

# Merton Covid-19 Community Response Hub

Joint Consultative Committee  
8<sup>th</sup> September 2020



# Merton COVID-19 Community Response Hub

Are you isolated, at risk from COVID-19 and need help with any of the following?

- Support with shopping and basic supplies
- Access to prescription and medication
- Telephone befriending
- Advice and practical help to stay active
- Support to stay independent at home

## How do I get help?

Email [help@mvsc.co.uk](mailto:help@mvsc.co.uk) or call **020 8685 2272**  
Between 10am and 4pm, Monday to Friday





**1930**

individual contacts logged



**1205**

residents sought help for themselves

**229**

isolated households got access to prescription and medication with thanks to the Merton Social Prescribing team



**715**

offers of help from local volunteers



**£199,612**

awarded to 71 local organisations through the Merton Giving Coronavirus Fund



**725**

concerned individuals requested help for isolated parents, neighbours and/or friends



**585**

Emergency care packages delivered to local households

# Merton Covid-19 Community Response Hub

- Funding from Merton Council to continue the Hub – **July-Sept + 3 months**
- Ongoing partnership delivery model led by **Age UK Merton, Wimbledon Guild, MVSC**
- Continues to provide centralised point for residents seeking help
- Model will provide **enhanced and rapid response** for borough residents
- Providing more **ongoing support** and linking residents to services and support across the borough
- 3 Tiers of Support to address both **immediate** and **longer-term** needs
- Responding to queries about **shielding** - supporting hospital admission, prehabilitation & discharge
- Seeking to promote the service more widely

**Merton Covid-19 Community Response Hub**

**First contact person-centred assessment**

- Basic information
- Consent
- Assessment of need
- Immediate needs (food, health, safeguarding etc.)
- Identify wider client needs for follow up (food, wellbeing, isolation, finances, physical/mental health, housing, care etc.)
- Advice
- Action planning
- Onward referrals
- Navigation

**Urgent needs?**

- Food
- Food Hub
- Health
- NHS 111
- Emergency Services
- Safeguarding
- First Response
- Emergency Services

**Possible interventions & referrals –Longer-term support**

**Food**

- Age UK Food & Welfare
- Community Fridge
- Food Bank
- Foodbank LAG
- Food bank
- Lunch Clubs / home
- Meal delivery
- Volunteer shopper

**Mental / Emotional Health**

- Alcohol / drug support
- Dementia support
- Grief / bereavement support
- Imagine Independence
- Merton Uplift
- Talking Therapy

**Physical health**

- Activity Programmes
- Falls Prevention Service
- Foot care
- Medication - Pharmacy
- One You Merton
- Primary Care

**Advice, Legal & Financial**

- Age UK Merton
- Carers Support Merton
- Citizens' Advice
- Disability (MCIL, Deaf+, MV)
- South West London Law
- Grants (W. Guild etc.)

**Safety & independence**

- At Home - Age UK Merton
- Handyperson
- Home visit (Living Well etc.)
- LFB
- Mascot
- Occupational Therapy

**Social connection**

- Activity programmes
- Befriending / Keep in Touch

**Other**

- Digital access / training
- Energy top-up
- Transport

**Follow-up**

- Action plan review & re-assessment
- Follow-up outstanding issues
- Feedback progress (referrer & client)
- Capture monitoring information

**Monitoring, Research & Evaluation**

- Assessment of client numbers, needs, demographics & wider context
- Evidence for future commissioning / services
- Future engagement with partners
- Informed

# MVSC & Volunteering Development

Focussing on how the development of the Community Hub integrates further:

- Volunteering capability going forward, including working with Mutual Aid Group and other community networks

Page 16 Links to social prescribing and Community Champions

- How the developing community fridge food network and local foodbanks work seamlessly with the Community Hub

- Using hard and soft data from hub activity to evidence future Community Hub structure and need (or not).

- Additionally helping to provide intelligence for community based action and activity.

# Partnerships & Engagement

## How can JCC help?

- Ideas for future partnership working with all communities in Merton
- Ideas for engagement
- Help to communicate service and offer to wider community of Merton
- Strengthen referral pathways
- To help ensure the Hub meets the needs of the diverse communities in Merton

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