

## More than just a landlord during lockdown

Friday 4 June, 2021

### A spike in mental health issues caused by lockdown pressures has prompted landlord Lincolnshire Housing Partnership to step up its positive action for residents.

LHP has linked directly with mental health practitioners to help staff be more alert to residents affected by mental ill-health.

Specialist mental health training has been delivered to support officers and is planned for repairs and maintenance technicians, with the aim of identifying residents who might need some extra help in managing the pressures of lockdown.

Officers have also maintained a high level of proactive welfare checks, making around 150 calls each week, to offer support and spot signs of anyone having difficulties.

The direct link with health experts means they can immediately access appropriate help from local mental health services.

Mark Coupland, Head of Commercial and Support Services at LHP, said in one case the simple purchase of an Alexa helped reduce calls from someone suffering from loneliness from 800 to 52 a month.

"One customer was feeling lonely and isolated due to lockdown and would call to ask for the time or to talk about the weather," Mark said.

"At the height of their anxiety they rang 200 times a week. By listening carefully to the calls, we increased our support and suggested the purchase of an Alexa. The customer is still in touch, but calls have dramatically reduced."

Eighteen people have also been referred for additional help with a range of health, care and tenancy issues.

And LHP continues to work with Age UK Lincoln and South Lincolnshire on a project to supply mobile tablets to keep vulnerable people connected. Support staff also follow up Age UK mobile responder visits with regular wellbeing calls.

"During the first lockdown we made regular calls and provided activity packs, plus access to online exercise classes, which were really welcomed," added Mark.

"Having seen the spike in mental health needs, we are being proactive in spotting trends and issues in people's behaviour so that we can make sure they get the right help to remain safe and well in their homes."

LHP is partnered with Lincolnshire Telecare Services and Age UK Lincoln and South Lincolnshire to provide a Lincolnshire-based monitoring centre for a range of telecare products and services.

[Find out more about the service by visiting the website.](#)

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