



Ministry of Housing,
Communities &
Local Government

National Shielding Helpline



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Purpose

About this document

To depict the typical engagement between individuals who are shielding and agents within the National Shielding Helpline.

It should also highlight how individuals may be referred directly to local authorities by agents within the National Shielding Helpline, where an urgent need is identified.



Department
for Work &
Pensions

Key Personas

Meet the service users

We have identified various characters to help define the service design based on the current government guidance, some of which are summarised below



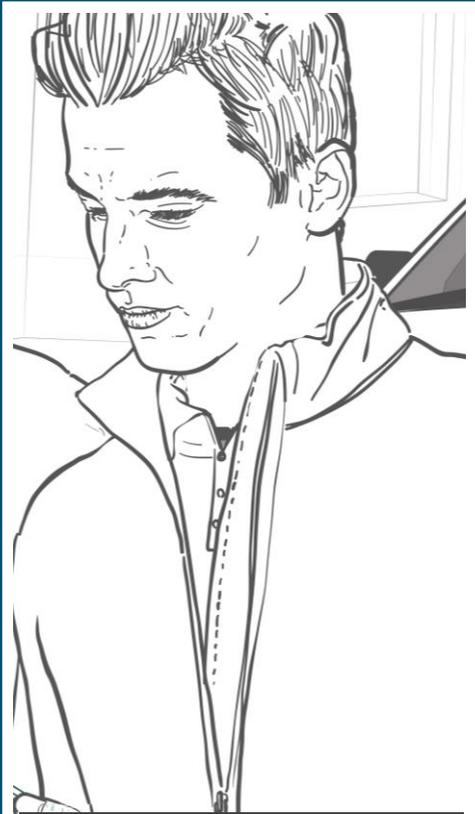
GREG
Retired

Greg is 80 years old and doesn't have local family or friends



KATRINA
Retail Assistant

Katrina is pregnant and has an underlying heart condition



MARTIN
Carer

Martin is a carer for his dad, Jim, who falls within the extremely vulnerable category



IKRAM
HR Advisor

Ethan is a recent recipient of an organ transplant

Meet Webster

MORE ABOUT WEBSTER:

- Webster is 80 years old and is well known within his local community
- Until recently, he lived with his son and their family however they decided to relocate to the UAE for job opportunities
- He has always been reliant on his family for everything but has been adjusting to managing things himself

SCENARIO ASSUMPTIONS:

- He received a letter from the NHS advising that he should isolate for 12 months due to an underlying medical condition
- He sounds very anxious and panicked by the whole situation
- He needs reassuring that he will get the support he needs and will always have someone to talk to when he needs however the language barrier is making it difficult for him to understand

HOW I'M FEELING

I feel lonely and as though I am on my own	I am scared as I don't any certainty about what is going to happen	I'm not proficient in English so I am struggling to understand
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USER NEEDS WHICH NEED TO BE ADDRESSED

- 1 Food and Grocery
- 2 Care Need
- 3 Medical Supplies

Key:  Doesn't need addressing
 Needs addressing

Meet Katrina

MORE ABOUT KATRINA:

- Katrina is 6 months pregnant and has an underlying heart condition
- She's not fluent in English and doesn't have anyone who can clearly translate for her
- She lives alone and most of her family and friends are in Romania

SCENARIO ASSUMPTIONS:

- Katrina has been contacted by her GP directly as she has been flagged as being in the extremely vulnerable category
- Whilst her her details and needs to the local authority, she didn't understand the next steps properly and feels stranded
- She gets the helpline number from Gov.uk and calls to understand and get some reassurance on the next steps

HOW I'M FEELING



I am anxious about my health and my baby

I am overwhelmed by all of the information

I am struggling to understand what I'm being told

USER NEEDS WHICH NEED TO BE ADDRESSED

- 1 Food and Grocery
- 2 Care Need
- 3 Medical Supplies

Key:  Doesn't need addressing
 Needs addressing

Meet Martin

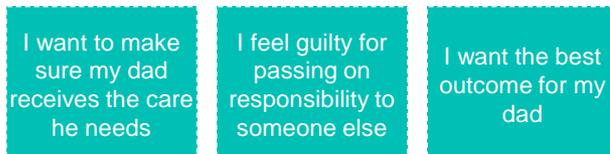
MORE ABOUT MARTIN:

- Martin is the carer for his dad, Jim, who is currently undergoing active chemotherapy
- Jim relies on Martin for all of his needs including self-care
- Martin has recently felt unwell and has tried to self-isolate as much as he can apart from providing care for Jim
- He doesn't have any other siblings or family members that can help Jim

SCENARIO ASSUMPTIONS:

- Martin watches the Prime Minister's briefing and realises that Jim, is within the extremely vulnerable category and he is putting him at risk by continuing to care for him whilst he is unwell
- He Googles to find out what help is available and is directed to the Gov.uk website
- He then receives a letter, calls the contact centre to help him put provisions in place to support Jim whilst he self isolates

HOW I'M FEELING



I want to make sure my dad receives the care he needs

I feel guilty for passing on responsibility to someone else

I want the best outcome for my dad

USER NEEDS WHICH NEED TO BE ADDRESSED

- 1 Food and Grocery
- 2 Care Need
- 3 Medical Supplies

Key:  Doesn't need addressing
 Needs addressing

Meet Ikram

MORE ABOUT IKRAM:

- Ikram is a young indian male, who recently underwent a heart transplant
- He is hard of hearing
- Ikram is generally very healthy and independent
- He has a very strong family and friend support system around him, who he relies on to help him when he needs it

SCENARIO ASSUMPTIONS:

- Ikram receives a letter through the post informing him he is extremely vulnerable and should self isolate for the next 12 weeks
- He doesn't understand what all the fuss is about and why he needs to shield himself for the next 12 weeks
- He doesn't want to be a burden on the system or anyone else at an already difficult time so calls the contact centre for further clarity on what he should do and why

HOW I'M FEELING

I don't want to be a burden public services	I'm very healthy and don't understand why I am being advised to stay indoors	I get frustrated when my hearing needs are not accommodated
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USER NEEDS WHICH NEED TO BE ADDRESSED

- 1 Food and Grocery
- 2 Care Need
- 3 Medical Supplies

Key:  Doesn't need addressing
 Needs addressing



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Overview of the dialogue with individuals

Introduction to the National Shielding Helpline



1. Overview of the National Shielding Helpline and purpose

Key objectives:

- Give the individual confidence on who the National Shielding Helpline is and the purpose of the call
- Try to build a rapport with the individual so we can understand any support needs
- Encourage the customer to keep the NHS letter safe and self register if their needs change at any point or we can't speak to them

National Shielding Helpline Agents

“My name is Andrew, I'm calling from the newly set up Shielding Helpline. May I speak with Mr Williams please?”

Agent will try to reassure individual that they are calling from the National Shielding Helpline by referencing the letters from the NHS and explain that they are calling to assess whether they have support needs

If unable to obtain permission or speak to the individual agent will direct the individual to revisit the letter and follow the instructions to self register

If there is no answer, an automated voicemail is left confirming we called from the National Shielding Helpline to register their support needs and urges the individual to self register

If agent is deceased, agent apologises for the intrusion and assures the records will be updated



Clinically Extremely Vulnerable Individuals or their representative

1. Individual answers
2. Individual's representative answers – agent must seek permission from the individual
3. Individual hangs up as they think it's a nuisance call
4. Individual doesn't answer
5. individual is deceased
6. Individual confirms no support needed without answering the questions

Confirm essential details



2. Essential details and medical condition

Key objectives:

- Confirm eligibility to receive support under the scheme
- Confirm essential details including delivery address and contact details

National Shielding Helpline Agents

“Do you live in England?”

If the individual doesn't live in England, they are informed that this service is only available in England and directs the individual to the NHS and Gov.uk website for further advice

If the call is continued,

Agent will try to confirm they are speaking to the right individual by asking the following questions

- a) First Name and Surname
- b) Address
- c) Date of Birth
- d) Contact details
- e) NHS number

“Do you have any of the medical conditions listed in the letter you received?”

Agent continues with the call regardless of what the medical condition is



Clinically Extremely Vulnerable Individuals or their representative

1. Individual confirms whether they live in England or not
2. Individual confirms their essential details
3. Individual confirms whether they have a medical condition on the list or other

Identify the individual's shielding needs



3. Essential supplies needs

Key objectives:

- Try to determine whether the individual has support in place to collect essential food and groceries at least once a week
- Try to determine if urgent help is needed and a referral needs to be made to the local authority as the individual doesn't have enough food for 7 days and can't get any support with this either

National Shielding Helpline Agents

“Do you have a way of getting essential supplies delivered at the moment, or anyone who is able to do your shopping and deliver it on a regular basis?”

If individual confirms they need support accessing food and groceries then the agent will ask the following:

“Do you have any dietary requirements, such as vegetarian or any allergies?”

“Is there anyone in the house who is able to carry a delivery of supplies?”

“Thinking about the food you have in the house, do you have enough to last you a week?”



Clinically Extremely Vulnerable Individuals or their representative

1. Individual confirms whether they need ongoing support or not
2. Individual indicates whether they have an urgent need relating to food and groceries

Identify the individual's shielding needs



4. Basic care needs

Key objectives:

- Try to determine the individual has personal care and support needs and whether these are being met
- If the individual flags they need ongoing support, try to determine if urgent help is needed and a referral needs to be made to the local authority

National Shielding Helpline Agents

“Thinking about some of the daily activities, i.e. bathing getting dressed, food preparation, keeping your house clean how are you currently managing these?”

If individual confirms they need support then the agent will ask the following:

“ So specifically what is causing you concern?”

“Will you need support in the next 2 days?”

Agent will flag as an urgent need where the individuals needs support within less than 2 days.



Clinically Extremely Vulnerable Individuals or their representative

1. Individual confirms whether they need ongoing support or not
2. Individual indicates whether they have an urgent need relating to basic care needs

Identify the individual's shielding needs



5. Wellbeing check

Key objectives:

- Try to determine whether there are any wellbeing concerns

National Shielding Helpline Agents

“Do you/the individual have family, friends or neighbours to talk to about how you’re feeling during the stay at home period?”

If individual confirms they need support then the agent will ask the following:

“Will you need support in the next 2 days?”

Agent will flag as an urgent need where the individual needs support within less than 2 days



Clinically Extremely Vulnerable Individuals or their representative

1. Individual confirms whether they need ongoing support or not
2. Individual indicates whether they have an urgent need relating to wellbeing

Confirm what the next steps are

SUPPORT REQUIRED FOR ESSENTIAL SUPPLIES

“From what we’ve discussed it sounds like you/ the individual could benefit from some shielding help, which in this case is the delivery of essential supplies on a regular basis. What happens next is that your information will be passed over to our delivery partners and you are likely to receive a delivery within the next 7 days.”

- If the individual provided dietary requirements the agent warns it may be difficult to personalise grocery needs in the early days of this operation, and to always check the ingredient list carefully
- If the individual advised they can’t carry supplies inside the agent will confirm they can request that the goods are left at their doorstep but they will not be unpacked in order to adhere to social distancing
- Advice the individual to contact their local authority if they have any questions in the meantime

NO FURTHER SUPPORT REQUIRED

“From what we’ve discussed it sounds like you/ the individual have all the correct resources and support needed right now.

If you/ your individual’s circumstances change at any point please keep your letter safe and follow instructions to register on the website or via the number.

- If the individual doesn't have the letter they will be provided the telephone number and URL for self registration
- Encouraged to look at NHS and Gov.UK dedicated Covid 19 pages for further advice

EMERGENCY/URGENT NEED RAISED

999 Escalation

- Complete a warm handover to the appropriate emergency service with full details of the scenario and ensure the customer that they will get the support they need

Urgent local authority referral

- If the customer has on going essential supplies need inform that they will get delivery from our partners over the next 7 days
- Confirm that you will be acting on the information they have given straight away and get them urgent help by contacting their local authority and passing on their information so that they can contact the individual to arrange the necessary support
- Agent will then contact the local authority on the Covid 19 helpline or other alternative numbers provided between 8am to 8pm to ensure that the individual gets the help they need

“We strongly advise that the safest course of action is for you to stay at home at all times. You should avoid all face-to-face contact for at least twelve weeks, except from carers and healthcare workers - who you must see as part of your essential medical care. This will protect you by stopping you from coming into contact with the virus. It is important that you follow the advice of the previous letter.”