

# Covid-19 One Year On:

Being innovative and flexible  
in the face of a pandemic

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“Creativity is thinking up new things.  
Innovation is doing new things”

Theodore Levitt

# A LANDMARK DATE

**Monday March 16 2020**

PM calls on:

- Anyone with a temperature/new cough to stay at home
- Social venues to 'be avoided'
- NHS to only be used if we 'really need to'
- Ceasing of unnecessary travel
- People to work from home





## Navigation

- Risk Management
- Communication
- Resourcing
- Team Work
- Problem Solving
- Adaptability
- Sheer Good Will
- Impact

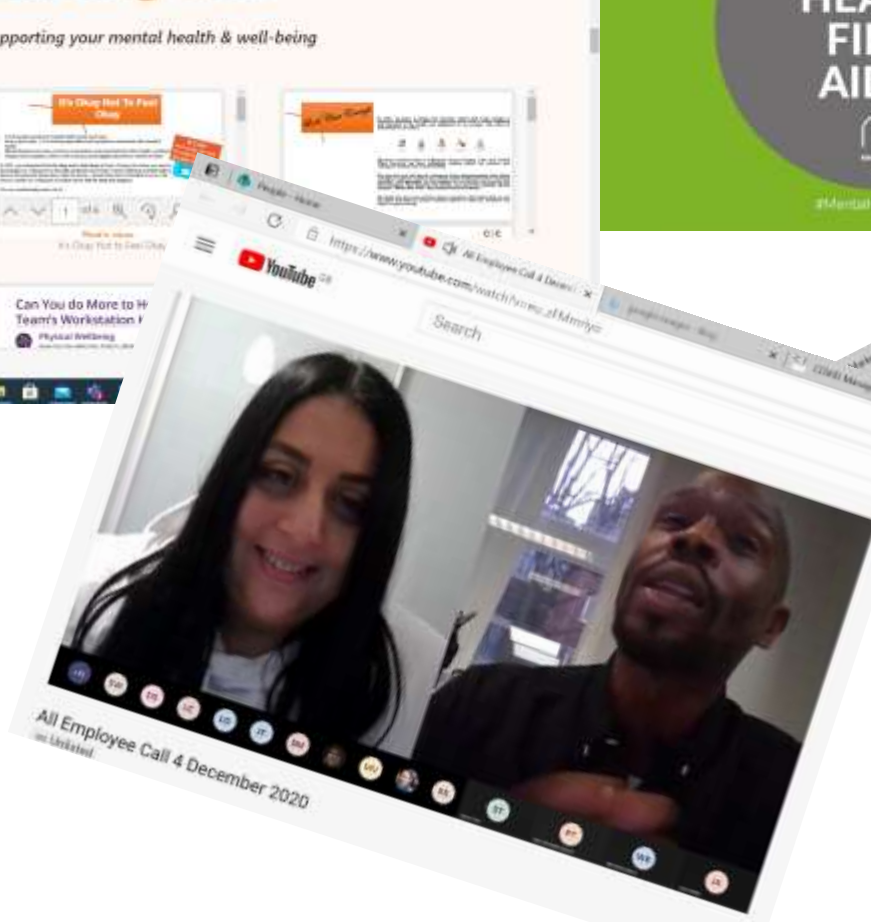
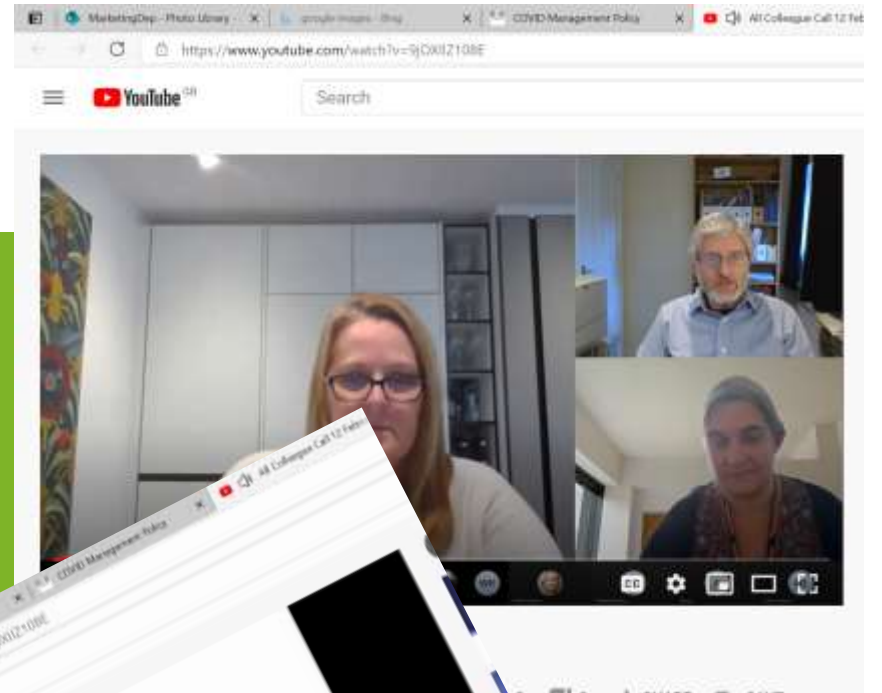
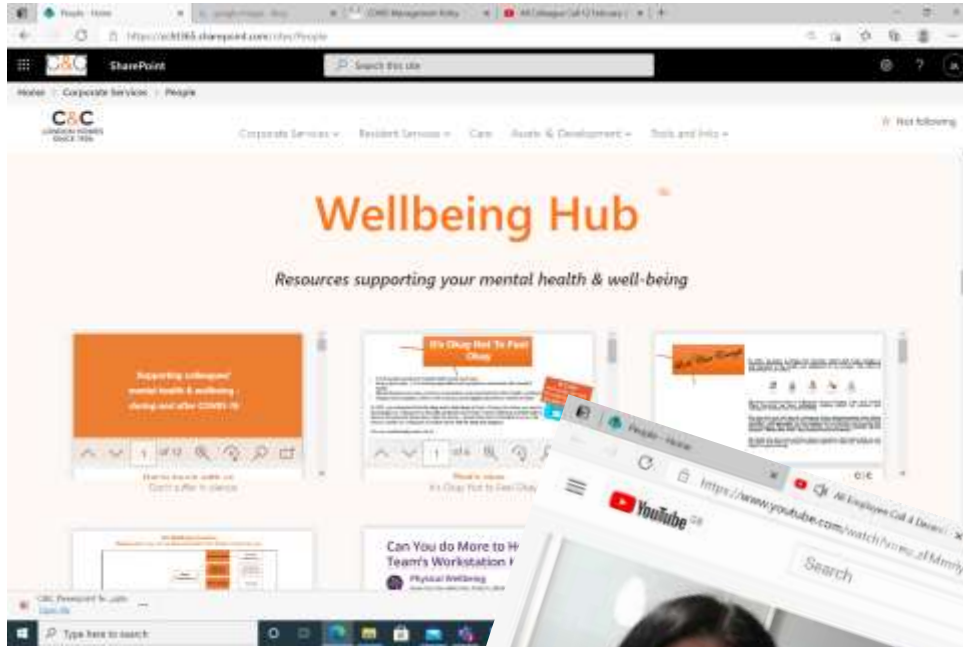


# Being Organised

- Management Plan 10<sup>th</sup> March V1  
*(before PM Statement) — Now on V11*
- Work from Home: 3-Days. *On this journey anyway (C&C Fit Future Strategy Objective – ‘We will work where we make the most difference’)*
- Daily Communications Meetings *(still weekly)*
- Covid Requests email
- Agile Board / decision making
- All Colleague Calls
- Risk Assessments



# Focus on Colleague Wellbeing



**C&C**  
LONDON HOMES  
SINCE 1926

**BLACK  
LIVES  
MATTER**





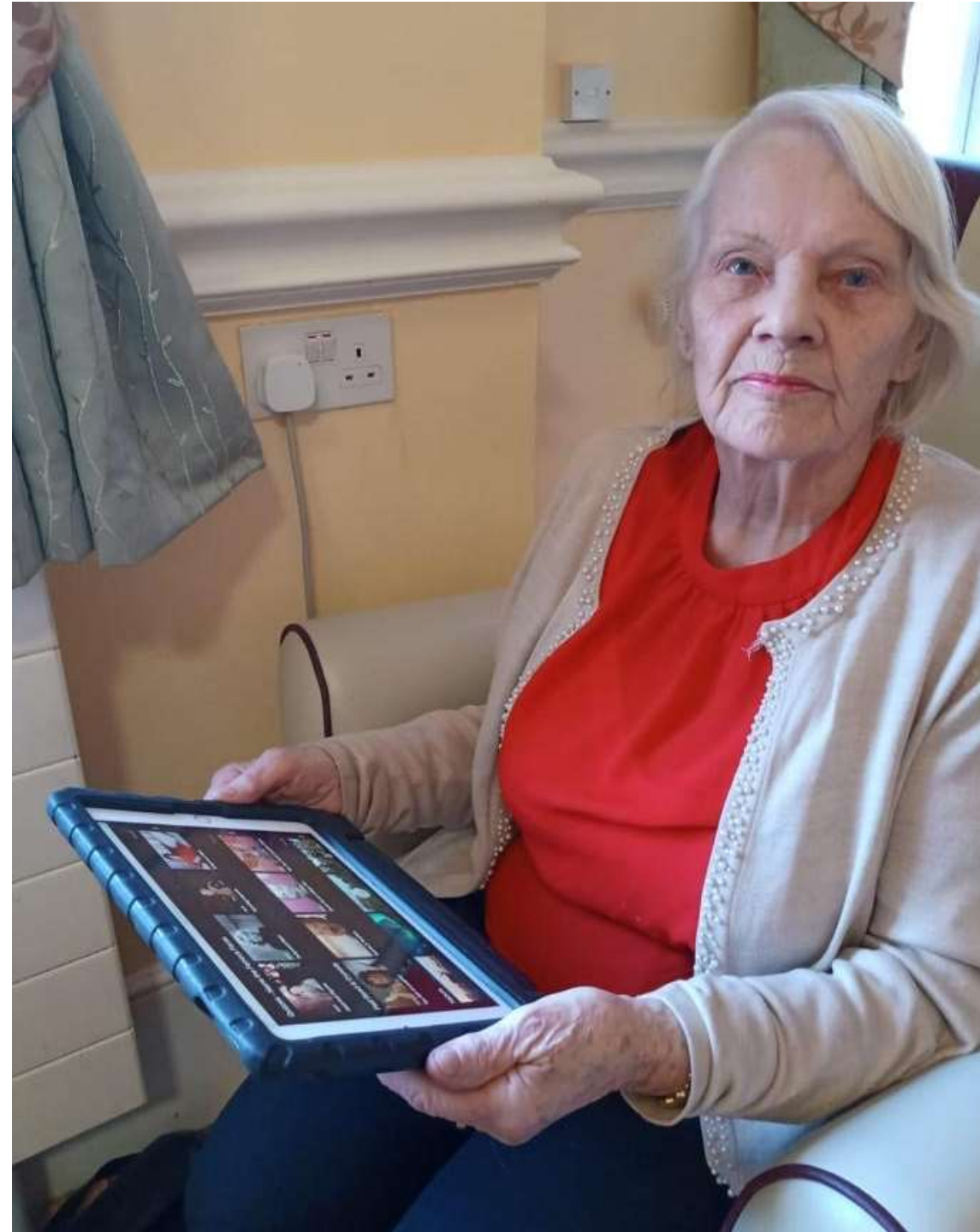
# Transitioning

- Onsite team
- Safety first
- Digital enabling – ‘I can’
- Social distance, WfH & wellbeing
- Practical & emotional help
- Partnerships
- Perceptions & tensions



# Enabling

- 130 free tablets for residents
- Wi-Fi problem solving
- Supporting partners to deliver
- Food banks & community supporters (e.g. 35 crates at just 2 schemes)
- Shopping & Medicines, wellbeing calls
- E-newsletters – doubled subscription
- Winter Watch Campaign
- Loneliness & Isolation Survey
- Winter visiting pods (care)





# Enabling

- Re-launched website
- 136 online classes
- 5 online concerts
- 100 Covid-safe outdoor fitness classes (re-starting April 2021)
- 6 outdoor social meeting
- 1 museum visit
- 7 Phone quizzes
- Online Resident Assemblies



Use the filter above to search for C&C activities and events near you over the coming period. You don't need to select all fields to conduct a search.

### Activity event listings by Category



**Arts and Crafts**  
Get involved in drawing, creative writing and more.



**Fitness**  
Get moving and stretching with our range of fitness classes.



**Health & Wellbeing**  
Relax with some pet therapy, aromatherapy and more.



**Intergenerational**  
Join the children from local schools for some fun activities.



**Music**  
Take part in our musical activities including the choir.




**Social**  
Spend some time with other residents for great conversation and games.



**Special events & outings**  
Join other residents for a trip to seaside, parties and more.



**Volunteering**  
Take a look at the events/activities hosted by our amazing volunteers.



**Other**  
We arrange a variety of other events and activities for you to enjoy.







# Results

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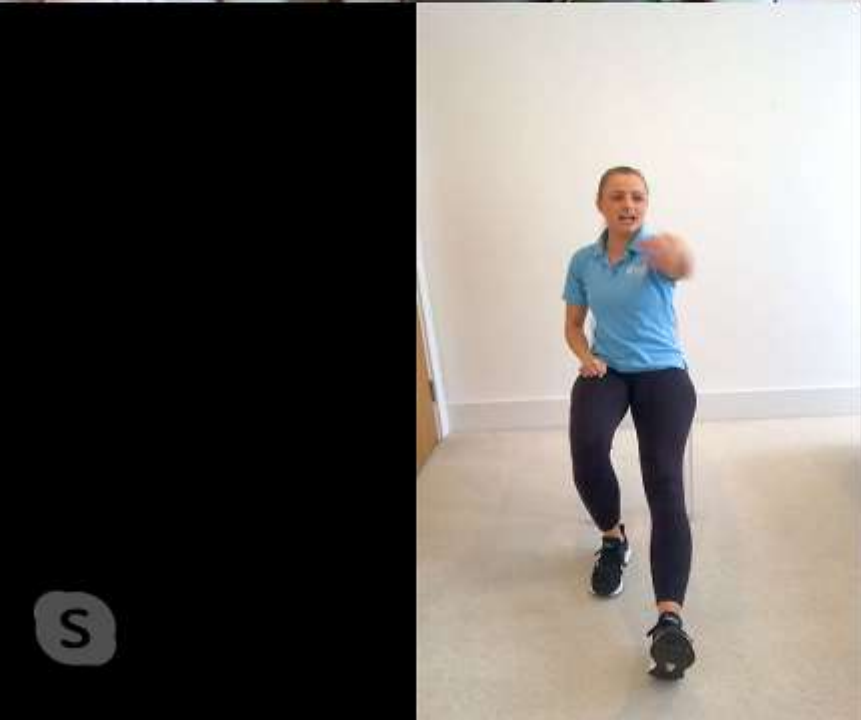
















# Inky Cloak

- Camden Based Theatre Company
- Weekly online drama group for LGBTQ+ people aged over 55

## BLOG: How a digital drama club is helping LGBTQ+ people aged 55 and over during lockdown

24/02/2021

In celebration of this year's LGBT+ History month, C&C spoke to Daniel Fazio, community engagement manager at Camden People's Theatre and participation producer at queer theatre company [Inky Cloak](#).

Inky Cloak is, to Dan's knowledge, the only digital drama club for LGBTQ+ people aged 55 and over, and run an online group every Saturday to help people connect and stay creative in the midst of Covid-19.

Any C&C resident who would like to join the sessions can email [daniel@inkycloak.co.uk](mailto:daniel@inkycloak.co.uk) or [qatrevolve@ccht.org.uk](mailto:qatrevolve@ccht.org.uk) to find out more.



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**INVESTORS IN PEOPLE**  
We invest in people. Silver



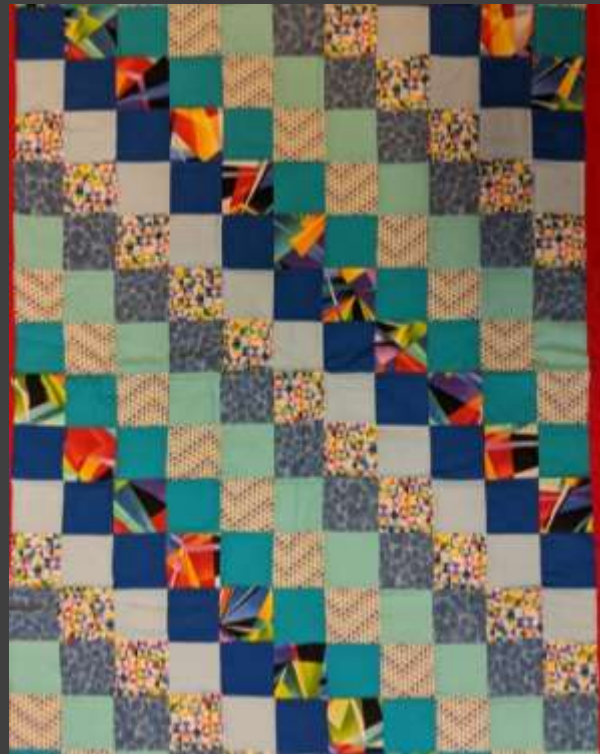
### Performances 2020











- **Keep Cosy Project**
  - 176 handmade quilts, blankets, hats, scarves and sensory items
  - Works of art!
  - Each handmade item came with a gift tag attached saying who the maker was and wishing the recipient a Merry Christmas
  - Connections to a larger group
  - Nationwide community of crafters
  - Eagerness to engage in social art projects with residents





“When the lockdown began, everything had to go online

“I found myself doing my exercise classes via Zoom

“This helped me cope during the lockdown when feeling lonely.

“I also attended the Zoom art classes, which I loved. With the beauty of technology and encouragement, I can still view art exhibitions online.”



“I have always been active and fit and used to attend 4-5 spinning classes a week.

“When the weather is dreadful, it's indoors and doing online activities like Thai-Chi via Zoom, which helped me during the lockdown.

“I never used to use technology like Zoom or Skype before

“I highly recommend other residents. The activities have kept us connected, rekindled my previous hobbies, and I have even met other residents.”

**Pee Bee Goh, Oldfield Estate resident**

“Every Tuesday, Wednesday and Thursday I take part in online Zumba – It’s really good for my health.

“On top of this, I take part in the ballet classes C&C runs on Monday evenings.

“I love the ballet. When I worked in an office in London I used to go to the Opera House two or three times a year, and now I’m putting some of what I saw there into practice! I find it really relaxing, and have been pleased to continue doing it throughout the year.”



“I really like the Zumba classes because the teacher Andrea dances beautifully, without effort. For the rest of us it’s more difficult, but we have a great time trying!

“I like the online art classes because I love to draw

“I enjoy the online choir because I really love following the teacher’s vocalisations. I can sing and shout to my heart’s content as the microphone is muted so people can’t hear me – I love that! Life goes on, so you do have to laugh out loud and keep yourself happy!”





Dora House demolition event  
with ex-residents and  
Regal Homes



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REGAL  
HOTEL



Emergency  
assembly  
point



No parking

REGAL



# Loneliness & Isolation Report

- 10 new partners
- Wellbeing calls
- Under the radar repairs fix
- Welfare Benefit support
- Grumble fix

## Isolation & loneliness: You are not alone

A summary of our report for residents

We spoke with **250** residents about their feelings of loneliness and isolation before and during the pandemic.



The majority (62%) of C&C residents have not experienced feelings of loneliness and isolation. But a third of residents have, with 72% of these stating such feelings have worsened since COVID.

**1 in 8** residents regularly (daily/weekly) feel lonely and/or isolated

Here's what C&C is doing to support you:

- We're helping vulnerable residents with food shopping/collecting medical supplies
- We're regularly conducting check-ins / calls with those who are most vulnerable
- We're running a regular online programme of fitness, arts and music visit [cchl.org.uk/for-residents/activities-and-events-calendar/](http://cchl.org.uk/for-residents/activities-and-events-calendar/)
- We're also turning outdoor activities when weather and restrictions allow
- We're running regular virtual residents' assemblies
- We're sending out a monthly activity e-newsletter to residents (email us – [getit@wvd@cchl.org.uk](mailto:getit@wvd@cchl.org.uk) - to subscribe)
- We've donated over 130 tablets to help residents stay connected
- We're working with local authorities and charitable organisations to provide further support
- Finally, visit [cchl.org.uk/winter-watch](http://cchl.org.uk/winter-watch) for tips and advice to keep connected, and to read our full loneliness and isolation report.

There are also other organisations that can help you:

- **Bivorine** - free confidential helpline for older people, open 24 hours a day. Call 0800 470 8090
- **Age UK** advice line is open 8am to 7pm every day of the year. They provide advice on money, wellbeing, health and much more. Call 0800 678 1602
- **Contact a Samaritan** if you need someone to talk to, they listen and do not judge you. Call 116 123

## Resident top tips for coping

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We asked residents to share their advice on how to manage loneliness and isolation. Here are their top suggestions – which have you tried today?

**58%** of all residents said they recommend speaking to a friend or family member to manage isolation and loneliness



**55%** Join a local activity, starting a new hobby, or similar



**43%** Go out and about (walking)



**27%** Connect with people who may feel similar



**12%** Volunteer



More tips to manage isolation and loneliness

"Read and listen to music or a podcast sometimes instead of watching television"



"Get online if you can – and join one of C&C's regular online classes"



"Take regular exercise everyday (if able)"



For more support information and to read our full Isolation and Loneliness report, go to [cchl.org.uk/winter-watch](http://cchl.org.uk/winter-watch)

## National Day of Reflection

On 23 March, let's come together to reflect on our collective loss, support those who've been bereaved, and hope for a brighter future.

Get involved



We'll be joining in next Tuesday's National Day of Reflection that Marie Curie is running to remember all those lost to Covid-19, and to be thankful for the work of so many in helping to save lives, not least the NHS.