

# Covid-19 Emergency Response



# Working together...

The Wellbeing for Life Service, Macmillan Joining the Dots Service and the Social Prescribing Link Worker Team all pulled together to support the vulnerable shielding population across County Durham throughout Lockdown and beyond.

Providing:

- Welfare Calls
- Practical support
- Emotional support

# Working from home...



# Working in partnership...

Our staff worked with other agencies to support our clients to access emergency provisions and essential supplies:

- Durham County Council Commissioners
- County Durham Together Hub
- Brakes and BidFood – DEFRA Care Packages
- GP Practices
- Local community organisations

# We supported...

- 6,805 people across County Durham from April – August 2020
- 27,000 contacts made to the vulnerable shielding population
- 2,050 people supported with grocery shopping
- 1,520 people supported with prescription medication
- 2,392 people supported with mental wellbeing

"I would just like to say thank you so much for all your support throughout these bad times, it has been very much appreciated. We have been able to get Mam back on her feet and she has now started to feel herself at little bit more. Thank you once again and stay safe."

"That first call coming out of the blue like that was fantastic; I thought, thank God someone hasn't forgotten about me"

"I can't talk to my family like I do with you, it really helps to be able to get things off my chest"

"It's great to know people are there if we need you"

"I appreciate all your help. I have even told my doctor that there are people ringing to check how I am. It is peace of mind to know there is someone you can ring if you need anything. I give credit where it is due. I appreciate all you have done and all your help."

"I'm just ringing you to give YOU encouragement.

Thank you for being there, you're doing a great job"

"Thank you so much for getting in touch. I don't feel as scared now knowing that someone is there to help. You have turned my day around and made it a good one now."

"Thank you for providing a food parcel for me and my son (6yrs). We had no food in the house and the shelves are bare in the local shop."

# Our message to you...



Macmillan  
Joining the Dots  
County Durham



We are able to provide support to you over the phone, via e-mail or through video call.

Our services aim to give basic practical, physical and emotional support on an holistic basis, taking the whole person into account.

We are client led, and work with you to help you live your best life.

**0800 8766887**

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