



North Ayrshire
Community Planning Partnership

COVID-19 Update for Communities

15 May 2020

ARRAN

COMMUNITY ACTION RESPONSE: COVID-19

5 things you can do to make a positive difference in your community

 <p>Think of others, consider your actions & be kind</p> <p>People in every community will face the challenges of Covid-19 in some way – from needing basic provisions to help while they are unwell.</p>	 <p>Connect and reach out to your neighbours</p> <p>As self-isolation increases, we need to find new ways to stay connected and check in on one another for our physical and mental wellbeing. Share phone numbers and stay in touch.</p>	 <p>Make the most of local online groups</p> <p>Keep up to date, share information and be a positive part of your local community conversations.</p>	 <p>Support vulnerable or isolated people</p> <p>Different groups in our communities are at increased risk and social isolation and loneliness are key concerns for all ages. There are things you can do like volunteering for local support services or donating to food banks to help.</p>	 <p>Share accurate information and advice</p> <p>Support anyone who may be anxious about Covid-19. Sign post them to the correct advice from Public Health England and encourage people to follow the correct hygiene practices.</p>
				

Please contact the North Ayrshire Community Planning Team for sharing good ideas for community support during this time. The Team can be contacted by emailing: communityplanning@north-ayrshire.gov.uk

Arran

Arran Community Support Hub

Our contact centre number is **01294 310000** (Monday to Friday during office hours). They can offer you advice and make referrals to other services.

If you want to get in touch with your local Community Support Hub please use the numbers below.

This might be for help with accessing food, prescription delivery or for local community groups. The minimum opening hours for the hub phonelines are 10.00 am to 1.00 pm Monday to Friday.

Arran Community Support Hub:
07496658760
01770 600532

Doctor's Surgeries & Out of Hours

Arran Medical Group Tel: 01770 600516	Out of Hours Social Services Tel: 0800 328 7758	Out of Hours GP Tel: 111
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LOCHRANZA CENTRE CIC

From Monday 23 March 2020 they are happy to take orders for a hot meal to be delivered to your door between the hours of 5pm & 7pm. These will be delivered in a 'disposable' takeaway form. Our kitchen is fully compliant with Food Safety regulations & we have sufficient stocks of sanitizer etc. You can order food from Pirnmill Shop which will be delivered direct to you. Please phone the shop on **01770 850 235** to place orders.

GENERAL ASSISTANCE

The office phone will initially be covered from 9am until 5pm but this may change to 24/7 as the situation develops. If you need shopping to be picked up, pets walked etc please let them know. We have other local volunteers who have offered to assist with things, but more are always welcome.

COMMUNICATION ASSISTANCE

You may wish to communicate with family in other places. You may require to communicate with a Doctor perhaps. This can be done through Skype & other forms of 'technology based' face to face communication. We have set up our Geopark Room at Lochranza Centre for this purpose. It will be open during office hours from 9am to 5pm. There will be simple instructions for operating the equipment. You can contact us if assistance is required.

You may have a laptop, iPad or a phone which you feel you might want to use more to communicate with other people. If you don't know how to use it or set things up on it let them know & they will pick it up & set it up for you. If you have WIFI in your house but no laptop, they have a supply of basic laptops which can be borrowed & used for such things as SKYPE communication.

FOR ALL COMMUNICATIONS

Lochranza Centre CIC: 01770 830 637

Outside Office Hours: 01770 830 615

**New
update**

- **Updated Pharmacy Hours available on pg 8**
- Details on how to contact your Community Link worker available at pg 5.
- The Community Hub has a stock of sanitary products. Please contact the Hub should you require any supplies.
- Information on Virtual Community Centres on pg 8
- Please note new opening hours for the Community Hub below

Arran Community Hub

**Monday - Friday
8am - 4pm**

Call 01770 600532
Out with these times answerphones will pick up all calls for the Hub Team to action the next working day.

Keep up to date here
www.northyshire.community/your-community/arran
Facebook: Arran Locality Partnership

North Ayrshire Community Planning Partnership | NORTH AYRSHIRE Health and Social Care Partnership | North Ayrshire Council
Community Connected for a Start

Arran CVS

Arran Community and Voluntary service is open with a restricted service due to our team working from home. Please call us on **01770 600 611** or email info@arrancvs.org.uk

We are all well-aware that COVID-19 (Coronavirus) will have a huge impact on our day-to-day lives over the coming weeks and possibly months. Arran CVS's priority is ensuring the health, safety and wellbeing of the people we support, our staff, volunteers and wider community.

We have put contingency plans in place to ensure that we can continue to deliver a reduced level of service as safely and flexibly as possible when you need it most. Therefore you can telephone the office on 01770 600611, or email: info@arrancvs.org.uk All requests will be considered and supported where applicable. Office services may be limited and reviewed on a case by case basis.

The phone service will be manned from 9am to 3pm, Monday to Friday as previous opening hours. All calls will initially be diverted to a member of our Team or Voicemail. Our team will check our Voicemail inbox regularly, so you should hear back from us within a few hours of your call.

- We also encourage you to use the generic email address above to communicate, staff will be manning this and will ensure your request is sent to appropriate personnel. Support where necessary will be conducted via telephone, text or email.
- Keep an eye on our Arran CVS Facebook page which we will be updating regularly with information and guidance.
- As always, hearing aid batteries can be posted to anyone requiring them or delivered locally.
- We continue to offer funding support to all our local groups and organisations throughout this period and aim to navigate you through relevant funding offers as they become available.
- Volunteer information continues to be collated and we will deploy roles as they become available. Please note that these are currently quite limited due to the volume of volunteer offers and the nature of the work possible due to the virus.

Lunch clubs in both Brodick and Lamlash as well as the Umbrella Group have all been cancelled until further notice.

The new Keep Arran Talking telephone service has now been launched, see below for details or call their office number.

Updates on the Covid-19 situation from Scottish Council for Voluntary Organisations (SCVO) can be found here: <https://scvo.org.uk/support/covid-19>

Other initiatives

- **Shielding information:** If you buy groceries online or have someone who's able to get food and household items you need then you should carry on getting things this way. If you are not able to get these things, you can receive a free grocery pack by doing the following:

Step 1 – Join the SMS Shielding Service by sending a text from your mobile to 0786 006 4525. The text should only include your DHIO number (the ten-digit number shown at the top of your letter). By joining this service you will receive the most up to date information about priority access to supermarket deliveries. You will then receive a text to confirm that

you have joined – the above number only accepts text and does not accept voice calls

Step 2 – To get a free weekly grocery pack text 1 BOX to 0789 006 4525. This is all you should include in the text. If you and someone else in your household both need a grocery pack, and have no other means of getting groceries, text 2BOX instead. The first pack will take up to a week to arrive. To stop the service at any time text **STOPBOX to 0786 006 4525.**

- **Keep Arran Talking** - If you would like to have a chat, if you're feeling out of touch with the people around you or want to find what's happening in your community, please call **01770 600611** and one of us will take your details and get someone to call you back. Someone will speak to you from their own home and keep in touch with you on a regular basis until Arran returns to more sociable times.
- If you are anxious or stressed due to Covid19, you can call **The Arran Ear** to speak with a member of the dedicated listening team in complete confidence. You can call any time between 9am and 5pm on **01770 649505.**
- **Arran Medical Group** post regular updates on their Facebook page. To keep up to date visit: <https://www.facebook.com/arranmedical/>
- **Community Link Worker** – Lorraine Hewie, Community Link Worker is available Monday – Friday 9.00 am – 3.00 pm. Please call the GP practice for a telephone appointment. For more information please click [here.](#)
- **The Heather Lodge** are offering a service via - [The Arran Ear](#) – a confidential psychological support telephone service, for people who feel anxious about the current situation, are worried about friends or family or have trouble sleeping. There is a trained team on hand to support people on **01770 649 505** Call any time between **9.00 am & 5.00 pm**
- **The Blackwaterfoot Post Office** is continuing their daily delivery of groceries. They are also liaising with the Harbour Shop to deliver to their customers (mainly newspapers). They would be happy to pick up and deliver prescriptions for those who are self-isolating. They can extend their service to Lochranza, Kilmory and Kildonan on specific days:
 - Kildonan – Mondays and Thursdays
 - Kilmory – Wednesdays
 - Lochranza – Tuesdays and Fridays
 - Please contact them on **01770 860 220**
- **Arran Churches Together** will co-ordinate a church response in each community. The Foodbank in Brodick will be the hub for distribution.
- **Arran Eco Savvy's** Food Share is now taking place at the Brodick and Lamlash Co-op's. There is a dedicated food share space where anyone is welcome to collect food from 6.15pm onwards

****CALL FOR HELP****

We are making every effort to prepare for COVID 19 on Arran and want to ask for help from our community.

We very much hope all the efforts made by people on Arran to follow the government advice will slow the spread of the virus and pressures on our services. However, predictions around

the numbers affected and the care they may need are worrying - we want to make sure that we are doing all we can to ensure we maintain all the usual essential services on Arran. We want to rapidly build a bank of people, across a wide range of skills, who could help keep our services running to the most vulnerable in our community.

There are processes being put in place to rapidly employ people and to quickly re-employ those who have retired in the last 3 years or who need professional registration to work. We know everyone has different circumstances and many may not be able to help. If you have been previously employed in the following areas please get in touch:

- Health Care Assistant
- Care at Home
- Residential Care
- Administration
- Catering
- Cleaning
- Porterage
- Nursing
- Doctor

Please contact us with your CV and send to [Clinical ArranWarMemorialHospital AA@aapct.scot.nhs.uk](mailto:AA@aapct.scot.nhs.uk)

We will then be in touch about recruitment into our Arran Bank/Relief register. If you do not have an email account, please call on **01770 601033**. This number will not always be answered but please leave your contact details and we will be in touch as soon as we can.

Update from Arran Medical Group

As of 1 April 2020, there are now multiple confirmed cases on Arran. This emphasises the need to follow Government advice – **Please Stay At Home**.

It is vital that it is understood that no one is exempt from the advice to stay at home. We must all play our part, follow the national advice and encourage others to do so. This is hard but very important – PLEASE do not meet others – this includes your friends, partners and family not in your household. You can spread the virus even if you do not have symptoms. You should only leave the house for very limited purposes:

- shopping for basic necessities, for example food and medicine, which must be as infrequent 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, avoid or escape risk of injury or harm, or to provide care or to help a vulnerable person.
- travelling for work purposes, but only where you cannot work from home.

There are extra measures for those self-isolating or in shielding categories and the advice is available at [NHSinform](https://www.nhs.uk). Like community hospitals all over Scotland we are without intensive care facilities. We are dependent on ferries and helicopters to transfer seriously unwell people to mainland hospitals. No one on Arran needs to be told that weather, mechanical issues and demand can quickly pressure these services. We still have a chance to slow the epidemic on Arran and to save lives. This will only happen if we all follow the advice stay at home and stop the spread of the virus.

What to do if you have symptoms

First check your concerns can be answered online at [NHSinform](#).

Most people infected with COVID-19 will have mild illness. In this scenario you do not need to contact health services and should follow the self-isolation advice. This will help free up capacity for more unwell people.

Everyone needing further advice on COVID-19 symptoms should phone 111 (NHS 24) not the GP Practice.

NHS 24 links to a hub based in Ayrshire & Arran with a wide range of staff to give the most up to date advice. If you need a telephone appointment or need to be seen this team will then liaise directly with the GP Practice or hospital on Arran.

Phone NHS 24 on 11 if your symptoms:

- are severe or you have shortness of breath;
- worsen during isolation;
- have not improved after 7 days.

Contacting the GP Practice – Always phone first, 01770 600516

- We are still here to support you with all health problems and make sure you still can get the help you need;
- Please do not attend the surgery unless you have an appointment arranged;
- Brodick Health Centre, Whiting Bay and Lochranza Surgeries remain closed. There are limited services at Shiskine.;
- Everyone who needs an appointment will first be given a telephone appointment;
- Medicine supply from the dispensary is now by home delivery – thank you to all who are assisting with this.

Out of Hours and Arran War Memorial Hospital

Please do not attend the hospital if you have any symptoms – phone NHS 24 and you will be given telephone advice.

Accident and Emergency – will continue to function and those with injuries and urgent problems may attend as usually. In an emergency please call 999.

Essential Visits– please consider the need to visit carefully as reducing footfall will help reduce the spread of viral infections.

Pharmacy Opening Hours

Name	Address	TOWN	MONDAY - FRIDAY	SATURDAY	SUNDAY
Arran Pharmacy	Lamlash	Arran	Mon, Tue, Fri 0900-1700, Wed 0900-1430, Thurs 0900-1645 hrs	0900-1300 hrs	CLOSED
Arran Pharmacy	Shore Road, Whiting Bay	Arran	Mon, Tue, Thur, Fri 1100-1600 hrs, Wed 1100-1500 hrs	CLOSED	CLOSED
Arran Pharmacy	Brodick	Arran	0900-1500 hrs	0900-1300 hrs	CLOSED

Virtual Community Centre

Since the beginning of the Covid-19 crisis, North Ayrshire Council and local communities have been working flat out to create ways to keep people safe, supported and connected. There are now various Virtual Community Centres online to represent all of the North Ayrshire localities.

Join in, get the latest updates on your locality, and stay safe:

Arran Virtual Community Centre - <https://www.facebook.com/groups/ArranCommunity/>

Funding - <https://www.facebook.com/groups/NorthAyrshireCommunityFunding/>

Adult Learning - <https://www.facebook.com/groups/NorthAyrshireAdultLearning/>

Community Groups and organisations - <https://www.facebook.com/groups/NorthAyrshireCommunityGroups/>

DofE - <https://www.facebook.com/groups/NorthAyrshireDofE/>

Active Schools - <https://www.facebook.com/groups/912433859203299/>

Useful information will also be shared on the Locality Facebook Page and North Ayrshire Council's Twitter accounts:

- Arran Locality Facebook Page - www.facebook.com/ArranLocalityPartnership/
- North Ayrshire Council Twitter - https://twitter.com/North_Ayrshire