still in place and actively working to make sure all those that need help are receiving it."