



Meals on Wheels Network Meeting 30th November 2021

Brenda Barry

Friendly Call Cork Development Worker



Cork City Partnership

- **SICAP – Social Inclusion Community Activation Programme**
- **SAS - Senior Alert Scheme**
- **Friendly Call Cork**

SICAP

- **Social Inclusion Community Activation Programme**

- to tackle poverty and social exclusion at a local level through local engagement and partnerships between disadvantaged individuals, community organisations and public sector agencies.
- funded by the Department of Rural and Community Development with co-funding from the European Social Fund (ESF)

SICAP

- Education and Training in the community
 - Cork City Partnership is delivering a minimum of 34 courses per term in communities across the city
 - Employment Training
- Community Outreach Drugs / Alcohol Awareness Programme (CODAAP)
- Friendly Call Cork

Senior Alert Scheme

- The Scheme is funded by the Department of Rural and Community Development via Pobal with equipment made available through community, voluntary and not-for-profit organisations registered with Pobal under the SAS.

Seniors Alert Scheme



What is it?

Its purpose is to enable older persons of limited means to continue to live securely in their homes with confidence, independence and peace of mind by providing them with a free personal monitored alarm. It is administered locally by community and voluntary groups from your area.



How does it work?

Older people get a free personal alarm or pendant. The alarm can be worn as a pendant or around the wrist like a watch. When pressed it connects wirelessly to a base unit, usually attached to a phone. The base unit immediately sends a call to a 24 hour monitoring centre.



How do you get an alarm?

Simply contact a local community or voluntary group operating the scheme in your area and they will apply on your behalf. The list of approved registered groups is on the Pobal website: www.pobal.ie



Can I make an application on behalf of another person?

Yes. You can contact your local community group on behalf of a loved one or neighbour. However, the application details must be in that person's name.

Contact Details:



Rialtas na hÉireann
Government of Ireland



Funded by the Department of Rural and Community Development

Senior Alert Scheme

LANDLINE	Year 1	Free
	Year 2	€66
GSM	Year 1	€72
	Year 2	€138



Free Phone Call Service for People Living Alone in Cork





What is Friendly Call?

- Friendly Call Cork is a FREE Service providing a phone call 5 days a week – Mon to Fri
- Friendly Call Volunteer will have a relaxed chat and will check on how the client is feeling
- In operation in Gurrabraher since 2010
- The service provides friendship and security helping individuals feel safer at home
- If call is not answered, the Friendly Call Volunteer will phone a member of your family, neighbour or friend



Friendly Call Cork is available to:

- Older People
- Individuals who may feel lonely, isolated and vulnerable
- People with Chronic Illness
- Anyone who cannot engage in an active way in the wider community





Referrals come from a number of sources

- Public Health Nurses
- Community Workers
- Hospital Discharge Coordinators – Integrated Care
- ALONE – Friendly Call is part of Befriending Network Ireland
- Social Workers
- Community Garda
- Families
- Self-referral
- Home Help Workers
- Local Groups i.e. Age Action, community groups, meals-on-wheels, residents associations



How Friendly Call operates:

Each client completes a simple application form

- Basic medical information
- GP contact
- Two key contacts: In the event of us not being able to speak to a client, we will call one of our nominated contacts





Benefits of Friendly Call

- Greater sense of social inclusion
- Reduced isolation and loneliness
- Greater piece of mind for family and care-givers
- Reduced levels of depression and anxiety
- Helps to keep clients more active and engaged with local activities

Friendly Call Mini Bus









We send all our clients Christmas Cards and Birthday Cards – handmade by schools, companies, individuals, families!







Funding

- Funding is a constant issue; initially funded by Pobal for first two years
- Successful in receiving funds from HSE South & National Lottery Department of Health 2014 and 2015
- As of 2016, Friendly Call is receiving €20,000 pa from HSE South under Section 39 Funding, €10,000 pa from Cork ETB. Also receiving some support from Cork City Council
- The remainder of our funding comes from small funds, companies around Cork city and individual donors.





TESCO | Every little helps

Date 5.09.2017

Pay FRIENDLY ST. CATH CORK

euro euro euro

TWO HUNDRED NINETY FOUR EURO AND

€ 294.12

TWELVE CENTS



Going Forward – Prior to March 2020



Maintaining our client numbers and volunteers – 216 clients on Friendly Calls



Visits/ Befriending Service to Friendly Call Cork Clients by Volunteers – 50 visits a week



Small Maintenance Jobs supported by Tús Workplace Initiative



MiniBus purchased Jan 2019

New Clients COVID 19

- Started receiving new clients as a result of COVID 19 from the middle of March
- Referrals coming mainly from PHN's, Day Centre Managers, ALONE and the Cork City Council Covid 19 Response
- As of April 2021, 370 clients are receiving a call every day from our team of volunteers.
- At the height of lockdown, we had over 400 clients receiving a daily call.





Currently, we have 370 clients receiving a phone call 5 days a week

That's over 1800 phone calls a week

HOW DO WE DO IT?





VOLUNTEERS

It would not be possible to run such an effective, regular and dependable service without the enthusiasm of our volunteers.







Our Friendly Call COVID 19 Volunteers the Role

- To ring clients to check in with them, make sure they are okay and chat to them about their day etc.
- Check on how they are feeling, encourage exercise, positive activity.
- Any practical needs
- Keep a short log of each call
- Commitment required Monday to Friday, 1-2 hours per day, 4-6 calls each

Teresa

Our Longest Serving Volunteer



**THANK YOU.....
much appreciated!**





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