

Coronavirus Watch

Voluntary Sector Leaders

Stakeholder Update 19th March 2020

Hello all, I hope you, your staff and the people you re working with are keeping well.

Busy Times Everyone!

We are so humbled by the generosity of the local people and organisations wanting to help and just going out at the drop of a hat to help - its amazing - well done everyone!

Please see our top tips for volunteers wishing to help out - this is primarily aimed at people approaching your organisation who want to help their neighbours

The other is a top tips for people who may be deciding whether or not to accept help from local volunteers, whilst keeping themselves safe.

The Council have a number of ways in which to support the sector and have asset up a new website [details below]

We are circulating local leaflets [Age UK Stockport and Signpost for Carers] to local Facebook group leaders if there is anything you want us to circulate please let us know.

What we know:

Lots of people are requiring help to get food to them. Some people are returning from hospital or medical appointments and have been told to self isolate and have not been able to prepare to have food supplies in at home.

This is where we can step in. If you have staff and volunteers [preferably DBS checked] that we can call upon - please do let us know. We can use volunteers that haven't been DBS checked in other ways.

We know that we have a lot of willing people able to quickly mobilise and help out where necessary.

We can get food parcels to people in need through local organisations and community groups

We can store items of food ready to be made up into parcels and distribute where there is need

We all need to call out for donations of essential items.

What we are going to do:

- We will putting together a list of information about where to get help with food supplies and how we can get essential items to vulnerable people.
- Putting together a key list of people in each ward area to call upon and refer - that can be shared amongst us to help support each other - hope to have available next week
- We will circulate essential items lists required to make up essential food parcels
- Nigel from the Foodbank will be sharing details about the foodbank scheme over the next few days

Useful Information:

Stockport Council Webpage:

<https://www.stockport.gov.uk/coronavirus-supporting-the-community-response>

The Council have created a Community Response Page on their website to connect with local people and communities utilising the top tips we have produced. It also provides information about what to do if you identify a vulnerable adult and other useful information.

If you have any suggestions please get in contact with Thad Barker
thad.barker@stockport.gov.uk

Healthy Stockport

Please find information about keeping well here: <https://www.healthystockport.co.uk/>

Covid-19 info in different languages:

You can find details about the virus in other languages here:
<https://www.doctorsoftheworld.org.uk/coronavirus-information/>

Guidance on Social Distancing and Protecting Vulnerable Adults

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>

Business Advice and School Closures:

The Department for Education has set up a helpline for anyone with education related queries [see below]

Stockport Council have updated their website with advice and guidance for local businesses and residents, including school closures - www.stockport.gov.uk/news/statement-on-covid-19



Relaxation on Concessionary Travel Pass:

<https://tfgm.com/coronavirus/concessionary-travel-pass>

Anti-inflammatory medication:

For those of you who may be receiving calls/concerns about the use of anti-inflammatories - please read an update received by the CCG [Mythbusters - coronavirus-covid-19-anti-inflammatory-medications](#)

Sector Info: 20th March 2020

I will keep this info at the end of the stakeholder updates and they can be updated as and when but easily referred to in one place.

Age UK Stockport

Will Age UK Stockport (AUKS) be open? We are here for you. We are dealing with a high number of calls, but if you can't get through please leave your name and number and we will get back to you. Please be patient, we are aiming to get back to people within 24 hours, even if the call is just a quick one to say we have heard you - we got your call - we have your number and we will be back further. We can be contacted by telephone on **0161 480 1211** Monday to Friday 9am to 5pm or by email info@ageukstockport.org.uk

Will AUKS events and activities still be on? Following Government advice, we have cancelled all our regular groups trips, events and meetings for the foreseeable future. However we will be keeping in touch with you all during this time.

Will AUKS office be open? Our public office in Merseyway is now closed, however the Information & Advice Team are still working and you can leave a message for them on **0161 477 1213**. Our main Commonweal office is also closed to visitors but we are busy working in different ways.

Will AUKS visit you at Home? For everyone's protection we are no longer able to make general visits, but we will not be leaving people without contact and support. We can still get essential deliveries to your door and we will be providing advice and support over the telephone. We are also actively looking at other ways we can use to stay on contact. For further general information you can contact the Age UK national helpline on **0800 678 1602**, lines are open 8am-7pm, 365 days a year or visit their website <https://www.ageuk.org.uk/information-advice/health-wellbeing/conditions-illnesses/coronavirus/>

What if I'm worried I may have the virus? The best thing to do if you have any questions or concerns is to go online to: <https://111.nhs.uk/covid-19/> or to call 111 to get information from the NHS.

The Proud Trust

The Proud Trust is **still open**, but we have made **significant changes** to how we operate in this time of international concern.

All youth groups and 1-1s (face-to-face contact) are not running in their usual venues.

We will be moving to remote access for both of these. We will be sending out Google Hangout links for our group work and 1-1 support. I will be moving all my engagements to remote alternatives where possible.

If you believe you should have received a Google Hangout link and haven't, or you need to reach me urgently for something else, you can text/call me on 07834168128 and I'll sort you out.

For urgent emotional support,

Samaritans: 08457 90 90 90

Childline: 0800 1111

Disability Stockport

Disability Stockport is currently closed to visitors, however staff will remain working, although some staff may be working from home. Staff will still be available by telephone, email or text, but not in person at the centre under any circumstances. We don't have a timeframe for this closure at present but we expect it's likely to last several weeks. During this time, we'll be working a little differently to ensure we can still support our community.

We are in the process of arranging a hotline number. We want to be able to deal with as many enquires as possible. Once this is in place we will update you. In the meantime, the central point of contact is the main Disability Stockport number:

0161 480 7248

or via email: email@disabilitystockport.org.uk

We are available to answer general enquiries and our team have work mobiles so we can refer people to further support across the team. We are offering community support where possible. So far we have been shopping, collecting prescriptions, cleaning and taking people to appointments. For those we cannot visit, we can offer contact by telephone, text or email to establish what support we can offer.

We have a staff rota to cover the office during our usual Monday - Friday hours (9am - 5pm).

If you have any questions, or would like a chat, please don't hesitate to get in touch. We know that this may be a difficult time for everyone and we're here to support you. Please encourage those that you support to get in touch, we can talk through ways that we may be able to offer practical help. All the best from the Disability Stockport family.

The Wellspring:

The Wellspring is open 9am-8pm Monday to Thursday and 9am-3pm Friday to Sunday.

Our food service is open daily 11.30am-2pm and 6.30pm-8pm Monday to Thursday.

We are currently giving out hundreds of food parcels and large amounts of food stock to other projects / workers with vulnerable clients. Please do let us know if you are aware of anywhere or anyone who needs food.

It's highly likely that we will be offering a takeout only food service alongside outreach delivery of food to street homeless people. And be closing our main room and kitchen to further increase social distancing.

The Osteoporosis Society

To update you about the Stockport Royal Osteoporosis Volunteer Team meetings - at the moment we have cancelled all face to face meetings until 30th June but are hoping to hold the meeting on the 10 July but this will depend on the advice at the time.

Beacon-Counselling

We're moving all of our services to remote working so support can continue, and will be in touch once these arrangements are in place so that the information can be shared.

Stockport Mind

We are letting current users (includes carers) of our services know what we have available and what group activities may not be able to take place.

We are offering on line/proactive and reactive telephone support and limited offer of shopping etc.

Signpost for Carers

Please see attached

Stroke Information

Are sending hugs albeit - virtual

Yes if you have been impacted by Stroke and need guidance, advice and HOPE - WE are here for you:

CONTACTUS@STROKEINFORMATION.CO.UK / 0 3 3 0 0 5 5 2 1 9 7

Care Call

As a key partner of Carecall, we want to let you know that we are delivering contactless installations for people within Stockport who need Carecall's services.

Our dedicated, professional and friendly team are working closely with new customers to provide them with an alarm unit and a pendant without coming into direct contact with them. This is achieved via phone calls and a safe co-ordinated approach that ensures a customer is safe and at a distance from staff.

This addition to our service will not impact our 24/7 work, we are in a busy period but robust business plans are ensuring we're working well and helping to relieve the stress on the emergency services.

Naturally we are coming into contact with customers every day but the safety of you, our staff and other customers is paramount. For any customers displaying symptoms - the response we send as part of our service, will be a medical response.

We will be posting regular updates about our service via our website, www.carecall24.co.uk.

If you have any questions, please email jennifer.boswell@stockporthomes.org

Heathwatch Stockport - helping to connect people in communities safely and collaboratively.

Any updates send through to Maria Kildunne maria@healthwatchstockport.co.uk - or info@healthwatchstockport.co.uk Tel: 0161 974 0753
