**Case Study**

**Reason for referral**

Covid-19 High Risk Shielding

**Needs identified**

Little food in the house and unable to go out to purchase food - food parcel needed as an immediate response. Had received a call from NHS re receiving weekly essentials boxes but is unsure when these will arrive.

Medical condition requires daily changes of bedlinen and clean clothes, washing machine broke 3 weeks prior to lockdown and using launderette but unable to go out and use the launderette, so washing by hand and drip drying washing. Resolve the washing machine situation.

**Outcomes achieved**

Food parcel arranged with Humanity Unites and delivered by 8pm that evening. NHS essentials box was delivered a few days after this. Details provided for Morrison’s for delivery via the vulnerable person’s number. Advised that other services would be able to support with shopping collection to be used if/when needed.

15.04.20 Funding application made through The Community Foundation for Staffordshire Emergency Fund for £300 for purchase of a new washing machine. Client advised of successful application on 17.04.20. New washing machine ordered and delivered by 21.04.20.

Ongoing support as NHS essentials box was not delivered by w/e 17.04.20 – contact made with SCC for advice, they registered client with vulnerable person’s hub and re-registered on gov.uk clinically vulnerable persons.

Regular check in chat calls have provided opportunity for further support and to help the patient feel less isolated.

**Impact from receiving the service** *include how worked in conjunction with partners, community engagement and how people feel and manage*

Immediate food parcel meant client had access to food. Client was feeling very low due to not being able to keep on top of washing and has said that receiving a new washing machine has changed their life, feeling more positive and things are more manageable.

**What may have happened if the service was not provided**? i*nclude impact on demand for other services*

There is a risk that the client would have gone without food for a number of days until the essentials box had arrived but also would not known what options were available to be able to access shopping needs. Furthermore they would have been at higher risk of emotional wellbeing declining due to lack of needed laundry facilities.

**Services introduced to the client that they were not aware of prior to support**

Humanity Unites

The Community Foundation for Staffordshire

Case Closed Date: Ongoing

Social Prescriber: Katy Lawrence