



Coronavirus COVID-19

Support for you
in and around the St Ives area



St Ives Town Council
Issue 1: April 2nd 2020

The coronavirus outbreak is a huge challenge for everybody in our community.

The Government have issued restrictions on our daily lives. They have asked us to not to leave our homes unless we absolutely have to – so only to exercise, or to buy vital food or medicines - and to avoid social contact if we do.

These restrictions are absolutely essential to slow the spread of this virus and allow our healthcare services to deal with it better. They are particularly important to protect those over the age of 70 years; those who have health conditions such as chronic heart or kidney disease, a weakened immune system or diabetes; and those who are pregnant. However, they are there to keep everyone in the country as safe and healthy as possible.

This is a difficult and worrying time. However, here in St Ives, we are very lucky to have many organisations to support you – with everything from basic information about protecting yourselves from the virus and looking after your mental health; to practical help with shopping for food and medicines, or giving you someone to talk to.

This includes the local councils and NHS, but also our volunteer organisations, charities and churches. St Ives Town Council has put together a list of these contacts in this leaflet.

Please use them – while we wait for this crisis to pass, these organisations are still active and available to support you.

COVID-19 Co-ordination Hub

As you may know, a Cambridgeshire Covid-19 Coordination Hub

<https://www.cambridgeshire.gov.uk/residents/coronavirus/covid-19-coordination-hub-your-community-needs-you>

has been created, supported by Huntingdonshire District Council Local Hub as part of the efforts to tackle the current crisis. These hubs are focused on ensuring critical public services, and the most vulnerable residents, receive the support they need.

<https://www.wearehuntingdonshire.org/>

They contain a large amount of vital information about the current crisis for everyone in the area. Please look at these.

Requests for help

The Hub network is working hard to identify those people who need help and support – for example, those who need to self-isolate, those who are vulnerable or excluded, and those who are worried about their wellbeing. The two hubs will also receive data direct from NHS England about the people who need to be ‘shielded’ from the virus for 12 weeks because of their significant health issues.

The hubs also want to receive direct contact from anybody across Cambridgeshire who needs support; and referrals from you about anyone else in your local community you believe needs help.

Offers of help

If you are not in an ‘at risk’ group and wish to offer support and assistance to those that are, please register on the hub so that volunteers and those in need can be linked up to ensure no-one

is missed. At the time of writing, more than 1,000 people in Cambridgeshire have registered to help.

Huntingdonshire District Council

They can help and support in many ways, including organising shopping and medication deliveries. Apply on the website: www.wearehuntingdonshire.org

1. Click on the ‘I want to help, or help someone else’ box
2. If you want to volunteer to help
- Click ‘Volunteer’ and fill in your details
3. If you know someone who needs help or you need help yourself - Click ‘I know someone in need’ and answer the 12 questions
4. Wait for a response

If you do not have access to a computer, the Huntingdonshire District Council switchboard will help you. Telephone: **01480 388 388**

St Ives Town Council

Has set up a local number – **01480 884 343** to take calls specifically from you if you don’t know where to go for the support you need and are not able to access the information that is available online. This line will be answered by volunteers in the town; they will be able to answer some questions but more importantly get you the help and support you need.

For other matters, the Town Council office staff are all still working from home and contactable:

Telephone: **01480 388929**

Email: clerk@stivestowncouncil.gov.uk

Useful Contacts and Sources of Advice

SOURCES OF ADVICE

A daily update of information relevant to the virus is available from www.gov.uk – click on the coronavirus link at the top of the page and follow through to register for the updates directly.

If you do not have access to the internet or want a hard copy of any of the information contained on the site, please contact the St Ives Community Hub on 01480 884 343 and we can arrange for this to be printed and delivered for you.

NHS

For more on the symptoms of coronavirus:

Website:
www.nhs.uk/covid-19

If you think you have symptoms of coronavirus, call NHS 111 or visit the website:

Telephone: **111**

Website:
www.111.nhs.uk/covid-19

FOR MENTAL HEALTH ADVICE AND SUPPORT

NHS 111 service

Telephone: **111** option 2

Website: www.nhs.uk/conditions/stress-anxiety-depression/

CALM (Campaign Against Living Miserably)

Telephone: **0800 585 858**
(5.00pm to midnight)

Website:
www.thecalmzone.net

Mind – for better mental health

Telephone:
0300 123 3393
Text: 86463

Website: www.mind.org.uk
with the NHS 111 option 2 info

Cruse Bereavement

Telephone: **01223 633536**
Website:
www.cruse.org.uk

DOCTORS

ALL SURGERIES ARE CLOSED AND APPOINTMENTS WILL TAKE PLACE REMOTELY WHERE POSSIBLE. IF YOU THINK YOU MIGHT HAVE COVID-19: STAY AT HOME AND SELF-ISOLATE.

1. Access 111 Coronavirus Service Online – <https://111.nhs.uk/covid-19> or telephone **111**
2. Follow Government guidance on how long to self-isolate
3. If you feel your condition is getting worse, telephone 111

IF YOU HAVE ANY OTHER URGENT MEDICAL NEED:

1. Telephone YOUR Surgery and speak to the Receptionist
2. Wait for a call back from a member of the clinical team for a telephone consultation or video consultation
3. A very small number of patients may need to be seen at the Surgery – these patients will be given special instructions

ONLY COME TO THE SURGERY IF YOU ARE SPECIFICALLY INSTRUCTED TO

Thank you for your patience at this difficult time for everyone.

If you think you should have received a "shielded" letter please be aware that the Surgeries have not been given up to date guidance on how to identify those not already on the NHS list and contacted. We will know more soon. In the meantime if you are concerned, please visit

<https://digital.nhs.uk/coronavirus/shielded-patient-list>

Surgeries are offering a delivery service for medication. When you order your next prescription please advise if you wish it to be delivered. This a new and temporary service so please bear with them at this busy time. Please make sure you allow at least 5 working days for them to process your prescription.

DENTISTS

Dentists have suspended all but emergency dental care.

That means if you have a routine appointment at a dentist practice in the coming weeks it will unfortunately need to be cancelled and your dentist will contact you to arrange an alternative date.

If you are experiencing a dental emergency, such as severe dental pain, please call your local registered practice who will advise you what to do.

CHARITIES

AgeUK

The charity for older people. For help, information and advice:
Telephone: **0300 6669 860**
Website:
www.ageuk.org.uk/cambridgeshireandpeterborough/
Email: infoandadvice@ageukcap.org.uk

The Alzheimer's Society

The UK's leading charity for people affected by dementia. They provide information and support, improve care, fund research.
Telephone:
(national help line)
0333 150 3456
www.alzheimers.org.uk

SilverLine (in conjunction with AgeUK)

A confidential helpline with advice and friendship for older people. Available 24 hours a day, seven days a week Nationwide.
Telephone:
0800 4708 090

Samaritans

A charity offering emotional support.
Telephone (local):
0330 0945 717
Telephone (national):
0845 7909090

CHURCHES

Churches Together
secretary, David Kerr:
Email: david@gmail.com

All Saints Parish Church
minister, The Revd Mark Amey. Telephone:
07308 675777
Email: vicar@stivesparishchurch.org.uk

Methodist Church
minister, Nick Witham
Telephone: **01480 462 293**
Email: minister@simc.co.uk

**Catholic Parish Church
Sacred Heart**
Telephone: **01480 462 192**

The Free Church
minister, The Revd.
Catherine Ball
Telephone:
01480 352 058

**St Ives Christian
Fellowship**
pastor, Jason Street
Telephone:
078950 38550
website@stivescf.org.uk

Crossways Assemblies of God
Telephone:
01480 386 789

The Bridge Church
Telephone:
01480 498 801
or **01480 498 802**

**Jamia Masjid Faizan-e
Madina Mosque**
22 Needingworth Road
Telephone
07507 733986

**Prayer and Education
Centre 38 The Broadway**

VOLUNTEER ORGANISATIONS

Huntingdonshire Volunteer Centre

Offering transport (for medical purposes only at present)

Telephone:

07582 211 392

Volunteer HUB support

Volunteer-staffed support of various types. Telephone:

01480 383 340

St Ives and Fenstanton Timebank

The Timebank can help with shopping, phone calls, errands, dog walking and other needs.

Telephone:

07887 894 100

Email: stives.fenstanton.timebank@gmail.com

Website:

www.stivesfenstantontimebank.com

OTHER ORGANISATIONS

CALMtown St Ives

St Ives' own pioneering initiative to look after the mental health of people in the town.

Facebook page:

www.facebook.com/CALMtown/

Website:

www.calmtown.org

St Ives Food Bank

Email:

foodbank.stives@gmail.com

Please note vouchers are needed in order to be given food – the food bank is unable to accept self-referrals. Vouchers can be obtained from several agencies, including housing associations, children/older people services and various charities including P3 and The Bridge Money Advice Centre.

A new service – **Food Help** – is currently being set up to provide a shopping service for anyone who is self-isolating but do not have friends/family/neighbours to help them.

St Ives Dementia Friendly Community Group

Volunteer activity group leaders offering some activities online and by telephone plus guidance and support information. Contact Ian Jackson

07836 248360

ianjackson@ntlworld.com

or George Smerdon

07725 588145

george.smerdon@btinternet.com

btinternet.com

See also Alzheimer's Society (previous page).

St Ives and Villages

Lots of information on shopping, community activities and more

Website:

www.stivesandvillages.co.uk

Supporting your mental health

Staying at home for long periods of time can be tough going, so it's now more important than ever to look after your mental health.

When a crisis happens, we often start behaving differently, often without realising it. You could find yourself arguing more, talking faster, having trouble sleeping, or feeling compelled to check news websites every few minutes. You could feel tired or sick, have stomach problems, palpitations or headaches. These are just a few possible effects on your mind of feeling anxious and out of control – whether you realise that's what is going on or not.

If you are feeling like this, or just generally out of sorts, you are definitely not alone; these are normal reactions when your

brain perceives a threat. Meanwhile, we have been asked to stay in an do very little, when our minds are desperate to do something about what's going on. This can be stressful and make us anxious.

Many, many people are going through this at the moment, so here are some quick tips to manage anxiety in a crisis:

1. Breathe. This may seem basic, but a breathing exercise can work magic. Control your breathing and you control the flow of adrenaline and cortisol (the stress hormone) in your body.

A simple breathing exercise is:

- Breathe in through your nose and out through your mouth. Slowly
- Make the out breath longer than the in breath
- Breathe from your tummy not your chest. Make your stomach fill as you breath in
- Do this for two minutes – and see how you feel

2. Phone a friend. Don't suffer alone. Call a friend or family member – or one of the numbers in our lists. You will feel better once you've talked to someone. And, at this time in particular people really want to talk to you and help.

3. Laugh. It doesn't matter at what. Jokes, YouTube videos, stand up

comedy. This will release endorphins and make you feel better, less alone and happier.

4. Do something with your hands. Keeping your hands busy with activities such as cooking, drawing or gardening is incredibly calming.

5. Treat your body. We hold stress in our bodies as well as our minds. Have a bath or shower. Wear things that make you feel comfortable. Stretch. Dance. Eat delicious, healthy food. All of these will make you feel calmer.

6. Get out in the sun. When the weather is good, get out in the garden, stand outside your door or open your windows to let it in. Or go for a walk (remembering to social distance while you do).

7. Limit the news. Don't read too much about the crisis, particularly on social media. When you do, stick to sensible sources, such as the NHS and BBC.

8. Practice wellness. Don't drink too much or take drugs. Go to bed at a decent time, get some exercise and, again, don't read too much news.

9. Be kind. To yourself and others.

There is further advice on looking after your mental health on the NHS website: www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-anxiety-tips/

Credit: With thanks to Imogen Wood

Useful Contacts (correct at time of going to press)

PHARMACIES

Fenstanton Pharmacy
Telephone: **01480 495159**

Well (Burleigh Hill)
Telephone: **01480 301614**

Lloyds Pharmacy (Pavement)
Telephone: **01480 462109**

Boots (Sheep Market)
We would ask anyone over 70 to ask for someone to collect their prescriptions/any medication for them. Telephone: **01480 416886**

Lloyds Pharmacy (Kings Hedges)
Telephone: **01480 465441**

SHOPS OFFERING FOOD DELIVERIES

Mace St Ives - deliveries
Telephone: **01480 494094**

Ash's Shop Fenstanton
(free delivery £10 minimum)
Telephone: **01480 466225**
Email: ashShop@gmail.com

Fenstanton Butchers
(payment over the phone)
Telephone **01480 462137**

Longhorn Farm
(meat bag £30.00 and lots more)
Telephone: **01954 230242**

Ron's Farm Shop - delivery
Telephone: **01954 495127**

Just Cards
Will deliver greetings cards, chocolates, Easter eggs and other items.
Telephone: **01480 462 083**
Note - these are listed in addition to deliveries by the big supermarkets.

SUPERMARKETS

Morrisons St Ives is operating reduced hours from 8am to 8pm and 9.30am to 4pm on Sundays. It is opening from 7am to 8am Monday to Saturday for anyone with an NHS badge to shop.

Please check websites for up-to-date opening hours of other supermarkets and shops and any special hours for elderly or NHS shoppers.

Co-op Hours are changed from 7am-8pm Mon-Sat with Sun 10-4

Waitrose Opening hours of Mon-Fri 7.30-9, Sat 7.30-8, Sun 9.30-4 (First half hour for browsing) The first hour every day is for the vulnerable and elderly and those that care for them. They ask that any NHS personnel take ID with them where they will look for essentials for them and they have priority at the tills.

BANKS & BUILDING SOCIETIES

Barclays - closed

Nationwide - closed

Lloyds - open 10-2 Mon-Fri

HSBC - reduced hours 10-2 Mon- Fri

The Cambridge Building Society
Closed other than 10-2 on a Saturday
This is obviously subject to change depending on branch circumstances
