



North Ayrshire
Community Planning Partnership

COVID-19 Update for Communities

26 March 2020

Section 2 - 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>
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eden project COMMUNITIES

COMMUNITY FUND

NEIGHBOURHOOD WATCH

Campaign to End Loneliness CONNECTIONS IN OLDER AGE

Nextdoor

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

The hubs were launched on 24 March 2020 and are in each of our six localities. Their purpose is to be a local point of contact for need arising from COVID-19 including health & well-being, money, and food.

They are staffed by a small team of North Ayrshire Council and Health and Social Care Partnership staff and respond with advice, signposting, referral or coordinating volunteers.

The hubs will not be open to the public but will work alongside what's underway in local areas.

Arran will operate from 9am to 7pm.

The answer machine will be on out with these times and all messages will be picked up the following day.

07496658760

01770 600532

Doctor's Surgeries & Out of Hours

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

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

Arran CVS

From 20 March their offices will be closed for any face to face contact but will be operational by telephone and email as normal. We have been putting 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 600909**, 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.

This measure is to protect both our customers and our staff and volunteers, by minimising travel and potential crowded places. You will notice some changes. The main changes are:

- 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 to communicate – info@arrancvs.org.uk – staff will be manning this and will ensure your request is sent to appropriate personnel.
- We will conduct support where necessary via telephone, text or email.
- We are following all official government advice and we will continue to update you accordingly.
- Keep an eye on our Arran CVS Facebook page which we will be updating regularly with information and guidance.
 - There may be skeleton staff in the office but the door will be locked.
 - Hearing aid batteries can be posted to anyone requiring them.

Also please note that the lunch clubs in both Brodick and Lamlash as well as the Umbrella Group have all been cancelled until further notice.

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

- **The Heather Lodge** is providing emotional support to those who are feeling lonely or neglected. They are currently discussing what other support they could provide, so their offer may expand. The contact is Chris Attkins on **01770 302 546** and he is open to night-time calls.
- **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 big Brodick Co-op only. 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. We may need their help if we are using the expanded capacity, we are now putting in place, if usual staff cannot come to work and we have exhausted all efforts to reallocate staff across the island. 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.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.

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