



Garelochhead Station Trust

As with all third sector organisation that deliver face to face contact and social events the Covid 19 pandemic has had a significant impact on the service delivery. However what this has done has given the organisation the opportunity to reflect on how Garelochhead Station Trust can maintain the wellbeing of its members whilst complying with the lockdown regulations. This called for more innovative and constructive service delivery.

A significant part of this redesign was working in partnership with Argyll & Bute Council through their Caring for People team. This enabled the GST volunteers to deliver 111 prescriptions and 26 supports with shopping to those most vulnerable in the community.

Garelochhead Station Trust delivered a comprehensive online services to those with internet access and through a postal service to those unable to access the internet. They also delivered one face to face support with Trustees delivering birthday cakes to all local members on their doorstep.

The following is the results from a recent evaluation carried out of the services delivered from March to July. 70 postal evolution forms sent out (those members that are still serving in the military or unable to access the prescription and shopping delivery service have not been include in this evaluation) with 41 replies

The question asked **'During lockdown which of these contacts relieved social isolation and made you feel connected to GST'**

30 members said that they appreciated the information received in emails.

29 members liked the Easter card

37 members found the advice on face masks useful. One member wrote 'Found extremely useful when leaving the house to shop etc, thank you'

41 members appreciated face to face the delivery of the Birthday cakes by Trustees, this was all respondents. One member wrote 'Very tasty and brilliant idea'

31 members found the 'Stay Positive' card very uplifting.

33 members took part in the remote VE Day celebrations

25 members used the information on the Scottish Government food parcel service. One member wrote 'This is great and I am now getting a parcel. My daughter who works in the surgery did not know I was entitled to this so thank you so much for this advice'

23 members found the Age Scotland article informative one member wrote 'Thank you for this information. I made contact with Age Scotland and am now a member of their telephone befriending service

This feedback from members demonstrates the organisations flexibility and adaptability to still support and deliver services to members under very changing and challenging circumstances.