



Rialtas na hÉireann  
Government of Ireland

# Reaching out to older persons in need of care at home or in the community

18<sup>th</sup> November 2020

**UNECE POLICY SEMINAR**





Our vision is that every older person has the opportunity to age happily and securely at home.

Our mission is to revolutionise how we age by offering innovative and supportive services for older people, their families and our community



# Our Direct Services



YOU'RE NOT ALONE

## What we do Our impact

Improving quality of life

Improving independence

Improving physical and  
mental health

Increasing wellbeing

**Coordinated Support:**  
One point of contact to help  
and facilitate ageing at home.



**Helpline for  
older people**



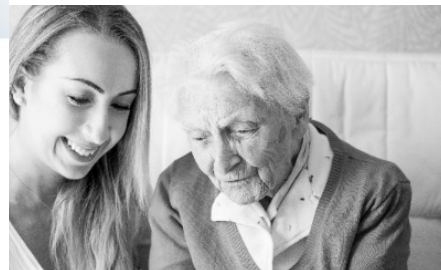
**Housing with Supports:**  
Provides age friendly housing to  
older people.

**0818 222 024**

Call ALONE between **8am-8pm** if you have concerns  
about your own wellbeing, or of an older person you know.  
Visit [HSE.ie](https://www.hse.ie) for updated factual information and advice.



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**Technology:**  
Using technology to build networks  
and enable older people to stay  
secure and well while living  
independently

## Making change nationally

Infrastructure to provide  
scalable and transferable  
services for older people

Developing new  
replicable housing  
models to enable choice  
in housing for older  
people

Inter-agency working and  
campaigning to change  
Government policies

Mapping the needs of  
older people nationwide  
to better provide services

# Sample Partnerships



## Statutory Services and government departments

- Discharges/Referral Pathways
- Befriending
- Hospitals, Community & Tech-Enabled Care
- Campaigns
- Housing Facility & Conditions Report



- St. Marys Hospital, Dublin
- Clonskeagh Hospital

## Local Authorities & AHBs

- Housing with Support



## NGO & Community Groups:

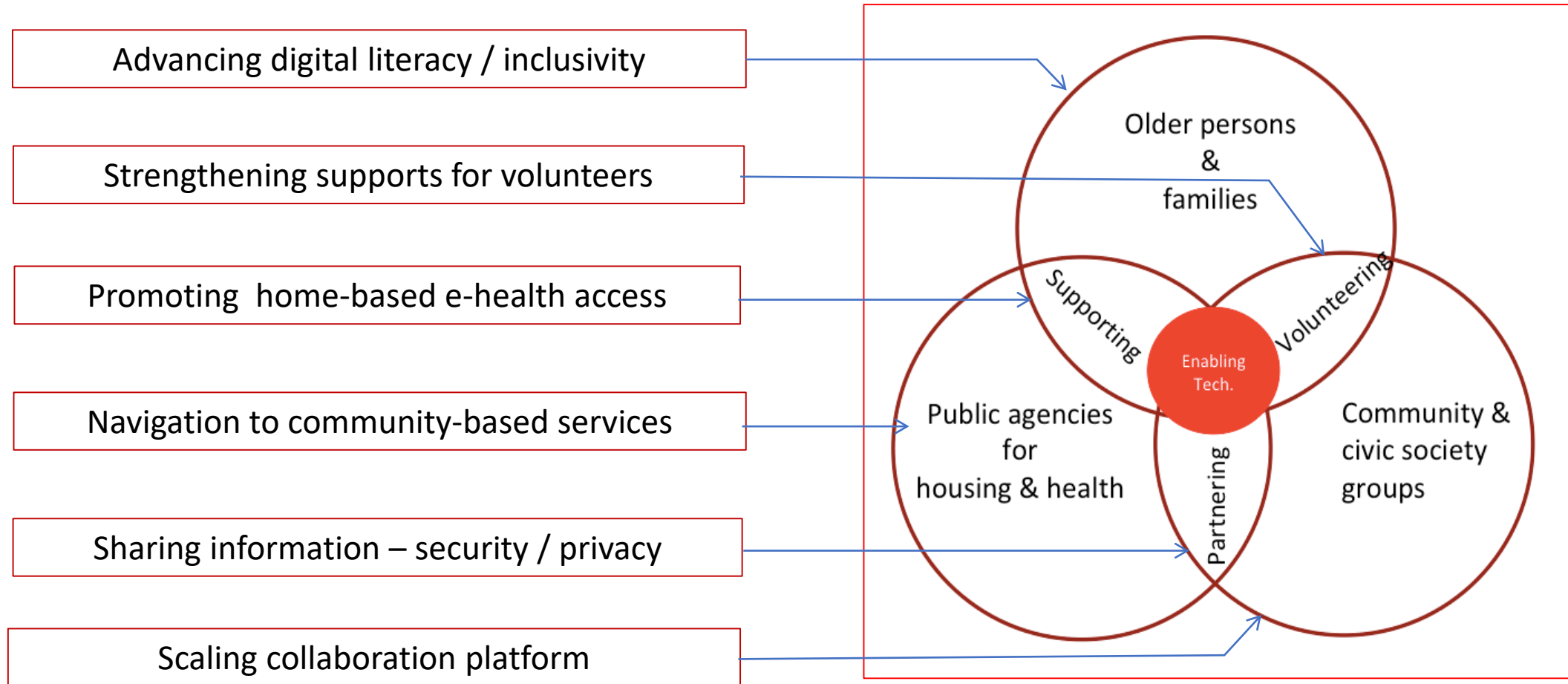
- Training for staff & vols on: Budgeting, LGBT, depression, dementia,
- Care & Repair
- Campaign for housing needs
- Social Prescribing/ Activities & events for OP to attend
- NGO stakeholder collaboration & action



*ALONE'S current partnerships stand at 47, with three additional draft MOU's in place.*



# Technology Engagement



Tech engagement target is 5000 older people using ours and others providers technology .

# New and Next Phase of COVID-19

**ALONE's COVID-19 Response Report**  
From the launch of ALONE's Support line to 1st November

**37,037** calls to our National Support line

Average call waiting time - 28 seconds  
Maximum wait time - 59 seconds

**5,057** practical supports delivered

**75%** of callers live alone

**26%** of callers aged between 75-85 years

**1,829** Technology Prescription




**32,827** units of practical support via our volunteers

**210,977** calls providing support to Older People

**314** Vulnerable adults identified + receiving an enhanced level of contact and support

**31,564** Social Prescribing (June 1st - Nov 1st)

**3,354** Non-COVID Support plans

Between October 19th - 1st November

**940**

Practical supports delivered

- Collection / delivery of food
- Social Isolation, Befriending supports, reassurance
- Meals delivery
- Other medical, health, finance, pension needs



**9,531**

Support and Befriending Telephone Calls

**1,619**

calls received to ALONE's National Support Line



**1** referrals to Local Authority for practical support

Highest areas of need



1. Befriending and Emotional / Mental Health
2. Housing
3. Personal Care / Physical Health & Mobility
4. Technology



## Phases

- Public Health
- Practical Support
- Loneliness
- Health and wellbeing
- Housing and finance
- Physical health
- Mental health
- Long-term support
- Learning to live with the virus


## Effects

- Support and befriending Telephone Services increased by 600%
- Calls to ALONE increased by 400%
- Brief Interventions rose by 700%
- Support Coordination has increased by 250%
- 1 in 5 calls are now cases



**We look to a positive future ahead –  
with trust, strong rooted relationships,  
integration of services and technology, all  
with a larger focus on older people to age at  
home.**

**Thank you!**

 **0818 222 024**

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