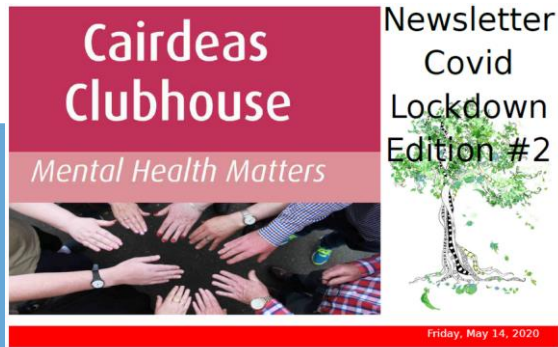
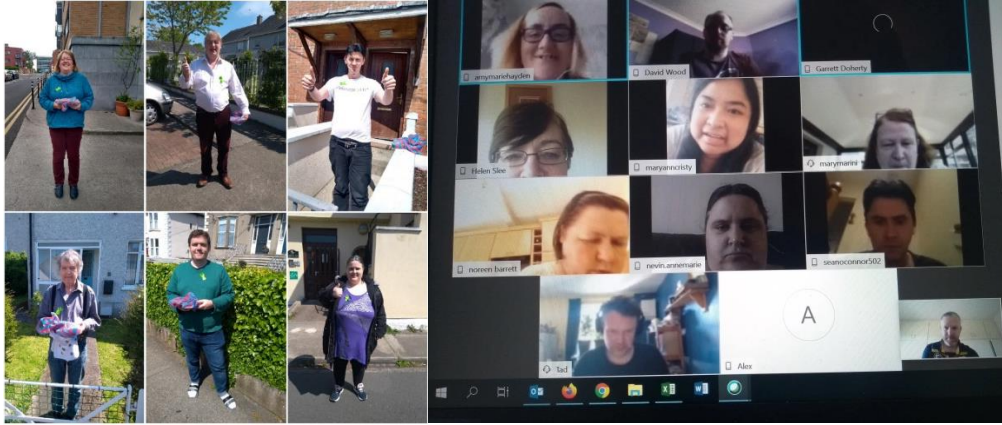


Cairdeas Clubhouse

COVID Period Activity Report 2020



Introduction:

In line with the advice of the National Public Health Emergency Team, HSE and government guidelines, it was with deep regret that we had to close the clubhouse building from Wednesday 18th March 2020. Cairdeas has always been committed to providing a safe and healthy environment for all of our clubhouse members and staff; their health and wellbeing was our number one priority during this difficult time and this was the right decision at the right time. It was taken in the best interests of our members, our staff and their family and friends and our wider society. We looked forward to welcoming everyone back as soon as possible.

Staff remained in regular contact with clubhouse members on a regular basis by phone, email and social media with additional support offered by Slánú, EVEs Support and Development Department, as required. EVE services also moved to provide a meal delivery service to our most vulnerable and isolated members.

This report outlines our efforts, provides some background and statistical breakdown, and captures the voices of members and staff during this period. Our motto during this period has been:

'the clubhouse building may be closed but our community remains open, vibrant and engaged.'

Keeping the Spirit of Clubhouse Alive during COVID:

Our motto says it all, that whilst the doors of Cairdeas were closed, our community of members and staff supported each other throughout the past number of months, living our recovery values and holding to the principle of co-production in our service. The spirit of the Clubhouse Standards were honoured in the ways in which we adapted our service to keep our work-ordered day functioning through remote co-production. These efforts were realised in:

- Member-led production of the Lockdown Newsletters, three in total from April-July 2020. Members contributed content, brought all pieces together, designed and edited the newsletter, and published and disseminated through our community and clubhouse networks. We held multiple phone and video meetings, email and social media efforts to achieve this.
- Members contributed messages of support for staff and other members, as well as those providing the meal production and delivery, as well as wellness packs. Members also shared their lockdown experiences, recipes and wellness tips. These positive messages were shared on our blog and other social media.
- Members supporting each other via text, calls etc. This was fostered and encouraged by staff during outreach efforts; these networks of friends and supporters grew organically during the COVID period, and some members began meeting each other in the early stages of reopening, even before clubhouse community meetups began.
- Weekly video house meetings discussed all issues of concern to members and staff, both COVID related, or more general. Later meetings held to a chair, an agenda and minutes.
- Cairdeas members joining the NWW working group & subgroups to contribute the Clubhouse perspective to the development of the EVE roadmap for the resumption of the services.

- Cairdeas members took part in some volunteering initiatives promoted under our employment standards and community links with Wicklow Volunteers. This included providing remote tech support to the isolated in the community, and sending letters to residents of nursing and care homes.
- Cairdeas members took part in many online and remote learning and support endeavours, including interview skills training, Wellness courses with GROW and Bray Social Prescribing, peer support training, My Mind counselling and Manual Handling workshop. This continued to support members reach their educational goals under the clubhouse standards.

Statistics – Mid-March to end of June 2020:

Cairdeas Clubhouse	
Outreach Statistics - COVID-19 Lockdown Period	
No of Active Cairdeas members	76
Total Number of Cairdeas members	203
Average Outreach Statistics March-June 2020	
Outreached Active Members	74
Outreached Inactive Members	110
Members Outreached at least once weekly	72
Weekly Direct Outreach/ Inreach minutes total	1640
Weekly Direct Outreach/ Inreach minutes per staff member	760
Weekly Direct Outreach/ Inreach Hours per staff member	12.7
Group Video Calls	22
Total Member Attendance Video Calls	168
Group Texts (64 member per text average)	57
Individual texts/ text conversations	740
Meals delivered weekly	46
Meals delivered TOTAL	650
Wordpress Blog posts	64
Wordpress Blog views	5162
Wordpress comments and responses	56
Facebook posts	72
Facebook Page Views	492
Facebook messages and conversations	98
Member Email Outreach/ Inreach occurrences	156

Outreach Co-ordinators:

Across 20 EVE services, two staff (usually the manager and supervisor-in-charge) from each location, including Cairdeas, were designated the outreach co-ordinator. This role involved establishing a regular outreach service to all service users and members.

Cairdeas Clubhouse outreach efforts included (also see Statistics on p2):

- Phone outreach
- Social media including Wordpress Blog posts and conversations, Facebook posts and messages
- Text outreach, group and individual conversations
- Outreach and birthday cards
- Wellness packs posted to 50+ Cairdeas members
- Weekly member video calls by Zoom and later Webex (rising to twice weekly for projects)
- Co-production continuation: Cairdeas members and staff continued to engage virtually on Newsletter projects, online education and virtual volunteering, as well the Return to Work EVE working group

At times this could be very challenging work; outreach co-ordinators were at times dealing with significant distress and anxiety amongst members. It is a testament to the conscientious, diligent and resilient approach of staff that Cairdeas were able to support members and each other over a very difficult period.

Communication remained a key element of our clubhouse strategy, with the production and dissemination of 3 lockdown newsletters, more than any other clubhouse in Ireland, radio interviews about the service, regular blog posts, emails to our distribution network, in addition to outreach efforts.

Meal Delivery Service:

This was an EVE-wide initiative, which involved the establishment for 3 and later 4 meal hubs around the Greater Dublin area and a redeployment of a significant number of staff in centres to those meal hubs to become cooks and delivery drivers. This was a significant endeavour, and an enormous challenge to change the way we work in a short period of time which harnessed the enthusiasm and organisational skills of staff across 20 EVE services, including Cairdeas.

Because of our location, we were linked with EVE New Horizon 'Meal Hub' in Tallaght and all three Cairdeas staff shared the task, along with the roles of Cairdeas Outreach Co-ordinator. At its most active, EVE meal hubs were delivering 300 hot meals on a daily basis across the greater Dublin region, to our most vulnerable and isolated members at the height of the COVID-19 period in Ireland.

As a result of the planning undertaken EVE New Ways of Working (later Return to Work Protocol) working group, whose members including Cairdeas manager Ronan and member Dave, the meal delivery service was reduced to 3 days per week in June and early July and was wound up entirely by 17th July 2020. This allowed all staff to return to work in their locations to begin the work of reopening the buildings and meeting members in the community again.

The future and New Ways of Working:

The 'New Ways of Working' EVE working group was established in June 2020, comprising a representative group of staff and service users across EVE services as well as senior management and Slanu. We began meeting by video call to discuss how we begin to reopen our services. As this was before the government road map was published and we were still in a challenging environment, our first task was to canvas the views of all staff and member/ service users across EVE services. Cairdeas member Dave and manager Ronan are members of this group.

We created a survey which could be completed online or over the phone, and canvassed over 1000 service users and 100 staff. Cairdeas staff all responded and we got the views of 56 members, over two thirds of our active membership. We captured what people missed most about the clubhouse, what members would like to see continue, what plans and fears they might have about reopening. (See Appendix 2 for the survey questions)

With the arrival of the government phased roadmap for reopening the country, and the release of the Return to Work protocol, the group has completed a lot of tasks around the protocol including:

- Agreeing and developing PPE, mask wearing and temperature checking policies for EVE.
- Returning all staff to their locations to start work on the buildings and paperwork.
- Creating templates for Protocols, risk assessments, safety statements etc to reduce the paperwork burden on locations.
- Sourcing PPE and signage for centres.
- Supporting locations to develop COVID community audits.
- Providing funding a support for increased cleaning in all locations. Cairdeas now has a cleaner for two hours every day.
- Continuing support and communication channels for all locations and staff.

Cairdeas Post-Lockdown:

All staff returned to work in the Cairdeas building on 20th July. We have been preparing the centre for physical distancing, removing a lot of furniture, PCs, chairs and catering equipment. We are planning to open the clubhouse on a limited, appointment based service in the near future. We are meeting small groups in the community almost every day since 30th July. We are continuing our phone and virtual outreach efforts with all members. We are completing all relevant forms and paperwork for the Return to Work protocol and new post-COVID requirements. Staff, visitors and members in community are all conducting wellness checks. We are engaging with members to continue the work of the clubhouse and a co-produced work-ordered day as much as possible under current constraints.

Outstanding challenges remain, particularly for the Cairdeas building. We have engaged HSE maintenance and estates, Health and Safety and Fire Safety to address pressing concerns around physical distancing on the premises, lack of natural ventilation and fire doors. We have closed and cleared out the catering unit and kitchen area for the foreseeable future due to hygiene and physical distancing concerns. We have engage a daily cleaning service for the building. We are establishing an isolation unit where our coffee dock used to be. We are still awaiting signage for COVID and physical distancing. All of these concerns will need to be addressed in order to make the building safe for new ways of working.

Appendix 1 – Quotes from Cairdeas Members, Staff and Our Community Supporters

Cairdeas Member Fiona re: meal delivery:

It means so much to me to have a hot meal delivered every day and seeing a friendly face along with a hot meal is an added bonus; because their face is the only one I might see for the day. While this continues I feel privileged to be given this service and am eternally grateful to all the staff involved, from the ones preparing and cooking the meals right down to those on the front-line delivering the food each day without fail to my front door.

Cairdeas Member Marisa re: meal delivery:

It is fantastic to get these delicious meals delivered from Monday to Friday every day. It puts a bit of structure in the day, meeting Ronan, Mary or now Martina at around lunchtime. There is a bit of social contact which is important.

The food is expertly cooked and delicious and I am very grateful to Cairdeas Clubhouse for it. I would also like to thank the staff in the meal hub in Tallaght who make the meals which are full of variety and taste.

Cairdeas Member Michael re: outreach:

You are a great advert for mental health wellness and you help remove stigma from those are ignorant and misinformed as to who gets a mental illness and what recovery looks like. Well done guys, tremendous effort and much appreciated. God bless all.

Cairdeas Member re: Newsletter:

We have some extraordinary talented members and their imagination never ceases to amaze me. To all of you, I think you are wonderful and I hope and pray you know how wonderful you are too. Please keep entertaining me with your incredible abilities, your imagination, your creativity, your sense of fun, your skill with words and your God given talents that shine a light in times of darkness.

Cairdeas Member Dave re: newsletter:

Just finished reading the newsletter. It was an enjoyable read. Great to see all the hard work that goes into it.

Cairdeas Member Marisa re: Wellness pack:

The EVE Wellness Pack has been very useful and informative for me, Cairdeas member Marisa. Since the beginning of the lockdown I have found having a structure and schedule to my day extremely important for my mental health and EVE's weekly planner helps me with this.

It gives a structure of the week, of the day, it makes easier to organise my everyday life and give a routine and also a good reminder and tips for wellbeing!!!

I hope to continue using the planner for wellness and my routine in the future as we start to reopen our services and our daily lives.

Community Mental Health Nurse re: COVID efforts:

Well done guys, some very vital work going on with you for sure.

Social Prescribing Co-ordinator:

Thanks so much for the Newsletter. It's great to hear that there is a slow resumption of activities and about all the work taking place in the background.

Local Disability Advocate:

As ever, you are busy in the Clubhouse, some great ideas, advice and support to deal with stress and creative writing, and cooking too, I might even try that meatball recipe for dinner today!!!

Great to see too, that you are delivering meals to members in the community, that must make a huge difference to those who receive them.

Martina – Cairdeas Staff: Meal Deliveries:

During the Covid 19 lockdown I delivered lunch for some members of Cairdeas Clubhouse in the community for a number of months. I was delighted to be one of the drivers from Cairdeas and I think it was a great initiative.

I set off almost every other day and I drove to Tallaght to collect the lunches. All staff there were very friendly and helpful, I was happy to go there. I picked up the deliveries in a special big box to keep the lunches hot and drove to my first destination in Blackrock where always a big smile welcomed me at the door. I then continued on to other locations on my route towards Bray.

Members were so grateful for getting fresh, hot meal every day and were delighted to see us, drivers, and have a short chat with us. We might have been their only connection with the outside world during the lockdown.

By doing lunch delivery I felt myself a useful citizen of the Irish community I could contribute to the community efforts in these difficult times. This was very important to me as someone who was not born in Ireland but who makes my home here.

Appendix 2 – Member Questionnaire (NWW Working Group)

1. What is working well for you at this time?
2. What do you miss most about your service?
 - a. Attending the centre
 - b. Meeting Friends
 - c. Social activities
 - d. Programmes/activities
 - e. Evening socials
 - f. Other

➤ If other, what?
3. What activities within your centre would you like EVE to offer?
4. What activities outside your centre would you like EVE to offer?
5. Is there something new you have recently discovered you like doing?
 - a. Yes
 - b. No

➤ If yes, what?
6. Would you like support to continue doing this into the future?
 - a. Yes
 - b. No

➤ If yes, what?
7. Are there any barriers you think you might face when you try to return to centre-based services?
8. Are there any barriers you think you might face when you try to return to any community-based activities?
9. What supports can we put in place to help with these barriers (question 7 & 8)?
10. Do you have any specific COVID related concerns that worry you at this time?