

The magazine for residents of Wales & West Housing

FREE

# In Touch

SPECIAL EDITION | SPRING 2020

Top tips to stay  
healthy

Ideas to make  
the most of  
your time at  
home

Advice to avoid  
being scammed

Your guide to  
money matters  
during the pandemic

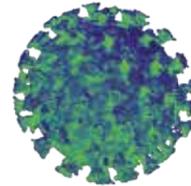
Directory of Covid-19  
support in your area



# Coronavirus

## STAY AT HOME

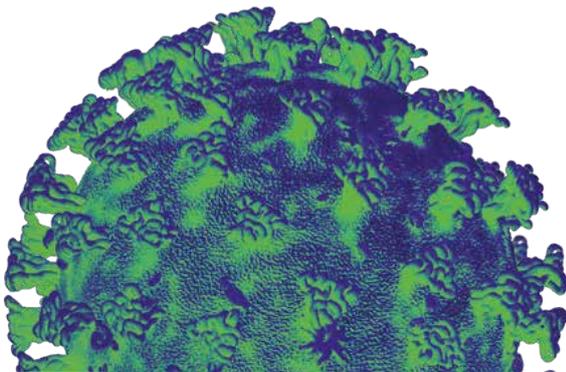
## SAVE LIVES



Anyone can spread Coronavirus.

The only reasons to leave home are:

- ✔ To shop for basic necessities or pick up medicine
- ✔ To travel to work when you absolutely cannot work from home
- ✔ To exercise once a day, alone or with members of your household
- ✘ Do not meet others, even friends or family.



Published 24.03.20

### Contact Us

Wales & West Housing, Archway House, 77 Parc Tŷ Glas, Llanishen, Cardiff CF14 5DU

Tel: 0800 052 2526 Text: 07788 310420 Email: [contactus@wwha.co.uk](mailto:contactus@wwha.co.uk) Web: [www.wwha.co.uk](http://www.wwha.co.uk)

You can also contact members of staff direct by their email. For example, [joe.bloggs@wwha.co.uk](mailto:joe.bloggs@wwha.co.uk)

During the current situation the waiting time for calls may be a bit longer than usual, so please be patient.

### Get social with Wales & West Housing



Facebook  
[facebook.com/  
wwhousing](https://facebook.com/wwhousing)



LinkedIn  
[linkedin.com/  
company/wwha](https://linkedin.com/company/wwha)



Twitter @wwha



Instagram  
[instagram.com/  
wwhousing](https://instagram.com/wwhousing)

### Other languages and formats

If you would like a copy of this edition of In Touch in Welsh or another language or format, for example in large print, please let us know and we will help you.

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## New date for Making a Difference Awards 2020

Following the postponement of our Making A Difference Awards 2020 due to the Coronavirus (COVID-19), we have set a new date for the event this autumn.

The awards are now scheduled to take place on September 11 2020 at the same venue, the Vale Resort, Hensol, near Cardiff.

We are continuing to follow Government advice and restrictions to ensure the safety of our guests and staff, which is our priority.

We will be contacting all the finalists and guests in due course, but please bear with us during the current situation.



## Message from Anne

Dear residents

This 'special' edition of In Touch has been designed to share information, advice and tips which may help you at this extraordinary time. As a Group we want to continue to help and support our residents and communities where we can.

The Government advice is stay home, save lives, protect the NHS. We must listen to this advice and so we are currently carrying out emergency repairs and essential safety checks only, which if not completed, could cause significant damage to your home or risk your safety (such as checks of gas boilers and fire detectors).

It has been wonderful to see and hear the clapping and cheering for the NHS, carers

and key workers. A moment each week to reflect and acknowledge the fantastic work these special people carry out. The rainbow front cover, a symbol of hope, is a symbol of the gratitude we all feel, thank you.

Once it is safe to do so we will get back to full-service delivery but in the meantime our Customer Service Centre remains open 24 hours a day 7 days a week. If you need help, please call.

We will be back with our normal articles and updates soon but for now we hope this will be useful to you.

Stay home and stay safe.

**Anne Hinchey**  
Group Chief Executive

Every effort has been made to ensure the accuracy of the information in this publication. With the ever-changing circumstances we would advise residents to check up-to-date information on our website [wwha.co.uk](http://wwha.co.uk), the Welsh Government website, Public Health Wales website and other official and reputable sources.

# Staying at home...don't get bored

Here's a guide to things you and the family can do during your extra time at home

Restrictions on movement mean we are spending more time at home than ever before - it's a totally new experience for many of us and it is easy for boredom to quickly set in.

Whether you have a young family to entertain or a passion

for reading, travel, fitness or anything in between, there's almost certainly something rewarding you can do at home. And there could be no better time than now for learning that new skill you've always wanted to develop but never had the time

to focus on.

We've put together some ideas on activities you can do from home. Lots of information is available online but there's plenty to do even if you're not connected to the internet.

## Staying in touch



### Video call

There are plenty of ways to keep in touch with family and friends in order to maintain the social contact which is so important to everyone's daily lives.

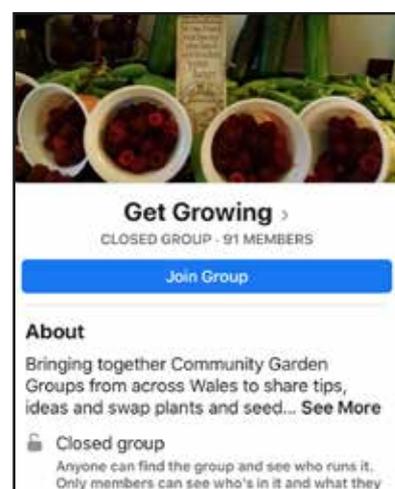
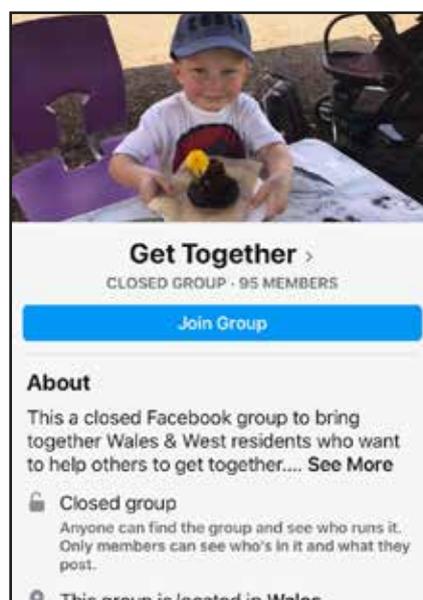
If you have an electronic device with internet access, such as a mobile phone, tablet or personal computer, there are lots of popular apps for making video calls to others. These include WhatsApp, Facebook Messenger, Skype or Facetime (if you own an Apple device such as an iPad). See page 14 for a guide to staying in touch.

### WWH support groups

WWH runs three closed Facebook groups for residents to share information and ideas and support each other, one called Get Together and one called Get Growing for gardening specific information, and Get Crafty for sharing ideas of things to make and do.

To find the groups simply

search for the names in your Facebook search bar and ask to join.



## Age Cymru Check in and Chat service

Age Cymru, the largest charity working with and for older people in Wales, is offering a check-in and chat service for the over 70s in Wales who live alone.

Anyone over 70 can register free of charge to receive a regular telephone call in English or Welsh from a member of staff from Age Cymru.

You might have something on your mind which you want to talk to someone about, or you might just want to talk about what you watched on TV last night.

You can register by visiting

ageuk.org.uk/cymru, by calling Age Cymru Advice on 08000 223 444 or emailing [enquiries@agecymru.org.uk](mailto:enquiries@agecymru.org.uk)

You just need to provide a few personal details and set a password so you can be sure the call is from a genuine Age Cymru member of staff.

## Education and activities for families

**Read a book** – thousands of books and resources are available online through Welsh libraries, including e-books and e-audiobooks. Find out more at <https://libraries.wales/>

**Teaching your children at home** – while schools are closed you can ensure children continue to work through educational activities linked to the national curriculum.

For example **Scholastic** has made home learning packs freely available via their website, each linked to different key stages. <https://shop.scholastic.co.uk>

**STEM learning** also have free resources available to download covering subjects related to science, technology, engineering and maths for primary and secondary school age children, <https://www.stem.org.uk/home-learning>

**BBC Bitesize** <https://www.bbc.co.uk/bitesize> is a popular free online study support resource for learning and revision and it's been expanded to provide additional help for children to learn at home.

From April 20, daily lessons in English and Maths are being made available. There will also be a Bitesize Daily show on the

BBC iPlayer and BBC Red Button – six different 20 minute shows for specific age groups from 5-14 years old. Evening programmes are being made available on BBC Four for GCSE and A Level students.

**'Covid-19 home schooling ideas group'** on Facebook has lots of ideas and inspiration of activities to keep children entertained at home – simply search for the group in the Facebook search bar. <https://www.facebook.com/groups/2600217313594113/?ref=share>

## Physical activity

The internet is packed with an excellent range of exercises you can do at home, from high intensity workouts to gentle exercise routines designed to boost your physical and mental health.

There is an **NHS online fitness studio** featuring aerobic, strength and resistance and pilates and yoga exercise programmes

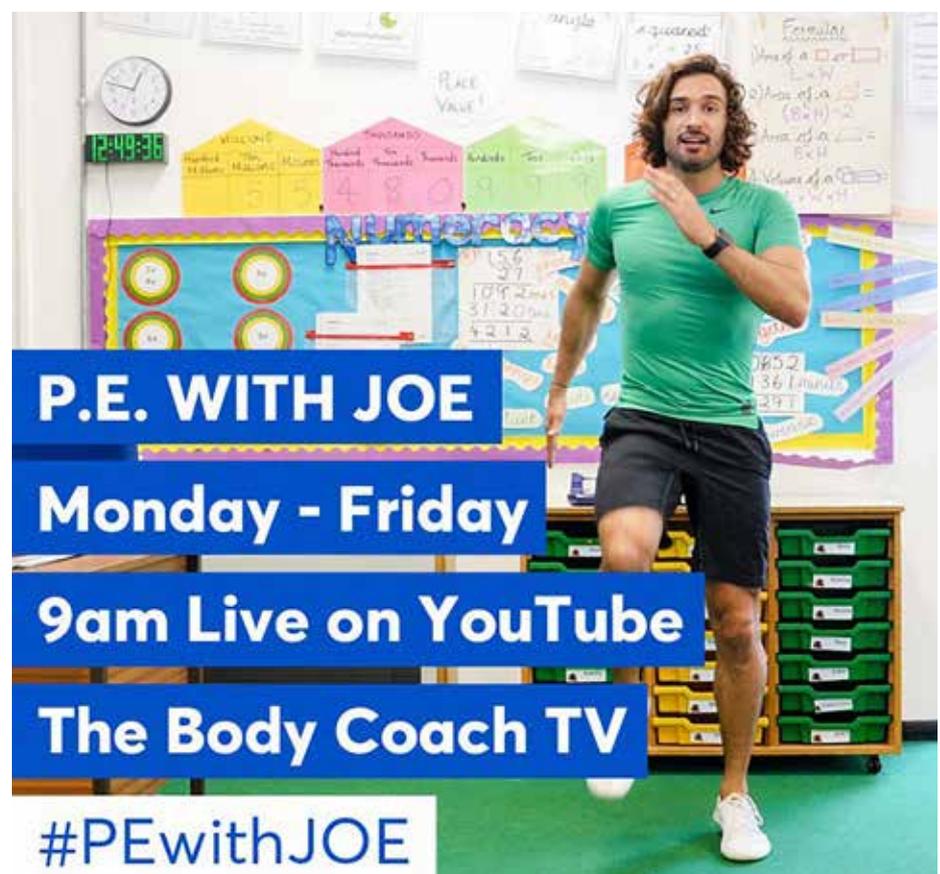
<https://www.nhs.uk/conditions/nhs-fitness-studio>

A quick search for **fitness app or gym workout** on your phone (via the Android Play Store or Apple App Store) will return a host of results which you can use for structured exercise routines eg Fitbit coach or Nike training club.

And there is of course the popular **The Body Coach TV** by Joe Wicks which features free home workouts for everyone regardless of your fitness level.

You can find the channel on YouTube. The channel includes PE lessons and tailored fitness programmes for seniors.

You could try searching online or on Facebook to see if any local fitness trainers are offering online sessions too, such as Cardiff-based **Sam O' Sullivan**: [https://www.facebook.com/ups/493727840810923/?source\\_id=6075262622011](https://www.facebook.com/ups/493727840810923/?source_id=6075262622011)



**P.E. WITH JOE**  
**Monday - Friday**  
**9am Live on YouTube**  
**The Body Coach TV**  
**#PEwithJOE**

## Take a virtual day out

They might currently be closed to visitors, but some of the most popular attractions in the UK and across the world have made it possible for you to visit them from the comfort of your own home thanks to virtual technology. This includes the Louvre in Paris (<https://www.louvre.fr/en/visites-en-ligne>) which offers a number of virtual tours of its exhibition rooms and galleries, the Sistine Chapel in the Vatican City and the Natural History Museum [www.nhm.ac.uk](http://www.nhm.ac.uk).

Closer to home, Chester Zoo has been offering virtual zoo days through its YouTube and Facebook channels <https://www.chesterzoo.org/virtual-zoo/>, while you can also catch a glimpse inside London's most famous attractions such as Buckingham Palace and the Tower of London.

For lovers of the outdoors, there are spectacular virtual tours of the best the world has to offer including The Grand Canyon in America, the world's highest mountain, Mount Everest, and Giant's Causeway in Northern Ireland. These can also be found on YouTube.

## Learn a new skill / Take up a new hobby

Ever wanted to learn a new language but never had the time? **Duolingo** (<https://www.duolingo.com/>) is a popular app available on Android and Apple phones, providing bite-size lessons in over 30 different languages, including Welsh.

**Say Something In Welsh** is another great way of learning our native language. It's an online course for

people who want to speak the language. They have a range of free and paid for courses, daily words and sentences. Find them at [www.saysomethingin.com/welsh](http://www.saysomethingin.com/welsh).

The range and quality of online courses is better than it's ever been so why not take the opportunity to broaden your education or pick up a new skill? Many of the UK's leading universities run free courses through **Future Learn** (<https://www.futurelearn.com/>) while the **Open University** also provides a free learning portal at <https://www.open.edu/openlearn>

## No internet?

**Paint a rainbow** – paint your own or set aside time with the family and join the millions of people across the UK who have been painting a rainbow as a message of support for the nation's key workers. Display in your window for others to see. (see below)

**Dust off those cookbooks** and try recreating your favourite recipes.

**Activities with the kids** – why not try some drawing, daily arts and crafts tasks or create a treasure hunt around the home to keep the kids entertained.

## Residents spreading rainbow cheer

Our residents and staff have been spreading cheer around their communities with their rainbow paintings.

In homes across the country, rainbow paintings and drawings have been popping up in windows as signs of hope and cheer in response to the Coronavirus pandemic.

The drawing started off with children when schools closed, but it has spread to everyone, including residents at our extra care scheme in Newtown.



*We'd love you to share your rainbows with us too. If it is safe take a photo, share them with us on twitter @wwha #RainbowTrail #ChaseTheRainbow.*



To check if you could claim visit:  
<https://www.gov.uk/benefits-calculators>

<https://www.entitledto.co.uk>

<https://www.turn2us.org.uk>

You'll need to apply online for Universal Credit using the step-by-step guide at <https://www.gov.uk/how-to-claim-universal-credit>

If you are having difficulty with a claim, our Tenancy Support Officers can assist you over the phone by checking if you are eligible and going through your claim with you. Please call the CSC on **0800 052 2526**.

**Q. I already claim Universal Credit. Have there been any changes to the process or amount I can receive due to Coronavirus?**

For those already receiving benefits, the Government announced a three-month suspension of the requirement to visit a Jobcentre appointment, effective from Thursday 19 March 2020. You will still receive your payments as normal.

All face-to-face assessments for housing and disability related benefits are also currently suspended.

The Government has increased the standard allowance for Universal Credit and the basic element of working tax credits by £20 per week for one year on top of annual increases.

**Q: What other financial help is available if I've lost my job or I'm on a low income?**

There are a number of other streams of funding which you may be eligible for. These include:

**Council tax reduction** – you could be eligible for this if you're

on a low income and have less than £16,000 in savings

**Discretionary Housing Payment** – you can apply for this through your local authority if you're on housing benefit or receiving the housing cost element of Universal Credit

**Discretionary Assistance Fund** - This is a grant for essential costs where there is extreme financial hardship. <https://gov.wales/discretionary-assistance-fund-daf>, or call **0800 8595924**.

A Tenancy Support Officer can work with you to check if you're receiving all the benefits you're entitled to. If you're struggling to afford to buy food, they can also check if you're eligible for food vouchers and issue you with some which you can exchange for parcels from your local food bank.

**Q: I'm worried about personal debt. Is there any support available to help with budgeting and money management so I can stay on top of my finances?**

There are numerous tools you can access online to help with the budgeting and managing of finances through these difficult times. Our team of Tenancy Support Officers help residents with all kinds of money-related issues and are available over the phone for you to talk to. They can:

- Provide you with a budgeting and debt advice, including supplying you with a budgeting form to track your income and outgoings. Using a budgeting tool is always a good way to monitor your income and outgoings even if these change due to circumstances. These tools will give you a better understanding of your finances

before things get out of control. Even if matters have spiralled there is always an option for things to improve and with our help we can improve matters with you.

- Signpost you to other agencies for expert assistance if you have multiple debts. One of these could be StepChange, a national debt charity which offers free confidential advice and can recommend a debt solution and support you through the process.
- Assist you with contacting creditors if you have existing debts. If you are facing financial hardship then it is always best to let the company or creditor know, whether it is us as your landlord, local council, bank or finance creditor. There are grace periods, payment breaks and reduced agreements to a more manageable level.

Citizens Advice (<https://www.citizensadvice.org.uk/wales/debt-and-money/>) and National Debt Line (<https://www.nationaldebtline.org/>) have simplified fact sheets to look at to give you an idea about the procedures of creditors and actions they can take. The fact sheets will give you the guidance and tools to enable you to contact any creditor. Again, our Tenancy Support Officers can assist with this.

**Q. I'm temporarily out of work as my employer has put me on furlough – what does this mean?**

If your employer has been unable to operate or has had no work for you due to coronavirus, you may have been put 'on furlough'.

Where this happens, you remain on the payroll and your employer pays 80% of your

regular wages, up to a maximum of £2500 per month. It is officially known as the Coronavirus Job Retention Scheme. Think of this like a job being put on standby. The idea is you go into sleeper mode during the crisis, and then when it's over, they can instantly restart things and get the economy running again.

Your employer can choose to 'top up' the Government grant, so that you receive your full salary while you're furloughed – but they are not obliged to do this. And indeed, many won't have the funds to be able to do this.

You can't apply to go on furlough – your employer has to do it – and you will still pay tax and national insurance on your income. You'll also still have the same rights as you did when you were employed – including any entitlement to statutory sick pay or maternity pay, as well as redundancy payments.

It's up to your employer to decide and define who is furloughed. It could be because you've no work to do, but it can also be because you have to be home to look after children or you're self-isolating.

The first payments for 'on furlough' employees were issued at the end of April in the form of grants to employers; all wages will be paid backdated to March 1.

### **Q. Are there still any opportunities to work, even if I'm on furlough?**

While many companies have shut down, others have been hiring new staff to cope with increased demand, such as supermarkets.

You will need to check with your employer whether you can work elsewhere while on furlough.

There's nothing in the furlough rules which stops you from taking a job elsewhere if you're placed on furlough by an employer (doing so wouldn't affect your furlough pay either). But your employment contract may not allow it, so check.

### **Q. I have had to self-isolate and have been off work – what are my rights as an employee?**

If you cannot work while you are self-isolating because of coronavirus (COVID-19), you could get Statutory Sick Pay for every day you're in isolation. You must self-isolate for at least 4 days to be eligible. You can get £95.85 per week SSP if you're too ill to work, paid by your employer for up to 28 weeks.

Individuals who are caring for people in the same household and have been advised to do a household quarantine because of COVID-19 are also included.

If your illness is not related to coronavirus (COVID-19), you must be eligible for SSP and have been off work sick for 4 or more days in a row (including non-working days) to get SSP.

### **Q. I am self-employed and have lost income. What support is available?**

The Self Employment Income Support Scheme (SEISS) has been set up by the Government. This scheme allows you to claim a taxable grant worth 80% of your trading profits up to a maximum of £2,500 per month for an initial three-month period which started at the end of March. This may be extended if needed. HMRC will contact you if you are eligible for the scheme and invite you to apply online.

You may be able to claim Universal Credit while waiting for SEISS payments to come through. To find out more visit <https://www.gov.uk/self-employment-and-universal-credit>

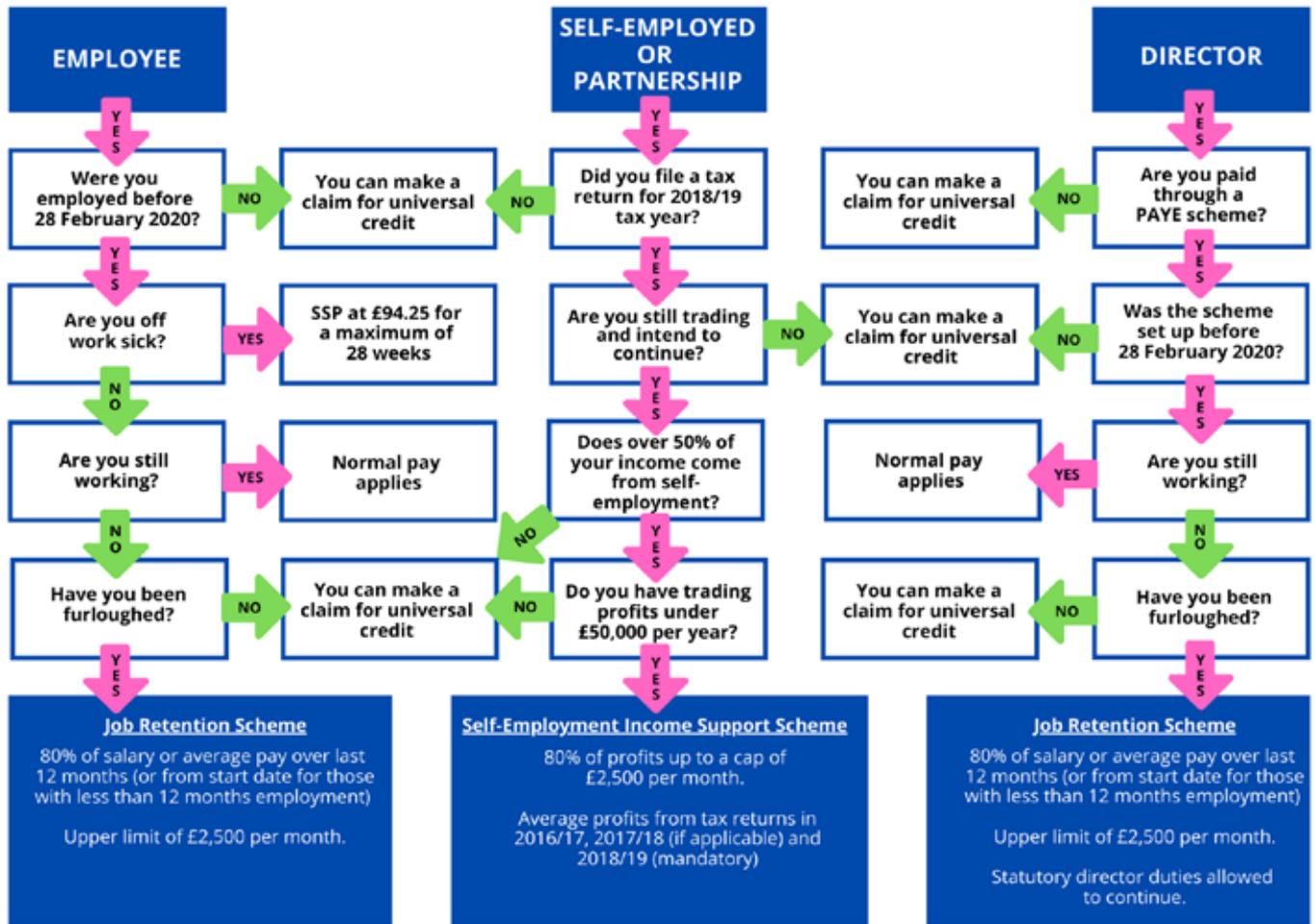
### **Q. Is there any other financial support which is available to help with my living costs?**

Many new initiatives have been introduced by the Government and other companies providing essential services to help you through adversity caused by the COVID-19 outbreak.

- Gas and electricity suppliers are offering support and extra help during Covid 19. If you are having difficulties contact your supplier to discuss what assistance they can give you.
- Healthy Start vouchers. If you are at least 10 weeks pregnant or have a child under 4 you may be able to get free vitamins, fruit, vegetables and infant formula milk. To get these vouchers you can ask your midwife or health visitor for an application form or call the healthy start help line on **0345 6076823**
- The Money Advice Service is Government-backed and offers free, impartial advice about all aspects of personal finance and where you can get help <https://www.moneyadviceservice.org.uk/en>
- Love food hate waste [www.lovefoodhatewaste.com](http://www.lovefoodhatewaste.com) gives advice on recipes, what to do with left overs and lots of tips and money saving ideas.

Here is a chart which should give you the right path to get the full entitlement. Our Tenancy Support Officers are also on hand to guide you through any of these processes.

**UK GOVERNMENT SUPPORT FOR EMPLOYEES, PAID DIRECTORS, THE SELF-EMPLOYED AND PARTNERSHIPS**



Information from Vale of Glamorgan Council

\*\*THIS INFORMATION IS CORRECT AS OF 3 APRIL 2020

# Stay safe - say no to garden fires

Fire services across Wales are urging people not to start garden fires to burn household and garden waste. Currently all emergency services are under increased pressure due to COVID-19 as well as the impact it can have on our health.

Mid & West Wales, and North Wales Fire Services are warning that such fires could put “unnecessary demand” on their crews and increase calls to their control room.

“We understand that during this time of social distancing and self-isolating presents an opportunity to do some gardening and clear out your sheds,” they say.

They warn that burning garden or household waste can be dangerous and unpredictable and can easily spread out of control.

The effects of the smoke can also affect people’s breathing and make respiratory conditions like asthma worse.

Meanwhile South Wales Fire and Rescue Service, who were called out to 100s of grass and rubbish fires during the past few weeks, is also warning people not to light sky lanterns to show support for the NHS.

On their Facebook page they say, “While we fully understand people wanting to show their support to the NHS, sky lanterns are a fire hazard and many local authorities have already banned them. Thank you for your understanding.”

# Useful websites and telephone numbers you can access for advice

## General Advice

### Citizens Advice

General advice covering a variety of issues including debt and money advice, benefits entitlements and help with appeals, housing & homelessness.

**Advice online** Their website [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) is available to you at any time. You can also access their 'web chat' service via this channel.

**Telephone advice** - 0300 3302 121 For local advice over the phone, please contact their local advice line.

**Universal Credit** - 08000 241 220 For help claiming Universal Credit, call our Help to Claim team.

### Trade Unions

They offer a wealth of advice and support for their members. Find your trade union by visiting: [www.tuc.org.uk/about-unions/find-union-you](http://www.tuc.org.uk/about-unions/find-union-you)

### Public Health Wales coronavirus website

Latest information on the situation in Wales and advice on staying safe: <https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/>

## Welfare and benefits

### UK Government Universal Credit advice:

[www.understandinguniversalcredit.gov.uk/coronavirus](http://www.understandinguniversalcredit.gov.uk/coronavirus)

### Money Advice Service

Coronavirus financial advice service:

Telephone **0800 138 7777**

[www.moneyadvice.service.org.uk/en/articles/coronavirus-what-it-means-for-you](http://www.moneyadvice.service.org.uk/en/articles/coronavirus-what-it-means-for-you)

### DWP

Claiming benefit advice, for those out of work, long term sick etc:

<https://www.gov.uk/government/organisations/department-for-work-pensions>

## Health & Wellbeing

### Tenovus Cancer Care

Free nurse-led Support Line remains open to answer questions from cancer patients and indeed anyone affected by cancer. Their experienced nurses can offer advice on diagnosis, treatment, side-effects, and anything else that's on people's minds. Just call **0808 808 1010**.

### Headspace

App for Sleep, Meditation and Relaxation

<https://www.headspace.com/headspace-meditation-app>

### Calm

Website and app for Sleep, Meditation and Relaxation  
<https://www.calm.com/>

### Valleys Steps

Online resources for Mindfulness and Stress Control  
<http://www.valleysteps.org/>

### MIND UK

Mental health charity Mind's advice on protecting your mental health:

<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

Helpline number: **0300 123 3393**

### MIND Cymru

Additional local support and infoline:

<https://www.mind.org.uk/about-us/mind-cymru/>

### Samaritans Cymru

Samaritans are here, day or night, for anyone who's struggling to cope, who needs someone to listen without judgement or pressure.

Samaritans is not only for the moment of crisis, they are also taking action to prevent the crisis.

<https://www.samaritans.org/wales/samaritans-cymru/>

Telephone **116 123**

# Don't get caught out by scammers when you're staying in

While the majority of people are following Government advice and staying safe at home, there are, unfortunately, criminals out to exploit the ongoing coronavirus

(Covid-19) situation and play on people's confusion to try out new scams.

Many claim to offer services and products relating to Covid-19,

to trick individuals into parting with personal information and money. So here are some tips to help you avoid becoming a victim.

## Scams to look out for

**Phishing emails** which try to make you give away personal or financial information. These may offer Covid-19 tax refunds, reimbursements from travel bookings, safety advice via email and even donation requests. Do not click on any links or open any attachments unless you are sure it is genuine. If in any doubt, then don't click.

### Phone calls and text scams

The communications regulator Ofcom has had reports of phone call and text scams, claiming to be from a trustworthy source such as the Government, your GP's surgery, the NHS, the World Health Organisation (WHO) and even Ofcom itself.

These recorded messages or callers might offer a test for the Coronavirus, a treatment or cure, or might offer to discuss your medical needs. But what they really want is for you to give them personal information or your financial details, so they can steal your money or identity.

Always be suspicious of unsolicited 'cold-callers'. Don't be afraid to challenge them or hang up if you can't verify the

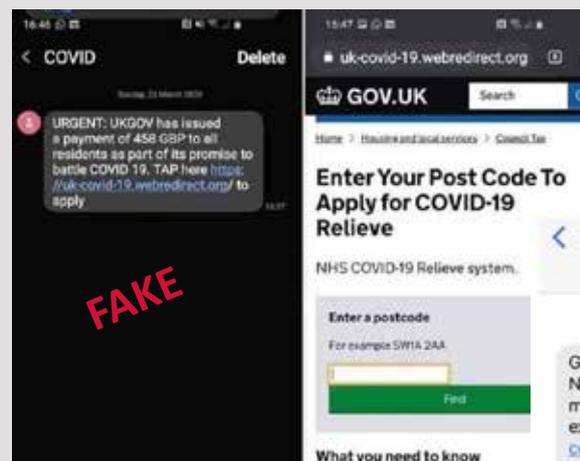
caller. Never give out personal details, if you are unsure. If you're concerned, call the organisation back on the number listed on their website, ideally on a different phone as criminals can sometimes keep the line open.

Below are examples of scam texts from the Government and an example of a genuine one.

If you doubt the text's authenticity, don't click links. If it's a government text visit [www.gov.uk](http://www.gov.uk) to check any information given. Verify an organisation's phone number from their website.

If you think one of these calls or texts might be genuine, from your GP for example, call your GP's surgery separately to

check whether they have tried to contact you.



### Cold callers

Age Connect North East Wales are warning that some scammers are knocking on doors of older residents claiming to be from the Red Cross and offering to test them for COVID-19 at a cost. Don't be fooled, this is and nothing to do with the British Red Cross charity.

# Tips to avoid being scammed



They warn:

- Be cautious and listen to your instincts. Don't be afraid to hang up, bin it, delete it or shut the door.
- Take your time; don't be rushed.
- If someone claims to represent a charity, ask them for ID. Be suspicious of requests for money up front. Check with family and friends before accepting offers of help if you are unsure.
- Only purchase goods from legitimate retailers and take a moment to think before parting with money or personal information.
- Know who you're dealing with - if you need help, talk to someone you know or get in touch with your local Council.

- Protect your financial information, especially from people you don't know. Never give your bank card or PIN to a stranger.

## What to do next

If you receive a call, text or other communication that you think might be a scam, hang up or delete the text and report it to Action Fraud [www.actionfraud.police.uk](http://www.actionfraud.police.uk) or 0300 123 2040.

For further information visit [www.ofcom.org.uk](http://www.ofcom.org.uk) and search for coronavirus scams.

If you think you've been a victim of personal fraud contact your bank, building society or credit card company immediately.

For more information on coronavirus-related scams visit <https://www.actionfraud.police.uk> and search for coronavirus.

National Trading Standards is also warning of scammers who may show up on the door, by phone, post or online offering home cleaning services, impersonating healthcare workers and offer 'home-testing' for coronavirus or offering to do your shopping or collecting medication and asking for money upfront and then disappearing.

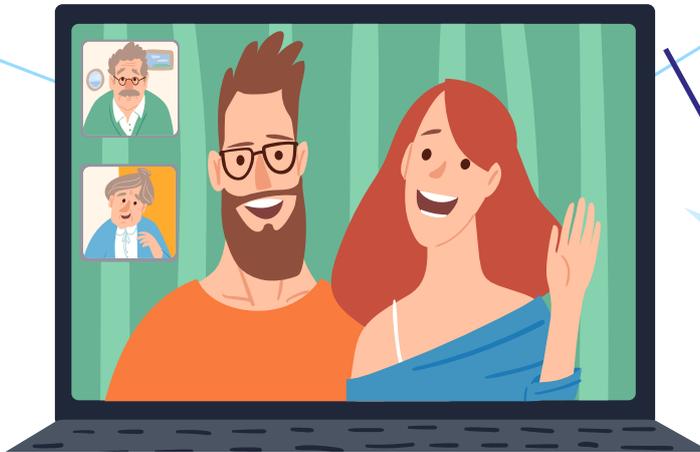
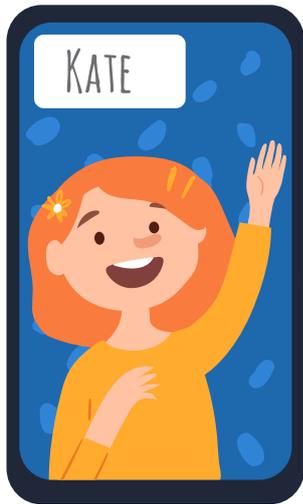
## Want to check your WWH call is real?

During the current situation many of our staff are calling our vulnerable residents and those over 70 to check they have the support and supplies they need.

The person calling may not be your usual Housing Officer, but one of our many staff working in our other services. If you are unsure about speaking to the caller and want to check it is genuine, do not hesitate to call our Customer Service Centre on 0800 052 2526, who will be able to verify the caller's name.



# Staying connected



During this time of social distancing and self-isolation, you don't need to miss out on your social chats. There are many ways

you can keep in touch with friends and family online. Email and video chat are very popular ways to communicate with others.

Different people will have different preferences, levels of experience and a variety of digital devices. It may take time trying



## WhatsApp

WhatsApp is a free messaging app that allows you to send text, audio, and picture messages over data/WiFi to anyone else that has the app. To use this app you usually need a mobile phone number.

To make a video call:

- Click on the green Whatsapp icon

- If you don't have a chat already open with the person you want to video call, click on the green button with the white speech bubble (normally bottom right) and find them in your contacts list
- When the chat is open, touch the white camera button (normally top right) and tap it. This will open a call and your face will be on the screen in

front of you.

- When the person answers, you will see them on your screen.
- To answer a video call from someone else, tap the green "Answer" button.

There is more detailed help on how to use Whatsapp available here: <https://bit.ly/2xxUeRb>



## Zoom

Zoom is another website and mobile app that allows you to make audio and video calls over an Internet connection.

Making a video call on Zoom:

- Open Zoom on your computer and click 'New Meeting'
- At the bottom of the screen, click 'Invite' and then click 'copy URL'. This will give you a link that you can share with family, friends or the people you want to talk to
- Copy the link and send it to

the people you want to video call within an email

- When they click the link, it will open up a virtual meeting room and you'll see everyone you invited (who clicks the link) on your screen
- To end the call, click the red phone icon

<https://bit.ly/34No6VQ>



## with friends and family when we can't meet face to face

different devices and platforms to find the one that works for everyone. Below you'll find a guide for setting up group chats

and video calls using some of the most popular video calling apps for smartphones, tablets or computers. You will need to

download the apps via the App Store for iPhones or Google Play for Androids or your browser if you have a PC.



### Skype

Skype is a platform that uses the Internet, such as over WiFi or Mobile data, to send messages, make audio or video calls.

To make a Skype video call:

- Open the app and login if you aren't already logged in
- Click the Contacts phone book button to bring up your contacts list
- Tap on the contact you want to call, and then select the video button. If you want to have a group call (a call with more than one person), add another person from your contacts list
- Once the call starts you will be able to see each other on your screen
- At the end of the call, tap the End Call phone button to hang up
- If your call is not answered, you will get a notification on your call screen letting you know. From this window, you can also retry the call.

There is more detailed help on how to use Skype available here: <https://bit.ly/2Kil7u3>



### Facetime

Facetime Groups allows us to video call multiple people using WiFi as long as they all have an Apple device.

Making a Facetime call:

- Go to your contacts list and search for the person you want to video call
- Click on their name and icons will appear underneath
- Click on the camera icon and it will open the video call
- To answer a video call from someone else, tap the green

"Answer" button as you would for an audio call.

<https://bit.ly/2V3fzuw>



# Top tips

## to take care of your mental wellbeing

Many of us are feeling worried about the ongoing coronavirus outbreak. While the focus is often on physical health, it's important to remember the impact on our mental health too. You don't need to be an expert on mental health to take care of yourself and to check up on someone else. Here are some tips from the NHS Every Mind Matters mental health campaign.

### Supporting someone else during Covid-19

#### Check in

You might not be able to meet face-to-face, but picking up the phone, having a video call, starting a group chat or messaging someone on social media lets them know you are there to talk and are ready to listen.

#### Listen and reflect

Whether you have a mental health problem or not, this will be a challenging time for our mental health and wellbeing. If someone opens up to you, remember that you don't need to fix things or offer advice. Often just listening, and showing you take them seriously, can help someone to manage.

#### Ask questions

Ask how people are managing, and ask again if you're worried they aren't sharing the full picture. Asking again, with interest, can help someone to open up and explore what they're feeling.

#### Stay connected with people

You could try phone calls, video calls or social media instead of meeting in person – whether it's with people you normally see often or connecting with old friends

#### Talk about your worries

It's normal to feel a bit worried, scared or helpless about the current situation. Remember: it is OK to share your concerns with others you trust – and doing so may help them too.

Put this link in your internet search bar for a list of helplines: [www.tinyurl.com/SupportWWHA](http://www.tinyurl.com/SupportWWHA)

#### Support and help others

Try to think of things you can do to help those around you. Is there a friend or family member nearby you could message? Are there any community groups you could join to support others locally?

Remember, it is important to do this in line with official Coronavirus social distancing guidance to keep everyone safe.

## Feel prepared

If you have not already, you might want to talk with your employer, understand your sick pay and benefits rights, and get hold of some essentials for while you are at home.

You could also think about who you can get help from locally – as well as people you know, lots of local and community help groups are being set up. Try to remember this disruption should only be temporary.

Turn to page 20 for a list of support organisations in your area.

## Look after your body

Try to eat healthy, well-balanced meals, drink enough water and exercise regularly. Avoid smoking or drugs, and try not to drink too much alcohol.

You can leave your house, alone or with members of your household, for one form of exercise a day – like a walk, run or bike ride. But make sure you keep a safe 2-metre distance from others.

## Stick to the facts

Find a credible source you can trust – such as GOV.UK or the NHS website – and fact-check information you get from newsfeeds, social media or other people. There is too much misinformation being circulated at the moment - please take the time to check.

## Stay on top of difficult feelings

Try to focus on the things you can control, such as your behaviour, who you speak to, and where and how often you get information.

## Do things you enjoy

If you cannot do the things you normally enjoy because you are staying at home, think about how you could adapt them, or try something new.

## Focus on the present

Focusing on the present, rather than worrying about the future, can help with difficult emotions and improve our wellbeing.

Relaxation techniques can also

help some people deal with feelings of anxiety, or you could try following the advice of this mindful breathing video - Put this link in your internet search bar for the video:

**[www.tinyurl.com/IntouchWWHA](http://www.tinyurl.com/IntouchWWHA)**

## Look after your sleep

Try to maintain regular sleeping patterns and keep up good sleep hygiene practices – like avoiding screens before bed, cutting back on caffeine and creating a restful environment.

**Source: [www.nhs.uk/oneyou/every-mind-matters/](http://www.nhs.uk/oneyou/every-mind-matters/)**

# We're here to help



**Our Customer Service Centre (CSC) and Emergency Alarm service are both open and fully operational 24 hours a day every day.**

When you call **0800 052 2526**, your call will be answered by a team member who is working remotely from their home to keep you – and them – safe. The waiting time for calls may be a bit longer than usual, so please be patient.

The service is currently limited to reporting of essential repairs, rent queries and payments and advice/support for vulnerable people.

If you have emergency alarm equipment, please test it regularly to make sure it is working correctly.

If there is a problem, please report it to **0800 052 2526**.

You can also pay your rent online on our website at [www.wwha.co.uk/pay-my-rent](http://www.wwha.co.uk/pay-my-rent), where you can also set up direct debits. You will need your tenancy reference number.

We want to assure all our residents that we are here to help.

For up-to-date information about our services, including how you can contact your housing officer, visit the COVID-19 page of our website

[www.wwha.co.uk](http://www.wwha.co.uk).

**Our staff have telephoned all residents aged over 70 and those where we know they are vulnerable to find out if they need support and help with tasks such as shopping, collecting prescriptions or simply want a chat to reduce social isolation.**

**We have called 3,000 elderly and vulnerable residents, 700 have asked for help which we have been able to provide.**

**If you are struggling to cope or know of someone that is, please get in touch by calling 0800 052 2526.**



# Support for victims of domestic abuse

Organisations and charities helping those at risk of domestic abuse have reported an increase in calls and requests.

There are warning signs that the current stay-at-home rules to combat coronavirus could heighten domestic tensions and cut off escape routes.

Welsh Government recently set out a range of measures to help those at risk, especially those who may find it hard to seek help if they are isolated at home with a violent or abusive partner.

**If you, or someone you know, is suffering physical or emotional abuse at the hands of a partner, here are some ways to get help:**

- The Live Fear Free helpline is available 24 hours a day – call free on **0808 8010 800** any time, if you can do it safely.
- You can also text **0786 007 7333**, email **info@livefearfreehelpline.wales** or webchat – **https://gov.wales/live-fear-free/contact-live-fear-free**
- Dyn helpline – call free on **0808 8010 321**, email **support@dynwales.org** or visit **www.dynwales.org**
- If you can't talk in safety, but you need help immediately, police forces across Wales will respond to a silent 999 call – dial 999 followed by 55 to indicate that you can't talk, but need help.

## Make Yourself Heard

**In danger, need the police, but can't speak?**

- 1 Dial 999**
- 2 Listen** to the questions from the 999 operator
- 3 Respond** by coughing or tapping the handset if you can
- 4 If prompted, press 55**  
This lets the 999 call operator know it's a genuine emergency and you'll be put through to the police.

See our guide for more information.



#MakeYourselfHeard  
#SilentSolution



[www.policeconduct.gov.uk](http://www.policeconduct.gov.uk)

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Independent Office for Police Conduct

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## Help is at hand

- Welsh Government is funding emergency shelters for people who don't have a safe place to call home – including victims of domestic abuse.
- Funding and guidance is in place to help provide community-based units and accommodation for people who are at risk of homelessness, including survivors of domestic abuse.
- Watch out for your loved ones – keep in touch, while staying safe, through Skype, FaceTime, or What's App video. Be aware that others may be listening, so be careful with direct questions.
- Establish a code word or an emergency signal to let those close to you know that you need help and they should call the police.
- If you can do it safely, contact your local domestic abuse service, or the Live Fear Free helpline, to develop a plan to help you stay safe at home, or a safe plan for leaving.
- If you can, put together a bag of essential items (passports, bank details, emergency clothes) which you can leave safely with a trusted friend or neighbour.
- Use local shops if online shopping slots are unavailable. Take the opportunity to talk to someone.
- If you are suffering domestic abuse or violence, contact the Live Fear Free helpline straight away. If you are a male victim or survivor, the Dyn helpline offers the same level of support.

**Stay safe, and seek help by whatever means you can – there are people ready to listen.**

# Who can help?

We are here to help when we can and across the country organisations and armies of volunteers are working together to provide help and support for vulnerable people and families, who are in self-isolation.

If you are online and on

Facebook there are many local Covid-19 support groups for providing help with shopping and urgent medical supplies.

You can find your nearest at COVID Mutual Aid UK <https://covidmutualaid.org/local-groups/>

Here is a list of some of the

services, who may be able to help. Please be aware that some of the services may be dealing with high demand, so please be patient. If you are struggling please get in touch with us on 0800 052 2526.

## ALL WALES

**Alcoholics Anonymous**, 24-hour support for people with alcohol problems. Contact 0845 769 7555.

**Wales Bereavement Support**, bereavement advice centre. Contact 0800 634 94 94.

**Wales Mental Health Community Advice and Listening Line**, listening line emotional support. Call 0800 477 2020. Support services for anyone coping with mental illness, including sufferers' relatives and friends. Call 0800 132 737

**Dewis Cymru**, a comprehensive A-Z online directory of services in your area, from pharmacists to help groups. Useful as an online 'Yellow Pages' for local services and activities in your area.  
[www.dewis.wales](http://www.dewis.wales)

### NHS Direct Wales

Out of hours chemists search. Find out which chemists are available in your area. Opening hours and services and medication available subject to changes.

<https://www.nhsdirect.wales.nhs.uk/LocalServices/?s=Pharmacy>

## BRIDGEND

**Bridgend Foodbank**, 79A Nolton St, Bridgend, CF31 3AA. Contact Angela Rackham 01656 858713 | [info@bridgend.foodbank.org.uk](mailto:info@bridgend.foodbank.org.uk) | <http://bridgend.foodbank.org.uk>

**Porthcawl Covid-19 Strategy Group**, shopping/ deliveries, collecting

medication, phone buddying. Contact Kerry Marlow 01656 771457 | 07900 494386 | <https://www.facebook.com/PorthcawlC19S/> <https://porthcawlc19s.weebly.com/>

**BAVO** (Bridgend Association of Voluntary Services) COVID-19 Community Response Team - various help in the community by trained volunteers. <https://bridgend.volunteering-wales.net>

**Bridgend County Borough Council Covid 19**, update on service closures and COVID-19 information. <https://www.bridgend.gov.uk/news/covid-19-update-from-bridgend-county-borough/>

**Bridgend Age UK**, information on services during coronavirus outbreak. Telephone advice line is currently receiving high call volumes. Try calling at 9am or just before 5pm. 08000 223 444, [www.ageuk.org.uk/cymru](http://www.ageuk.org.uk/cymru), email: [advice@agecymru.org.uk](mailto:advice@agecymru.org.uk)

**Bridgend County Care and Repair**, helping older people to live independently in warm, safe and accessible homes. Services may be restricted due to staffing levels. Phone 01656 646755, web: [www.careandrepair.org.uk](http://www.careandrepair.org.uk)

**Cardiff Council volunteer service** for help with prescriptions. Contact 029 20871239.

**Cathays, Roath, Heath, Plasnewydd and Gabalfa Community group** offering shopping and chats. Contact Nikki 07762 930223

**COVID-19 Area Group**, group of neighbours who want to help bring our local communities together and make sure everyone has access to the support they need. Facebook <https://www.facebook.com/groups/251990475816496/about/>

**Ely and Caerau Covid-19 Support**, supporting people in our community, <https://www.facebook.com/groups/1036654390037535/>

**Rumney Coronavirus Support Group**, group of active volunteers to help the elderly, vulnerable and those in need. <https://www.facebook.com/groups/550591232330149/?fref+nf>

**C.A.S.T Coronavirus Action St Mellons & Trowbridge**, community action partnership between Rumney Coronavirus Support group, Eastern High School and Bethania Church. Helping with groceries, utilities, personal, spiritual and social needs. Someone to talk to. Call 02920 775 934 or email [cast@easternhigh.org.uk](mailto:cast@easternhigh.org.uk). Give a brief message with your contact details and they will call you back.

**Grangetown Community Action**, network of neighbourhood volunteers <http://www.grangetowncardiff.co.uk/home.htm>

### Tongwynlais

Help with delivering shopping and prescriptions for vulnerable residents.

## CARDIFF

**Council Hub**, giving Foodbank vouchers, delivering and shopping for the foodbank parcels those who are in need and vulnerable. Contact 02920 871071.

Contact Cllr Linda Morgan 07779 975476 or Cllr Mike Pritchard Jones 07974825252.

## CAERPHILLY

**Caerphilly Council Community Response**, help with shopping and prescriptions. Contact 01443 811490.

**Age Cymru Caerphilly**, advice for older persons during coronavirus outbreak, offering information and support. Contact 02920 865897.

## CARMARTHENSHIRE

**CAVS** (Carmarthenshire Association of Voluntary Services) COVID-19 Community Response Team - various help in the community by trained volunteers 01267 245 555

**Carmarthen Foodbank** 01267 232 101 [carmarthenfoodbank@towychurch.co.uk](mailto:carmarthenfoodbank@towychurch.co.uk)

**Llandovery Coop** food shop, 0330 0417 784.

**Help Llandovery**, coordinating shopping, prescriptions etc, contact 01550 721 499.

**YMCA Llandovery** – Foodbank – 01550 721 499

**Drefach Felindre Premier Shop**, food shopping. Contact 01559 371 278 / 07919 150 980

## CEREDIGION

**CAVO** (Ceredigion Association of Voluntary Services) COVID-19 Community Response Team - various help in the community by trained volunteers 01570 423 232

**Aberystwyth Coop** Food shop, 0330 0417 784

**Penparcau Hub**, coordinating volunteers, 01970 611 099, email: [contact@penparcau.cymru](mailto:contact@penparcau.cymru)

**Ymaichi**, new online food shop covering Aberystwyth and surrounding area. Contact 01970 606 010 [www.ymaichi.co.uk](http://www.ymaichi.co.uk)

**Aberystwyth Food Bank** – 0800 242 58 44 [foodbank@stannes.wales](mailto:foodbank@stannes.wales)

**Bow Street Spar** food shop, 01970 617 683

**Borth Premier food shop** 01970 871 543

**Cardigan Coronavirus Support Group**, coordinating shopping, prescriptions, etc. Contact 01239 801 012 or [cardigancoronahelp@gmail.com](mailto:cardigancoronahelp@gmail.com)

**Cardigan Foodbank** – 01239 615 864 [Info@cardigan.foodbank.org.uk](mailto:Info@cardigan.foodbank.org.uk)

**Llanilar Village shop**, food shopping and coordinating volunteers, 01974 241 338

**Help Llandysul & Help Pencader**, coordinating shopping, prescriptions, etc. Contact Matt Adams, 01559 740 146/ [matt@calontysul.cymru](mailto:matt@calontysul.cymru)

**Llandysul Foodbank** – 07966 014 348 [bancbwyd@golau.cymru](mailto:bancbwyd@golau.cymru)

**Lampeter Coop food shop** 0330 0417 784

**Lampeter Foodbank** – 07582 905 743

**Tregaron support**, coordinating shopping, prescriptions etc. Contact Cllr Catherine Hughes 01974 298 700

## FLINTSHIRE

**Flintshire Covid 19 group**, local food delivery service. <https://m.facebook.com/Flintshire-business-offering-delivery-during-coronavirus-105245144450487/>

**Nanny Biscuit**, delivering food and services for vulnerable people in need. Also acts as a hub for volunteers. Contact Rob 07726 230989 | [info.nannybiscuit@gmail.com](mailto:info.nannybiscuit@gmail.com) | [www.facebook.com/nannybiscuit/](http://www.facebook.com/nannybiscuit/)

**FLVC** (Flintshire Local Voluntary Council) Contact Jan Owen 01352 744 000.

**C.A.B** now working in partnership with Flintshire foodbanks and other agencies to deliver food parcels 0300 330 2118

## PEMBROKESHIRE

**PAVS** (Pembrokeshire Association of Voluntary Services) COVID-19 Community Response Team - various help in the community by trained volunteers 01437 769 422

**Pembrokeshire Foodbanks** 01834 861 999; [info@pembrokeshire.foodbank.org.uk](mailto:info@pembrokeshire.foodbank.org.uk)

**PATCH Foodbank** 01646 699 275 [tracy@patchcharity.org.uk](mailto:tracy@patchcharity.org.uk)

**Fishguard Coop Food Shop** Contact 0330 0417 784 <https://quickshop.coop.co.uk>

**Fishguard Next Door Coordinator** Help with food shopping, prescriptions and other requests. Tel: Emma 07399 267 007.

**Newport Engagement Officer**, support with community volunteering. Tel: Rose Seymour 07495 700 297 [email.rose.pavs@gmail.com](mailto:email.rose.pavs@gmail.com)

**Good Neighbour Crymych**, coordinate shopping, prescriptions etc. Tel: Sian Elin Thomas, 07824 394 909 or Sara Williams, 07814 104 917.

**J K Lewis Food shop** 01239 831 288

## RHONDDA CYNON TAF

**Blaencwm Chapel Foodbank**, providing emergency support to local people in crisis. Delivering Mondays and Thursdays. Contact 07891 035021 / <https://www.facebook.com/blaencwmchapel/>

# Who can help?

## RCT Care & Repair Cwm Taf

**Morgannwg** continue to care for people in hospital and in the community, offering a telephone befriending service and a delivery service. Contact 01443 755696 <https://www.careandrepair.org.uk/en/your-area/cwm-taf-care-repair/contact-us/> <https://www.facebook.com/careandrepaircymru>

## CORONAVIRUS - Rhondda Community

**Network**, looking for street volunteers who can support the Rhondda Community by providing shopping service/befriending etc. <https://www.facebook.com/groups/650222742465435/>

## Cwm Taf Morgannwg Health

**Board**, up-to-date information from local health board. <https://cwmtafmorgannwg.wales/>

**RCT Interlink**, offer a range of advice and support to help our local communities during the Covid-19 crisis. Contact 01443 846200 or on facebook

<https://www.facebook.com/RhonddaWellbeingCoordinators/>  
<https://www.facebook.com/cynonwellbeingcoordinators/>  
<https://www.facebook.com/TaffElyWellbeingCoordinators/>

## Pentre Community Support - Covid

**19**, community page helping members to stay connected during Covid-19 pandemic. <https://www.facebook.com/Pentre-Community-Support-Covid-19-107835004185462/>

## Salvation Army Foodbank

, emergency support to local people in crisis. Contact 01443 436833 <https://www.facebook.com/pentresalvationarmy/>

## RCT County Borough Council

, regular updates on council services and information for residents. <https://www.rctcbc.gov.uk>

## Rhondda Coronavirus Update and

**Support Group**, a Facebook page with the latest updates and support on the Coronavirus for Rhondda residents. <https://www.facebook.com/groups/196502235014389/about/>

## Penygraig/Treherbert/Treorchy

**Valleys Kids**, supporting people in the local area providing shopping, food hampers, food vouchers. Penygraig - 01443 420870 / Treherbert - 01443 773835 / Treorchy - 01443 303300 / Penygraig - [lynfa@valleyskids.org](mailto:lynfa@valleyskids.org) / Treherbet - [caroline@valleyskids.org](mailto:caroline@valleyskids.org) / Treorchy - [nathan@valleyskids.org](mailto:nathan@valleyskids.org)

## Volunteering Matters Welcome

**Friends**, telephone befriending service as an alternative to one-to-one meetings and supporting with deliveries and pick up. Also recruiting volunteers. Contact Diane Matheson / 07788 310445

Volunteer : <https://forms.gle/628Zdnmiqv62jzZW6> <https://volunteeringmatters.org.uk/>

## Ynysybwl and Coed y Cwm Covid19

**Community Support Group**, supporting people in the local area providing a befriending service, picking up shopping/medication. Recruiting volunteers so that there is a network across the villages. Contact Sue Pickering, [sue.pickering@rctcbc.gov.uk](mailto:sue.pickering@rctcbc.gov.uk)

## Rhondda Foodbank

Contact 07928 451374/ [info@rhondda.foodbank.org.uk](mailto:info@rhondda.foodbank.org.uk) <http://rhondda.foodbank.org.uk/>

## Merthyr Cynon Foodbank

, Cynon Valley Church, The Lighthouse, 369 Fernhill, Mountain Ash CF45 3EW 07427 537437 / 01443 479306 [info@merthycynon.foodbank.org.uk](mailto:info@merthycynon.foodbank.org.uk) <http://merthycynon.foodbank.org.uk/>

## Pontypridd Foodbank

, St Lukes Church, Cardiff Road, Rhydyfelin, Pontypridd CF37 5LG. Contact 07411 965958 / 01443 492033 [info@pontypridd.foodbank.org.uk](mailto:info@pontypridd.foodbank.org.uk) <http://pontypridd.foodbank.org.uk/>

## MERTHYR TYDFIL

**Voluntary Action Merthyr Tydfil**, lists the types of services being offered by different organisations and their contact details. Puts people looking for ways to help, together with organisations looking for volunteers. <https://vamt.net/en/coronavirus/>

## Stephens and George Charitable Trust

, help with groceries and food deliveries for most vulnerable and isolated locally. Will also deliver sandwiches. Food requests can be taken by phone on 01685 377688. Contact Helen Hughes 07940 094638 | 01685 377688 [helenhughes@stephensandgeorge.co.uk](mailto:helenhughes@stephensandgeorge.co.uk)

## POWYS

**Crickhowell Volunteer Bureau**, team of volunteers helping with picking up pre-paid shopping, delivering pre-ordered hot/cold meals locally, picking up prescriptions locally, telephone befriending, telephone pastoral support, posting mail, picking up library books. Service is only available to those who have to self-isolate. Contact 01873 812177

## Newtown Network - COVID-19

, Facebook group set up to offer services and support.

## Newtown Evangelical Church

, help with shopping, friendly calls, dog walking and prayer. Contact 01686 624343

## Llandrindod Wells - Cefnlllys Ltd

, computer specialists offering help eg for online shopping. Offering free phone advice & support for anyone in the high-risk group or over 70. Remote support for PC problems currently but looking into collection and repair, with safety precautions, of computers requiring more maintenance. Contact 01597 829 020 | <https://www.facebook.com/cefnllyslimited/>

## SWANSEA

### Swansea Foodbank

Contact 07815 534095 | [info@swansea.foodbank.org.uk](mailto:info@swansea.foodbank.org.uk)  
<https://swansea.foodbank.org.uk/>

**SCVS** (Swansea Council for Voluntary Service), Coronavirus information and support to help cope includes signposting to groups that can help you, and even tips on games to keep children entertained when unable to leave the house. Contact 01792 544000 | [www.scvs.org.uk/coronavirus-inds](http://www.scvs.org.uk/coronavirus-inds)

### Age Cymru West Glamorgan,

telephone support service for Over 70s (or over 50 and living with a disability or long-term health condition). Contact 01639 895202 | [enquiries@agecymruwestglamorgan.org.uk](mailto:enquiries@agecymruwestglamorgan.org.uk)  
<https://www.facebook.com/AgeCymruWestGlamorgan/>

### Swansea Covid 19 Support Group,

Facebook local Coronavirus support group  
<https://www.facebook.com/groups/1110458535954111/>

## VALE OF GLAMORGAN

**Vale of Glamorgan Council**, updated with latest Vale of Glamorgan Council service information during the current outbreak  
<https://www.valeofglamorgan.gov.uk>

**Dinas Powys Voluntary Concern**, helping with shopping, prescriptions etc for those who are self-isolating and have no support network. Contact Wendy or Judy 02920 513700 / [befriendingpvc@gmail.com](mailto:befriendingpvc@gmail.com)

**Helping Hands Penarth**, support. Including and not limited to, collecting shopping, prescriptions, checking on vulnerable people, walking dogs. <https://www.facebook.com/groups/207933657118081/>

### Llandough Covid-19 Mutual Aid

**Group**, local network of volunteers helping our communities through the challenging times ahead in dealing with the coronavirus covid-19 pandemic. <https://www.facebook.com/groups/216736309441390/>

### Barry community COVID-19 news & assistance,

working to respond to the challenges of COVID-19. Message Bee Forest Admin via direct message on Facebook to request help or offer to volunteer. <https://www.facebook.com/groups/BarryCommunityCOVID19/>

## WREXHAM

**Wrexham CMHT** (Community Mental Health Team)

Tŷ Derbyn 0300 085 8000

**Wrexham Foodbanks** – 07538 547971

## CONWY

### Clwb Rwgbi Nant Conwy Covid-19 Support Group

Offering support for people during the Covid-19 outbreak, network of volunteers across rural Conwy help with shopping, a friendly phone call and delivering meals on behalf of local businesses. Contact Llion Jones 07444 805078.

**CVSC** (Conwy Voluntary Services Council). Contact 01824 702 441

**Conwy Community Mental Health Team**. Contact 03000 850 049

## DENBIGHSHIRE

**DVSC** (Denbighshire Voluntary Services Council). Contact 01492 534091.

**Denbighshire Community Mental Health Team**. Contact 01745 443 194

**Vale of Clwyd foodbanks**. Contact 07468 028953 | [ldris.foodbank@gmail.com](mailto:ldris.foodbank@gmail.com)

**Vale of Clwyd Mind**- support lines – Lorraine Baylis 01745 351 635 / 01745 336 787

### Unllais

Informative HUB for all support agencies. Contact Joan Doyle 01745 827903/ 07766183275 | [Director@unllais.co.uk](mailto:Director@unllais.co.uk)

## AGE CONNECT

Advice for older persons during coronavirus outbreak offering shopping, picking up of prescriptions and a weekly phone call.

### Age Connect Cardiff & The Vale,

advice for older persons during coronavirus outbreak, offering information on local shops, volunteers in the area for shopping, picking up of prescriptions and a weekly phone call. Contact 02920 683600.

### RCT, Merthyr Tydfil and Bridgend.

Contact 01443 490650.

### Flintshire

Contact 0845 549969.

## STAY CONNECTED

<http://www.facebook.com/goldiescymru> is a link to Goldies Cymru - a Facebook community connecting older people online. They organise a Goldies Mini Sing & Smile live (or pre-recorded) session once a week through their Facebook page, where anyone can join in a sing-a-long. Older people can join in, send in requests, comment and share our posts and videos to help keep the Goldies and wider community feel connected at this time.



# COMFORT IN CRISIS

## Pets and Coronavirus (COVID-19)

25.3.20



Here are some top tips from the UK's best loved national pet charities and experts.

### Pets and Coronavirus PROTECTING EACH OTHER

- 1 There is no evidence that pets can get sick from COVID-19.
- 2 Just like human hands, pet fur could carry the virus from one person to another.
- 3 Wash hands well with soap after touching any pets or their belongings and avoid pet kisses – them and you!
- 4 If your pet is sick or injured, call your vet before going to the surgery.



**Pets provide invaluable companionship, let's take care of them too**

### Pets and Coronavirus PRACTISE SOCIAL DISTANCING

- 1 Each person in the household can walk your dog once a day, but...
- 2 Keep you and your dog at least two metres from others.
- 3 Avoid contact with other people's pets.
- 4 Ensure you have your pet's normal supplies for 14 days; make only essential trips to the pet shop.



**Wash your hands, follow the latest Government guidance and play your part to protect others**

### Pets and Coronavirus IF YOU ARE SELF ISOLATING

- 1 Think about how you can provide for your pet's needs.
- 2 Dogs can be let out into your garden, or just outside your home to toilet, but keep your distance from others and minimise time outside.\*
- 3 Can anyone else care for your pet if you are sick or in hospital?
- 4 If your cat is used to staying in then keep them inside and clean their litter tray regularly. If an outdoor cat, try and minimise interactions with them.\*



**If you are sick, restrict close contact with your pets**

### Pets and Coronavirus HELPING EACH OTHER

- 1 Can you safely help a vulnerable person in your community with their pet?
- 2 Can you offer remote help to your local animal charity?
- 3 Could you donate pet food to your local food bank?
- 4 All animal charities will be impacted by this crisis – please consider donating to support their work.



**Pets are family – let's look out for each other**

**To find out more visit: [www.cfsg.org.uk/coronavirus](http://www.cfsg.org.uk/coronavirus)**

\*Advice on these specific points may be subject to change so please regularly check Government guidance.



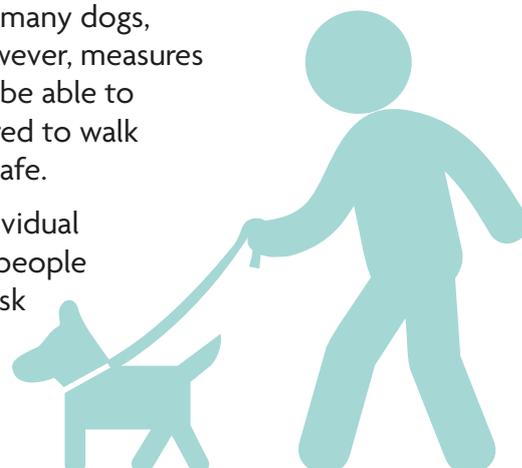
1.4.20



# Pets and Coronavirus (COVID-19): Walking someone else's dog

Pets provide invaluable companionship, especially at this time. For many dogs, going out for a walk is an important part of their daily routine. However, measures introduced to reduce Coronavirus mean that lots of owners won't be able to do this so may be relying on others to help them. If you have offered to walk someone else's dog, here's some guidance to help keep everyone safe.

You should only be walking someone else's dog if, due to their individual circumstances, they are unable to do so themselves. This includes people who are key workers (NHS staff or similar), [shielded](#) (at particular risk from Coronavirus) or the [vulnerable and over 70s](#) or people from a self-isolating [household confirmed or suspected of having Coronavirus \(COVID-19\)](#).



## When walking someone else's dog:

- Consider each individual situation and how to safeguard the person you are assisting.
- Agree the process in advance including time and duration of walk.
- Walk the dog in the surrounding area of the owner's home and ideally on a lead. You should not drive to a location to walk.
- Find a way to collect and return the dog securely, in a way which maintains a two-metre distance between you and minimises any time spent in the owner's home.
- Never walk dogs from different households at the same time.
- Wash your hands for 20 seconds using soap and water before leaving your home.
- Wear gloves for the duration of any contact and dispose of them after use.
- Use a different lead to the owner's.
- Ask someone from the household to open and close the doors for you.
- Don't handle anything else, such as your phone, during any time of contact.
- Where possible, minimise touching the dog.
- Maintain your social distance while walking, keep to quiet areas and don't allow other people or pets to come into contact with the dog.
- Wash the lead with soap and water once the dog has been returned.
- Wash your hands for 20 seconds using soap and water as soon as you get home.

**There are no confirmed instances of transmission of Coronavirus (COVID-19) from pets to people. However, the virus could be passed from person to person via a surface such as a dog's fur, collar and lead.**

**In addition, when walking a shielded person's dog, it is especially important to protect their already compromised health:**

- Avoid any contact with the occupants of the home – maintain at least two metres distance.
- Keep the dog on a lead to avoid them coming into contact with anyone or other pets.
- Wipe the dog with a disposable pet-safe wipe or clean, damp cloth before returning to reduce the risk of transmitting the virus to the owner.

**In addition, when walking a dog from a household where people have or are suspected of having Coronavirus, it is especially important to protect yourself and others:**

- Avoid any contact with the occupants of the home – maintain at least two metres distance.
- Wipe the dog with a disposable pet-safe wipe or clean, damp cloth before the walk.
- Keep the dog on a lead to avoid pets and other people touching them in case the virus is on their fur.
- Take care when cleaning up after them; use a sturdy poo bag and dispose of it as soon as possible.

# Fixing your home

We are still carrying out essential works and emergency repairs to keep you safe in your home.

That means we are carrying out repairs where there is a risk to a person's safety or a significant risk to your home. These essential repairs include important annual gas safety checks, work to restore heating or hot water, fix leaks and door locks.

The gas safety checks must be carried out by law every year even in the current situation, so we would encourage residents to allow access if they are contacted by our gas servicing engineers.

Our teams are fully equipped with the right personal protection and sanitizing equipment and have clear safety codes to follow, without putting you or them at any additional risk.

If they ask you to move to a different area to maintain a safe social distance of 6ft (2metres) while they are working in your home, please follow their requests.

Before your appointment please let us know if either of the following apply to you or anyone in your household, so we can take extra precautions:

- someone in the house has a shielding letter from the Government
- someone in the house is showing symptoms of Coronavirus.



We have staff answering the phones around the clock from their homes who can help if you have an emergency, but please don't call unless there is a serious problem. During this time they are only registering critical repairs. Issues such as dripping taps, noisy boilers, low water pressure, broken light bulbs or broken fencing will NOT be classed as emergencies unless they are considered to be a safety threat.

Each week our staff are also carrying out weekly health and safety checks, such as fire checks and essential cleaning, in schemes and blocks of flats with communal areas. Please observe social distancing rules and give them space to work.

We have suspended our ground maintenance work, grass cutting and general cleaning, except in exceptional circumstances, but will of course keep this under review.

As soon we can, we will return to normal and when that happens you will be notified.

## What will happen to the new kitchen/ bathroom/ windows I was expecting to be fitted?

Unfortunately, all non-essential work such as the renewal of kitchens and bathrooms have been temporarily suspended until further notice to reduce the risk of spreading the virus among our residents and contractors.

If you were due an upgrade, the work will be reviewed and rescheduled when the current social contact restrictions are relaxed.

We expect there may be a longer-term knock-on effect of these delays, but we do not know how this will affect our programme of works.

When we return to a normal service, your Asset Management Officer will be able to answer your questions.



**Remember if there is a risk to a person's safety or a significant risk to the property call 0800 052 2526 any time day or night.**

# PUZZLES

In this special edition our Wordsearch and Sudoku puzzles are just for fun so please **do not** post your completed puzzles to us this time.

## Wordsearch

BLOOM	HOT CROSS BUN	SNOWDROP
BORN	JUNE	SPRING
BREEZE	LAMB	SUNSHINE
BULB	RAIN	TADPOLE
EASTER	RAINBOW	THAW
EGGS	SEASON	TULIP
HOLIDAYS	SHOWER	WARMING

E	B	F	F	O	W	N	Y	D	T	U	S	W	P	E
W	Z	R	M	O	O	L	B	H	D	S	N	O	I	N
H	O	N	E	J	R	C	A	S	H	D	O	B	L	U
B	O	R	N	E	M	W	H	O	B	S	W	N	U	J
B	T	L	R	Y	Z	L	W	V	U	Y	D	I	T	C
R	U	I	I	S	E	E	G	N	I	M	R	A	W	R
A	I	L	G	D	R	L	S	W	O	K	O	R	E	S
H	U	G	B	P	A	H	O	A	Y	I	P	T	G	E
S	E	P	H	N	I	Y	N	P	I	D	S	P	E	A
S	P	R	I	N	G	A	S	V	D	A	N	P	A	S
F	E	B	E	M	O	H	E	X	E	A	J	I	U	O
H	O	T	C	R	O	S	S	B	U	N	T	J	W	N
P	K	N	Z	R	X	A	M	I	M	W	U	N	J	J
W	A	Z	H	U	J	W	J	T	A	A	G	H	A	M
P	F	J	F	J	N	I	A	R	L	G	L	Z	Y	K

## Sudoku

4				5	1			
9			8					
1				2		5	8	3
	8	3	5		9	2	4	
5	6						3	7
	4	9	7		6	8	1	
3	1	7		9				8
				7				2
			1	6				4

Here are a couple of places you can find more puzzles:

[www.qets.com/crossword\\_puzzles.htm](http://www.qets.com/crossword_puzzles.htm)

A free resource for printable crosswords/wordsearches, including large print crosswords

If you have a tablet or smart phone try the following free apps on your app store:

- Sudoku by Btetles Games Studio, free sudoku puzzles
- Word Search by Random Logic Games, a free game with infinite puzzles
- Jigsaw Puzzles-Puzzle Games from Easybrain more than 5,000 puzzles on this app, which you can play with anywhere from nine to 400 pieces.

## It's in the can

With most people stocking up on tins for their store cupboards, here are some simple recipes which use the most common canned food ingredients to keep the family fed.

### Classic tomato sauce

This recipe will cover two large pizzas but can also be used as a simple pasta sauce or added to other sauce-based dishes like chili con carne or spaghetti Bolognese.



#### Ingredients

- 2 tbsp olive oil
- 4 ripe tomatoes, skinned and roughly chopped
- 1 garlic clove, peeled and crushed
- 400g can chopped tomatoes
- 1tsp sugar
- 2tbsp tomato puree
- 1tsp dried Italian herbs
- Salt and black pepper

#### Method

Heat the oil in a large pan and add the garlic, fry gently for 3-4 mins. Add fresh tomatoes and fry for a further 5-6 mins. Add the canned tomatoes, sugar, tomato puree and dried herbs and simmer gently for 15-20 mins, stirring occasionally, until the sauce has reduced and thickened. If there are any large chunks left, use a potato masher to break them down. Season with salt and pepper to taste. Leave to cool before using on pizza base.

### Saucy bean baked eggs

#### Ingredients

- 2 x 400g cans cherry tomatoes
- 400g can mixed bean salad, drained

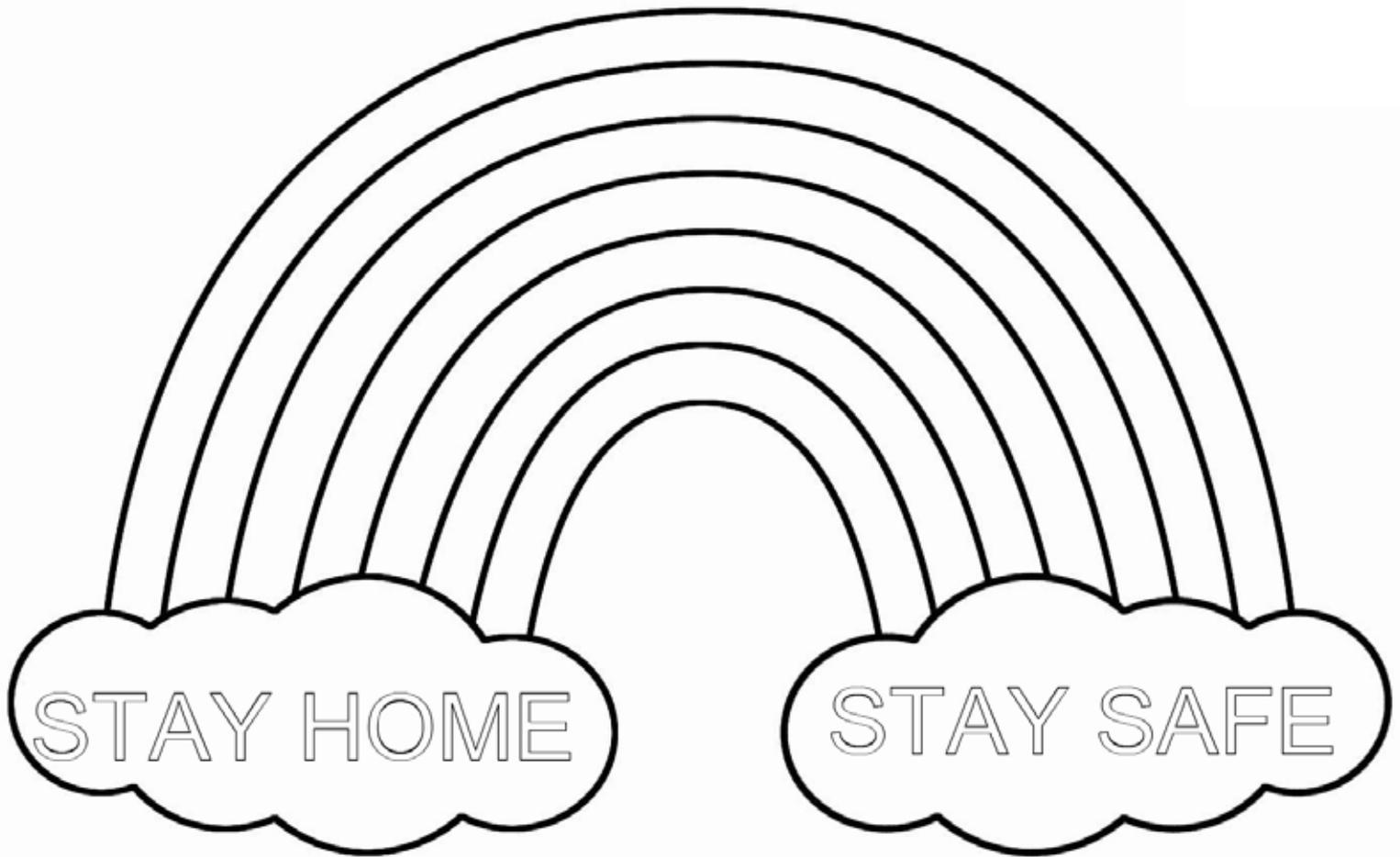
- 200g baby spinach
- 4 medium eggs
- 50g thinly sliced smoked ham, torn (optional)
- bread, to serve (optional)

#### Method

Place the tomatoes and bean salad into an ovenproof frying pan or shallow flameproof casserole dish. Simmer for 10 mins, or until reduced. Stir in the spinach and cook for 5 mins more until the spinach has wilted. Using the back of a spoon, make four dips in the mixture and crack an egg in each. If using ham, add into the ingredients, then grill under a medium heat grill for 4-5 mins, or until the whites are set and the yolks runny. Serve with bread, if you like.



We support  
our key workers



NHS  
THANK YOU