



## Careline Report – Covid-19 Pandemic

During the Covid-19 Pandemic, the charity has developed their telephone service for people with kidney disease and their family members to call for support. It is run by the charity's Peer Mentor Service Team, who are kidney patients, carers or family members who have been trained to become volunteers for the charity. They have first-hand knowledge of what patients are going through during this time and can offer advice, information, support or even simply a friendly voice to chat to.

### Key Themes

1. Patients who did not receive their shielding letter, wanting to know when they will receive their letter, where do they get this letter from.
2. Confusion from patients not knowing if they should shield or not.
3. Help with shopping/essentials. We as a charity set a voluntary service up to support this need to also help with delivery of prescriptions.
4. Parents wanting advice on whether to send their shielding child back to school and their non-shielding children back to school.
5. Non-Covid Health Services, when will other medical services resume?
6. When can/will a shielding person go back to work?
7. Can an employer request a shielded person to go back to work, before the 16<sup>th</sup> August?
8. Can a person living with a shielding person go back to work?
9. If a shielded person is going back to work what risk assessment should they or their employer carry out and should they wear PPE, if so, what should that be?
10. Shielding patients, the longer they are being asked to shield, the more anxious they are getting about going out.
11. What precautions should shielding patients take when going out for their daily exercise.
12. Should shielded family members wear face masks when visiting them.
13. Is it safe to visit family and to go to shops? Are there any precautions family members should take when going out and what precautions should the shielded person take?
14. Will the vaccine be suitable for me: people with kidney disease/on dialysis/transplant recipient?
15. When will shielded patients be given the vaccine?
16. Questions about Brexit, will reciprocal healthcare arrangements be available in EU countries?
17. Holidays, when will I be able to travel within and out of this country?
18. The weekly food parcels do not cater for diets/restrictions of our cohort. (As a charity we have provided supermarket vouchers to those in financial hardship) Could food vouchers be provided instead of food parcels?
19. When will transplants take place?
20. Patients needing financial assistance due to being furloughed, made redundant, not had their benefits.

## Background

- Since 2016 the Charity runs a Peer Support Service (previously known as Befriending Service).
- The Peer Support Service provides people with kidney disease in Wales support, advice and information from Peer Mentors (previously Befrienders) who are people with kidney disease or carers of people with kidney disease who have been trained to become volunteer Peer Mentors.
- Where Clinicians provide the medical advice, the charity's Peer Mentors provide psycho-social support to patients.
- Our Peer Mentors have lived experience and can provide people with kidney disease with guidance on how to lead a better quality of life as a kidney patient, considering treatment options, life choices and sign posting to services that can support their needs.
- Prior to lockdown the Peer Support Service was offering a face-to-face support service for people with kidney disease in Wales.
- The Careline was set-up in response to the Covid-19 Pandemic on the 30<sup>th</sup> March 2020.
- The Careline is in operation from Monday to Sunday 9am to 6pm. There are two daily shifts, 9am to 3.30pm and 3.30pm to 6.00pm.
- The Careline is supported by 20 Volunteers, covering volunteers from South East and West Wales.
- The Careline supports an adult patient population in Wales of plus 3200 living with Chronic Kidney Disease in Wales and their families.
- The Careline also supports Parents and Carers of children with kidney disease.
- The careline rota is managed by the Charities Support Service Co-ordinator and supported by the charities Peer Mentors who are themselves shielding.
- The careline main number: 0800 038 8989 is transferred to the Peer Mentors mobile at the specified time.
- Peer Mentors take calls from people with kidney disease and their family members.
- They listen, clarify they have understood and respond with a solution or come back to the charity for further guidance.
- Further guidance is referred to:
  - Support Service Co-ordinator
  - Charities, C.E.O.
  - Peer Support Steering Committee
  - Relevant clinician/specialist nurse
  - Local services
  - Other charities
  - Welsh Government
  - Public Health Wales
  - Psychology Services
  - Paul Popham Fund, Counselling Services
- Peer Mentors update an end of shift report
- Careline daily report is referred to during the charities weekly meeting to ensure all calls have been responded too and solutions satisfied by the caller.
- The report is also reported to the 'Covid-19 Collaborative Committee set-up to produce a newsletter. The committee is made up of representatives from: Kidney Care UK, Kidney



Wales, Paul Popham Fund, the Welsh Clinical Renal Network which oversees services for adult kidney patients in Wales and the Wales Kidney Research Unit.

- The charity has further services that the patient/caller is referred to for on-going support:
  - Paul Popham Counselling Service
  - Volunteer Home Delivery Service
  - On-line support groups for Post-Transplant Recipients, Parents and Carers of children with kidney disease, Home dialysis Patients
  - Virtual Support Group Meetings for the above same cohorts

### Charities Aim

The aim of the Paul Popham Fund is to provide all Kidney Patients in Wales with a better quality of life by improving their emotional, physical and financial wellbeing.

### About the Charity

We provide Peer Support Services, we train kidney patients and/or their carers to give advice and support to their peers who are new to kidney failure or are looking for further advice and support as they establish changes in their lives or require further emotional support accessed from our Counselling Service. At present this service is run from Swansea and Cardiff, working with People and Places, the Health Boards and Welsh Renal Networks, we are about to commence the service in North Wales.

Our Support Services provide:

- Peer Mentoring
- Counselling Service
- On-line Forum
- Telephone Care Line
- An all-encompassing signposting service through partnership with local community groups and organisations that can provide the patient with services that will improve their quality of life
- Welfare advice
- A patient grant application process
- Educational talks throughout Wales
- We facilitate Support Groups through a Kidney Café initiative in conjunction with Renal Psychology Department University Hospital Wales, Clinicians and Patients.

We support projects that benefit a kidney patient's wellbeing promoting physical exercise and socialising with peers. We fund various wellbeing projects including an annual activity weekend for children and youths with chronic and end stage kidney disease; Christmas & New Year day out for children with chronic and end stage kidney disease and their families; funding patients to take part in transplant games. We are supporting the Children's Kidney Centre with the refurbishment of their outpatients department.

It is our goal to support more patients to get active and improve their quality of life through fitness and as a result take part in the transplant games annually.

- We provide a Walking Group. Our Walking for Health initiative supports patients to get active.
- We fund patients to take part in transplant games.
- We fund an annual activity weekend for children and youths with chronic and end stage kidney disease.

We provide guidance on policy that will benefit a patient's quality of life through communication between Clinicians and AM's and MP's.

Paul Popham Fund, Renal Support Wales is a registered charity in England & Wales number 1160114  
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