

Script for welfare check calls

Introduction

- Hi there, my name is **XX** and I work with your local Blue Care team at **XX**
- I'm calling you today to check in and see how you're going as I know you've put your services on hold for a while. Is now an ok time to chat?
- We can just have a general chat about how things are going for you or you might have something in particular you'd like to talk with me about – is that ok?

Engaging in a general chat

- How are you feeling at the moment **XX**? (If any cold or flu symptoms if feeling unwell? Refer to Staff FAQs on what to do if feeling unwell).
- Are you staying connected with friends or family during this time?
- Are you able to get your basics like food and medication at the moment?"

Does the client need further support?

- As you've put your services on hold at the moment I want to check if need help with anything?
- We're changing how we support you which looks a bit different.
- For example:
 - Some clients who were doing group activities are now having regular catch up calls over the phone or online or using FaceTime.
 - Some of our Allied Health teams are running group sessions online
 - We've changed the way we can do shopping for you or even pick up your medications
 - **INSERT any site specific examples**

Reassurance we are here through COVID-19

- We want to help you receive the services you need so you can stay safe and well in your home.
- We're doing things differently for now and we'll continue to look at how we keep you safe.
- Are there any services I can set up for you today? Maybe some of your old services or new ones you think you'd like to try?

The steps Blue Care is taking to keep them and our staff safe

- Our first priority is your safety and well being, as well as your families, our staff and volunteers during this time.
- Some of the keys things we're doing to keep everyone safe are:
 - making sure you are feeling well before going inside.
 - ensuring we follow the physical distancing measures which means keeping 1.5m apart wherever possible.
 - continuing as always to practice good hand hygiene.
 - our staff have been advised not to come to work if they are unwell and speak with their GP and talk to their manager before coming back to work.

Conclusion – Option 1 or 2

1. If have set up services:

- Proceed as normal to schedule services

Thanks for the chat today – we're looking forward to seeing you again soon.

If anything changes in the meantime just get in touch, especially if you start to feel unwell before your next visit or if there is something else you need.

2. **If have not set up new services:**

I know things change all the time at the moment and I'd love to keep in touch with you if you want.

Can we give you a call another week?

- If yes, schedule in the appointment.