

## **A Day in the Life of an Adult Social Work Team Leader....**

Tanya Serrant, Team leader for an Adult Social Work Team in Calderdale shares her day supporting the most vulnerable members of the community.

Thursday....

*You're always told and come to learn two days are never the same and you can never plan your day in our role. Never has this felt so true.....*

*8:30am... my laptop is on!! I know today I have a day of mainly phone calls and Zoom meetings... Quick emails catch up and start my calls to those who would normally be going to day care today. My first call is with a wife who is caring for her husband who was diagnosed with dementia 18 months ago. She is tired and tearful after another restless night due to him been in and out of bed all night. She is looking forward to a member of the team coming to sit with him for a few hours this afternoon so she can get out of the house!!!*

*10:30am... Zoom call with team to catch up and updates.... These have become a lifeline.... it is so nice to see the team. I would normally be on my 2<sup>nd</sup> cup of tea in the office by now. Working from home is such a strange and different way of working.*

*11:30am... I speak with a colleague who is going to collect a food parcel from the food bank and deliver to an individual who is in self-isolation. I find myself reminding her "to stay safe, keep her distance and leave the parcel on the doorstep, make sure they take it in before you leave".*

*12:00pm... I'm informed by email we need to call all residents on the Shielding list. I have my list of 24 individuals to call, all of whom have a letter advising they cannot leave their property for 12 weeks, the most vulnerable and at risk. I spend the next 4 hours speaking with individuals who have not been out of their house for weeks, not been able to see their children or grandchildren. They are tirelessly trying to get online shopping from supermarkets with no available slots and worried they have no cash in the house to pay neighbours/friends who are offering to shop for them. They are scared, emotional and very worried. I find myself experiencing a rollercoaster of emotions. There has been tears and some laughter, some short calls and calls lasting over 30 minutes. We've spoken about everything from the weather, medication, holidays and toilet roll.*

*2:00pm... Quick check of my emails whilst having lunch before back to the calls.....*

*I offer some reassurances by ensuring individuals are referred to various volunteer hubs and community groups supporting with these tasks. I contact the local pharmacy for one lady who can guarantee delivery of her medication.*

*4:30pm... Another Zoom call for my supervision, this lasts around 40 mins.....*

*I have received email responses from individuals I contacted yesterday whilst working in the Social care hub. I call two individuals who are both requesting support with food shopping, two more referrals completed to the volunteer hubs for food parcels and support with collecting medication.....*

*6:30pm... Finished for another day*