



Coronavirus Update April 2020 Adapted Services Continue



Amanda's Update Message:

As I write the sunshine is streaming in through the window and it made me think of things to be grateful for. The wonderful NHS; the farmers still working out in the fields to grow our crops; everyone working in food shops and pharmacies to make sure we can all access food and medicine; our families and friends; our memories of happy times; the amazing people of the North Cotswolds who have pulled together to care for and protect each other. This is an unprecedented time and seeing how Cotswold Friends volunteers and the people we support have rallied to continue to

	2 weeks 23rd March - 5th April
Coronavirus Activity Report	
Befriending Telephone Calls Made	1,600
Critical Drives - Hospital/GP	78
Pharmacy Collection/Delivery	21
GP Dispensary Collection/Delivery	89
Oxygen Testing Equipment Collection/Delivery	0
Shopping Bought / Delivered	51
COVID volunteers operational in the period	128
People supported in the period	955
Calls/emails received and responded to / triaged	5,019
Staff working in the period (All)	10

keep in touch with telephone befriending; to continue to provide transport for critical medical appointments; to shop and collect and deliver food and medicines to the vulnerable and to deliver 20,000 Coronavirus Help Cards to the community in 2 days! - I realise that there is a lot to be grateful for.

All Cotswold Friends telephone numbers will continue to work as normal

and staff are available to support anyone who calls. The North Cotswolds is a wonderful community and we will pull together to make this work.

LOOK AFTER YOURSELVES & STAY SAFE.

Amanda

**CORONAVIRUS
STAY AT HOME
PROTECT THE NHS
SAVE LIVES**



Charity services have been adapted in light of recent Government restrictions due to Coronavirus. Telephone Befriending, shopping, pharmacy deliveries and transport for vital journeys are all in place and fully operational. If you would like to volunteer or use any of the services, please contact Cotswold Friends.

GET IN TOUCH



Volunteering
Tel: 01608 697007
Contact: Sheryl Murray

CAN WE HELP?



Community Transport
including
Shopping and Pharmacy Collection
Tel: 01608 651115



Telephone Befriending
Tel: 01608 652019

Main Office
Tel: 01608 651415



Dementia Resources

The Dementia Education Team are hoping everyone is managing to keep as well as possible during these difficult times. They have developed a document which offers links to resources that might be helpful for people living with Dementia and their carers, such as online sites providing suggested activities. Please visit the news page of the Cotswold Friends website at www.cotswoldfriends.org to find out more.



The Halfway House Offers Free Meals Locally & Fundraises!

Cotswold Friends would like to say a big thankyou to Tania and her team at The Halfway House pub in Kington, who in more normal times runs a Lunch Club for us. Tania has been providing some brilliant support including organising a crowdfunding campaign to support us during this time and offering to cook and deliver free meals for some of our more vulnerable clients, making sure they enjoy some delicious food over the Easter weekend.

A Few Heart-Warming Stories From the Last 3 weeks:

Lady age 82 living alone with anxiety and COPD phoned, upset as her meal was in the microwave but still frozen. Befriending & Carer Respite Manager Bridget went to the home and maintaining social distancing worked out that the microwave was not working but explained that the meal could go in the oven. The lady is fine now using the oven top shelf. Bridget then sourced a COVID 19 volunteer who is now doing the weekly shopping and dropping it at the home.

A Care Worker phoned to say her client had no toilet rolls and there were none in the shops in Moreton. Bridget went to the Redesdale Arms Hotel who gave her a large bag. (Thank you!) Bridget took four rolls to the Care Worker and advised her to use our COVID 19 Volunteer Shopping Service to get shopping routinely for her client, which is now in place.

A retired Cotswold Friends volunteer in her late 70's went from the North Cotswold Hospital to a care home last week because there are no care workers available to support her at home. She needed things from her home to go with her. Bridget went to her home, packed her bags and took the required items to the care home including her post. Bridget was able to reassure her that everything was fine at her home.

Cotswold District Council referred a lady from the Slaughters area who needed a COVID 19 befriending volunteer and shopping. This was arranged and is now in place.

After identifying the potentially vulnerable transport clients and distributing lists to all the Front Desk team (COVID 19 volunteers), a volunteer telephoned a lady in Willersey who sounded confused about shopping that had not been delivered. The volunteer alerted the Transport Team and they contacted the lady and discovered that she has only just been discharged from hospital after a long stay for a broken hip. A local COVID 19 volunteer went to see the lady armed with a casserole (enough for two days), plus cat food and arranged to come round again in a couple of days. Social distancing maintained. Food shopping and telephone befriending now in place.

A Cotswold Friends lunch club client called desperately needing his prescription collecting from the pharmacy in Moreton and 3 pints of lactose free milk. A COVID volunteer was asked to do this job and the client was very pleased with the service, especially the fact that the volunteer had got just the right milk! Food shopping is now being booked through the Community Transport Service.

As part of a routine Telephone Befriending call to vulnerable clients of the Community Transport Service a lady was phoned in Chipping Campden who sounded very worried. After some digging it transpired that she had her eye injection due at Cheltenham Hospital the following week and thought that the Cotswold Friends Transport Service would not be able to take her because of COVID 19. She was planning to drive herself. It was explained to her that a COVID 19 volunteer driver would take her; she was very relieved.



A couple in their 70's, both with underlying health conditions had been trying to get food delivered with no luck and were considering going out on foot to get food. A COVID 19 volunteer was organised and assigned and regular shopping is now in place allowing the couple to continue to self isolate.

Just a Reminder:

Please find below extracts from the Government's COVID 19 Leaflet which has been dropping through many letterboxes across the country this week. I am sure everyone has seen and heard this advice many times now, but a brief reminder never hurts so please do make sure you bear in mind all of the suggested advice to help yourself and others stay safe and well.

Help stop the infection spreading and support each other

- Wash your hands with soap and water often – do this for at least 20 seconds.
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.
- Put used tissues in the bin immediately and wash your hands afterwards.
- Don't touch your eyes, nose or mouth if your hands are not clean.
- Clean and disinfect frequently touched surfaces and objects in your home, such as door handles and taps.
- Shop responsibly, follow advice in stores, and only buy what you need for yourself and your family, and those you're supporting.



Palm to palm



The backs of hands



In between the fingers



The back of the fingers



The thumbs
3



The tips of the fingers



UK Government

Stay at home

The single most important action you can take is to stay at home in order to protect the NHS and save lives.

You should only leave the house for very limited reasons:

- ✓ **Shopping for basic necessities**, for example food and medicine, as infrequently as possible.
- ✓ **One form of exercise a day**, for example a run, walk, or cycle - alone or with members of your household.
- ✓ **Any medical need**, including to donate blood, avoid risk of harm, provide care or help a vulnerable person.
- ✓ **Travelling for work purposes**, but only where you cannot work from home.

These are exceptions – and when doing these activities, you should minimise time spent outside of the home and ensure you are two metres apart from anyone outside of your household.

Critical workers, and parents of vulnerable children, may leave the house to take their children to and from school or their childcare provider. More detail is available online. Children can be moved between homes if their parents live separately.

A word of support from our Chair Geoff Benn

“It is often said that a crisis brings out the best in people, and certainly, as we head towards three weeks in ‘lock-down’, there can be little doubt that the best of Cotswold Friends has shone out strongly and continually as everyone pulls together to help each other in our Cotswolds community.



For the clients we support, the assistance and help given by all our volunteers is absolutely crucial. But I would also like to pay particular tribute to the staff, usually based in Moreton but now working even harder from their homes. What they have done in putting arrangements in place, to ensure that anyone who is vulnerable in any way can be helped, is nothing short of remarkable.

Everyone involved in Cotswold Friends can be proud of everything you have done so far. I thank you all from the bottom of my heart on behalf of the Trustees and the thousands (yes thousands) of people in our community who are grateful for all your kindnesses and efforts.”



Recruiting New Volunteers

COVID 19 Crisis Help

Cotswold Friends always puts the health and safety of its volunteers first. With many volunteers either aged over 70, or classed as vulnerable due to underlying health conditions, this is a challenging time. The team at Cotswold Friends is incredibly grateful for the offers of help that have come in from people all across the Community. We have now taken on over 40 new crisis volunteers to support our COVID 19 initiatives. An online Volunteer Training Course is also now available on the Cotswold Friends website, allowing new volunteers to train without attending the main office.



Volunteer Manager Sheryl:

"I have been completely overwhelmed at the response of our lovely volunteers and our new COVID volunteers who have helped in so many ways including distributing the Help Cards within two days and taking on new telephone befriending and transport roles! Sterling effort by all and I send huge praise to them for making it happen. Thank you everyone."

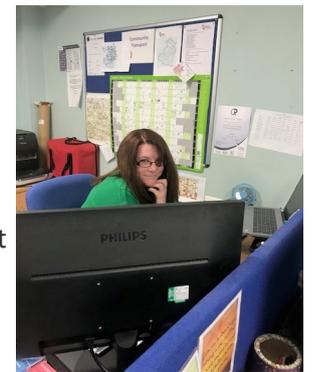
Telephone Befriending Provides Vital Contact with Clients

Befriending, Carer Respite and Memory Club Volunteers are now Telephone Befriending the people they support, in place of their usual face to face visits. This will ensure clients have continued contact with their volunteers, helping to reduce loneliness and isolation and allowing support needs to be monitored and reviewed. Any shopping requirements or medication deliveries are being arranged.



Bridget Salvage, Carer Respite & Befriending Manager commented, "Where we all work has changed but supporting everyone who needs support is still our priority and that hasn't changed. If we can, we will."

Community Activities Volunteers are Telephone Befriending people who normally attend Community Activities. Some of the pubs where Cotswold Friends Lunch Clubs are held have offered to cook meals to be delivered to people at home. Shopping and medication deliveries are being arranged as needed.



Community Transport Services Still Vital

All vulnerable Members of the Transport Service have received a telephone call. Vital medical journeys can still be accommodated. People who use the service for their food shopping are being offered a food shopping delivery service. Transport Booking Desk volunteers are making regular calls to support all vulnerable transport Members and arranging shopping and pharmacy deliveries as needed.

Our Community Transport Manager, Julie Mitchell said: "We are all working incredibly hard to meet the needs of the vulnerable in our community. Cotswold Friends volunteers are delivering prescriptions from local pharmacies and surgeries and arranging shopping collections and even delivering meals to individuals. We are still managing essential hospital and GP appointments. The volunteers who usually work on the Booking Desk are telephone befriending our transport clients and we have had some wonderful feedback about how much this is valued. We are working really closely with the other volunteer groups that have come together so that we are making the absolute best use of our resources. So great to see how well the community can work together when needed."



Help Cards distributed across the North Cotswolds

In order to make sure that everyone in the North Cotswolds is aware of the support we can provide, Cotswold Friends has produced a Coronavirus Help Card with all of our key contact details, (see below for the front and back images). We have contacted all Parish Councils and community groups and received huge support in delivering the cards out to local communities. Thank you to everyone who has helped. 20,000 cards have been produced and with a huge effort, delivered. Alison and Paul have been out delivering for us, as well as taking on all sorts of other helpful roles and they commented: **Alison:** "Delivering leaflets is a great way to spread the word about Cotswold Friends – and to keep up my daily step count!" **Paul:** "I now know the highways and byways of Longborough, and look forward to returning for a pint in the Coach & Horses once the coronavirus restrictions have been lifted."



Coronavirus Help Card

Cotswold Friends is providing shopping, prescription delivery and critical transport to anyone who is older, vulnerable or isolating due to COVID 19 (Coronavirus). Weekly Telephone Befriending or check-up phone calls can also be arranged. There are local community groups that Cotswold Friends can put you in touch with.

For Shopping, Prescriptions and Transport:

Tel: 01608 651115

For Telephone Befriending or General Enquiries:

Tel: 01608 651415



Email info@cotswoldfriends.org
www.cotswoldfriends.org



Coronavirus Help Card

We know it can be difficult to be isolating at home and many people are feeling a little anxious. Please don't worry, there are lots of people who are here to help you. You are not alone. If you are worried about anything, need financial support or other assistance please call us at Cotswold Friends - we can help.

Tel: 01608 651415

We look forward to hearing from you.



Charity No: 1106748



Sending out some cheer.....

A big well done to Teddie and Mason (pictured left and centre below), the two lovely sons of our Intergenerational and Events Manager Harriet Salvage. The boys have been busy making cards to post out to volunteers and clients in need of a little cheer and have posted 10 cards so far and have plenty more for the coming weeks. Each card includes an uplifting message in the hope of keeping peoples spirits high during this tricky time.

Well done to our Young Befrienders...

Two of our Young Befrienders, who would normally be providing cheery visits to clients in Care Homes for us, have also been using their time to keep Harriet's supply of cards topped up. Our thanks go to Charlotte from Chipping Campden School, (pictured below right), and Natasha from The Cotswolds School for all of your efforts which will be so appreciated by those who may be lonely or isolated at this time.



Could you become a 'Friend of Cotswold Friends?'



Since we launched our appeal in April 2019, local people have generously donated over £2000 to support the charity, through both one-off donations and regular monthly donations. Would you consider donating just a small amount each month to support our work across the North Cotswolds?

To find out more and set up a donation, you can visit our website at:

www.cotswoldfriends.org and click the Donate button in the top right-hand corner. Alternatively, you can call Sue Thomas in the Cotswold Friends office who can help you organise your donation, on Tel: 01608 697004.

Smile & Easyfundraising

Did you know you can easily donate to Cotswold Friends whenever you shop online? Just visit easyfundraising.org.uk and/or smile.amazon.co.uk to sign up and start raising money each time you shop. Cotswold Friends will receive a percentage of your spend. Thank you.

A note for our Volunteers: Alcohol & Cigarettes

It is Cotswold Friends policy not to buy or provide alcohol/cigarettes and the Charity has a no drinking/smoking policy. However we do understand that this Coronavirus situation is highly unusual and likely to continue for quite a long time. We would not like to deny people small pleasures or encourage vulnerable people to go shopping in order to buy these things for themselves if we will not.

Our advice to volunteers is to purchase these items in moderation eg. No more than 3 bottles of wine, 12 beers or 3 cartons of cigarettes per week. If you have any questions or concerns please speak to any Cotswold Friends member of staff.

WHERE TO FIND HELP IN THE NORTH COTSWOLDS

Please do call us if you need any help or support at this time. Since the new Government measures were announced in response to the Coronavirus situation, Cotswold Friends has also been collating a list of people and places offering local help and support. Please be aware that the situation is constantly changing, so whilst we are doing our best to keep this list up to date, some of the information contained may have changed. Please visit our website at www.cotswoldfriends.org or call us anytime.

COTSWOLD FRIENDS KEY CONTACT DETAILS:

CEO: Amanda Howard, Tel: 01608 697003, Email: amanda@cotswoldfriends.org

Community Transport Bookings Desk: Tel: 01608 651115, Email: transport@cotswoldfriends.org

Transport & Community Activities: Julie Mitchell, Tel: 01608 697002, Email: julie@cotswoldfriends.org

Community Activities Project Worker: Sam Dean, Tel: 01608 692811, Email: samantha@cotswoldfriends.org

Befriending & Carer Respite : Bridget Salvage, Tel: 01608 652019, Email: bridget@cotswoldfriends.org

Intergenerational & Events: Harriet Salvage, Tel: 01608 697009, Email: harriet@cotswoldfriends.org

Volunteering & Men-in-Sheds: Sheryl Murray, Tel: 01608 697007, Email: sheryl@cotswoldfriends.org

Marketing: Joanna Hammond, Tel: 01608 697006, Email: joanna@cotswoldfriends.org

Funding: Susie Bromwich, Tel: 01608 692812, Email: susie@cotswoldfriends.org

GLOUCESTERSHIRE COUNTY COUNCIL COMMUNITY HELP HUB

Community Help Hub launched to support residents: Gloucestershire's councils and partners have created a community help hub to connect local people who need help, with others who can provide the support they need. If you would like to offer help (as an individual or a business), need help yourself or for a neighbour, friend or family member, you can register online. People who cannot go online can register by phone on 01452 583519 Monday to Friday from 8.30am to 5.00pm. The information collected will be shared daily with the relevant local council who will connect people who can help each other, or if appropriate refer individuals to an existing service. The hub is accessible from every district council website, and from the county council's website at <https://www.gloucestershire.gov.uk/helphub>

WE LOOK FORWARD TO SEEING EVERYONE SOON AT AN END OF CORONAVIRUS



Moreton Area Centre, High Street

Moreton-in-Marsh, GL56 0AZ

Tel: 01608 651415

Email: info@cotswoldfriends.org

Website: www.cotswoldfriends.org

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