



Coronavirus COVID-19

Support for you
in and around the St Ives area



Mayor's message

When I was elected to the post of Mayor back in May, writing a message like this was something that didn't feature on my radar. The spread of Covid-19 has been a shocking and devastating event for all of us, and it is imperative that we follow the government's advice: stay home and keep everyone safe.



In spite of the challenges we face, I have been inspired by the way that many of us have pulled together. Leaders of various community groups are meeting regularly to identify areas where they can support each other, and the efforts of the NHS, in these tough times.

Aside from these larger activities, it is at the local and personal level that have impressed me most. Solitude, such as we are experiencing now, can be a massive drain on our mental health, but the way that families, friends and loved ones are finding ways to beat these issues through communication online, through activities such as virtual church services and quizzes, has been both original and effective. It is a bizarre twist of fate that many of us are actually communicating more with people that we often miss in our busy lives than we did before the virus struck.

I urge you all to remember that you are not alone. For any of you that are struggling, there are people out there who can help you, so please don't be afraid to reach out.

I also have put some Mayoral charity money into a special fund that will be used to support vulnerable people in St Ives - other members of the Town Council have also kindly donated money. Small amounts of money will be made available to individuals and families to buy items to make their life easier in the current time. They will be nominated through the groups and organisations with whom the Town Council is working in partnership.

Should you wish to donate to this fund please contact the Town Clerk **clerk@stivestowncouncil.gov.uk** or **01480 388926**.

This booklet contains essential information to support you at this time, including details for doctors, pharmacies and shops, contacts for charities and volunteer organisations and a section on looking after your mental health.

If you have been unable to find help any other way, please display the 'red hand' picture on the back this leaflet prominently in your window. Similarly, if you see this on show anywhere in the town, please contact us immediately on **01480 884343**.

You can visit **www.wearehuntingdonshire.org** for other contacts and advice.

COVID-19 Hub

St Ives Town Council

The Council has set up a local number – **01480 884 343** - to take calls 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.

We are working closely with St Ives & Fenstanton Timebank, St Ives Foodbank, St Ives People in Need, Diamond Hampers, local churches and faith groups and other organisations within the town to deliver this.

For other matters, the Town Council office staff are all still working from home and contactable: **01480 388929**
Email:

clerk@stivestowncouncil.gov.uk

Redeployed One Leisure staff are calling residents within the Huntingdonshire District who have been identified as potentially vulnerable and are referring people who need help to the right 'Recognised Organisation', which includes St Ives Town Council – and also put in place personalised plans for those with more complex needs.

You can find information about Recognised Organisations here: **www.wearehuntingdonshire.org/accessing-help-within-my-community/** and here **www.huntsforum.org.uk/coronavirus/**.

Requests for help

If you do not have access to a computer and need some help or advice please do ring St Ives Community Hub on **01480 884343** where someone will be able to help you. The number is available from 9.00am to 5.00pm 7 days a week.

Offers of help

If you are not in an 'at risk' group and wish to offer support and assistance to people in need, please do contact the St Ives Community Hub on **01480 884343** or email: **clerk@stivestowncouncil.gov.uk**

Other Useful Contacts and 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.

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/conditions/coronavirus-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**

USEFUL CONTACTS

Doctors, pharmacies, food deliveries and takeaways

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/>
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 is 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.



PHARMACIES – please only order what you genuinely need and if you are over 70, please ask for someone else to collect on your behalf

Fenstanton Pharmacy - Telephone: 01480 495159. Opening hours of Mon-Fri 9am-1pm, Sat 9am-12pm

Well (Burliegh Hill) - Telephone: 01480 301614. Opening hours of Mon-Weds 9am-6pm, Thurs & Fri, 9am-6.30pm, Sat 9am-1pm

Lloyds Pharmacy (Pavement) - Telephone: 01480 462109. Opening hours of 10am-1pm, 2pm-5.30pm Mon-Fri, 10am-1pm, 2pm-4.30pm Sat

Lloyds Pharmacy (Kings Hedges) - Telephone: 01480 465441. Opening hours of 9.30am-1pm, 2pm-5.15pm Mon-Fri, 9am-1pm Sat

Boots (Sheep Market) - Telephone: 01480 461886. Opening hours of 9.30-1pm, 2pm-4.30pm Mon-Sat, 10am-4pm Sun

Note: Please allow up to 7 working days for your prescriptions to be processed.

BANKS – please note these are subject to staff availability

Lloyds – Opening hours of 10am-2pm, Mon-Fri. Special Over 70s helpline: Tel: 0800 0560 045

Barclays – Closed. General enquiries – Tel: 0345 734 5345. Nearest open branch Huntingdon Mon-Fri 9am-3pm (open 10am on Weds), Sat 9am-12pm

Nationwide – Closed – Tel: 0800 302011. Nearest open branch Huntingdon Mon-Fri 10am-2pm

HSBC – Opening hours of 10am-2pm, Mon-Fri. Tel: 03457 404 404

The Cambridge Building Society – Opening hours of 10am-2pm Saturday. Tel: 0345 601 3344

Some transactions can be done at your local Post Office which are opening as usual.

SUPERMARKETS

Morrisons – Opening hours of Mon-Sat 7am-10pm, Sun 10am-4pm, 6am-7am Mon to Sat, 9-9.30am Sun- NHS workers with a badge. Petrol Station open 6am-12am 7 days a week

Waitrose - Opening hours of Mon-Fri 7.30am-9pm, Sat 7.30am-8pm, Sun 9.30am-4pm. (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.

Co-op – Opening hours of Mon-Sat 7am-8pm, Sun 10am-4pm

Tesco Express – Opening hours of 7am-10pm, 7 days a week

SHOPS/ESTABLISHMENTS OFFERING FOOD/DRINK

DELIVERIES (CORRECT AT TIME OF GOING TO PRESS)

Mace St Ives - Telephone: 01480
494094

Ash's Shop Fenstanton 01480
466225/Email: ashShop@gmail.com
(free delivery £10 minimum), Shop
open Mon-Sat 8am-8pm, Sun 9am-4pm

Fenstanton Butchers Telephone:
01480 462137 (payment over the
phone) Deliveries made or collections
only from the shop Mon-Sat. Please
give 24 hours' notice of your order

St Ives Food Company

Telephone: 01480 497761, www.
stivesfoodcompany.co.uk/home-
delivery-service (free delivery
available of essential items within 2
days)

AHW Farms Telephone: 07897 690273
(free delivery, every other Weds)
Large bags of potatoes and onions

Doorstep Fruit & Veg Telephone:
07890 664027 / 07833 640489
(deliveries Tues & Sat) Fruit and veg
boxes, cream tea box, eggs, essentials

TJ Wines Ltd Telephone: 01480 393174
(free delivery on orders over £25
within a 10 mile radius of St Ives.)
Orders placed daily by 10am Mon-Fri
receive same day delivery

Cambridge Juice Company

Telephone: 07515 282900, www.
cambridgejuicecompany.com (free
delivery with minimum of 3 cases)
sell juices, crisps, flour, oats, drink,
cereals and more

The Seven Wives Pub Telephone:
01480 462180, Tues-Sat 5pm-8pm
takeaway menu, Sunday Roast with a
choice of 2 meats 12pm-4pm

Note - these are listed in addition to
deliveries by the big supermarkets.

Tradespeople

At this time, you may have urgent
household or transport jobs that you
need a tradesperson to attend. The
following is a list of some of those
who may be able to help. Please note
that this is not a recommendation
of any of the contacts mentioned,
simply some of those active in our
area.

PLUMBERS

Aquarius - 07889 386580

Cambs Plumbing - 07762 578763

Craig Hamilton - 07877 800519

Moazam Ali (also electrician/
mechanic) - 01480 494998/07595
830 710

N Roitman Heating & Plumbing -
07873 736371

Simon Watts - 07725 235282

Tim Schuetz - 01480 461537/07876
032283

Usman Ali - 07449 844 501

LOCKSMITH

Halls of Cambridge - 01223 416000

John Taroni - 07969 005 831

ELECTRICIAN

BKR Electrical Services -
07769 205 434

Craig Smith - 07955 351 071

DC Electrical - 07502 455058

Homesafe Electrical Services -
07725 095 484

Naushad Ashiq - 07590 424 125

Oak Building & Electrical -
07725 208131

Mike Wenham (MIET) - 07870 831 648
NIE EIC approved contractor

GENERAL MAINTENANCE

Josh Dear: jdearcarpentry@gmail.com
07955 359 431

Martin's Maintenance
01480 530271

**Steve's Handyman and Garden
Maintenance**
07780 682 037

**All County Window
Cleaning**
07941 533414

GARAGE

Camp Garage
(Wyton) -
01480
455719

Rubbish Collections:

Our domestic rubbish collections (black, blue and green bins) are occurring as normal.

However, all recycling centres across Cambridgeshire and Peterborough are closed until further notice.

During this time, we ask residents to act responsibly and not place items such as DIY waste, excess garden waste or excess recycling into their kerbside general rubbish collection. This will take up space in the collection vehicles needed for general household rubbish.

For more on waste collection and recycling (including 'bin hygiene'), please visit: www.huntingdonshire.gov.uk/council-democracy/coronavirus-service-update/coronavirus-waste-recycling/

How you can support our collection crews

Please wash the handles of your bin when you put it out for collection and ensure you wash your hands when you have retrieved your bin.

Place your bin out with the handle facing the road.

Only put your bin out when its full.

Do not come and greet the crew – a wave or a smile from your window is enough.

Wait for the lorry to leave your road before you retrieve your bin.



USEFUL CONTACTS

Charities and volunteer organisations

Caring Together: Provides support for unpaid carers who are looking after friends, relatives or neighbours -
0345 241 0954
www.caringtogether.org

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

MENTAL HEALTH

Online resources:

<https://kooth.com/>
(online counselling service)

<https://www.themix.org.uk/>
(for under 25s)

<https://au.reachout.com/> Provides practical tools and support to help young people get through everything from everyday issues to tough times

<https://riseabove.org.uk/> Interesting and useful stuff to get us talking about the things that matter

<https://www.moodjuice.scot.nhs.uk/professional/index.asp> Access to self-help guides for a range of mental health conditions,

<https://www.bemindfulonline.com/>
Introduction video to mindfulness.

<https://youngminds.org.uk/>

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

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

APPS

BlueIce - evidence based app to help young people manage their emotions and reduce urges to self-harm.

Calm Harm - App designed to help people resist or manage the surfer to self-harm. it's private and password protected

My Possible Self: The Mental Health App: simple learning modules to manage fear, anxiety and stress and tackle unhelpful thinking

HeadSpace - mindfulness App. Some routines require payment but there are free options.

HELPFUL TELEPHONE NUMBERS

Childline 08001111

If you require support or advice around domestic abuse please call:

Cambridge Women's Aid (City/South/East) 01223 361214

Refuge (Fenland/Hunts/Peterborough) 07787 255821

Cambridge Rape Crisis
01223 245888

Peterborough Rape Crisis
01733 852578

If you or someone you know is in immediate danger, please call 999

First Response Service 111 option 2

Samaritans 116 123

Lifeline 0800 58 58 58

Cruse Bereavement Care
07902 662492

www.crusehuntingdon.org.uk



Mental wellbeing while staying at home

Taking care of your mind as well as your body is really important while staying at home because of coronavirus.

You may feel bored, frustrated or lonely. You may also be low, worried or anxious, or concerned about your finances, your health or those close to you.

It's important to remember that it is OK to feel this way and that everyone reacts differently. Remember, this situation is temporary and, for most of us, these feelings will pass.

The tips and advice here are things you can do now to help you keep on top of your mental wellbeing and cope with how you may feel while staying at home. Make sure you get further support if you feel you need it.

1. Find out about your employment and benefits rights. If you haven't already, talk with your employer about working from home, and learn about your sick pay and benefits rights. Knowing the details about can reduce worry and help you feel more in control.
2. Plan practical things. Work out how you can get any household supplies you need. You could try asking neighbours or family friends, or find a delivery service.
3. Continue accessing treatment and support for any existing physical or mental health problems where possible. Let services know you are staying at home, and discuss how to continue receiving support.
4. If you need regular medicine, you might be able to order repeat prescriptions by phone, or online via a website or app. Contact your GP and ask if they offer this. You can also ask your pharmacy about getting your medicine delivered, or ask someone else to collect it for you.

5. If you support or care for others, either in your home or by visiting them regularly, think about who can help out while you are staying at home. Let your local authority (England, Scotland and Wales only) know if you provide care or support someone you do not live with. Carers UK has further advice on creating a contingency plan.
6. Stay connected with others. Maintaining healthy relationships with people you trust is important for your mental wellbeing. Think about how you can stay in touch with friends and family while you are all staying at home – by phone, messaging, video calls or social media – whether it's people you usually see often, or connecting with old friends.
7. Lots of people are finding the current situation difficult, so staying in touch could help them too.
8. 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.
9. If you cannot speak to someone you know or if doing so has not helped, there are plenty of helplines you can try instead (see contacts in this booklet)
10. Look after your body. Our physical health has a big impact on how we feel. At times like these, it can be easy to fall into unhealthy patterns of behaviour that end up making you feel worse.
11. 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.
12. You can leave your house, alone or with members of your household, for 1 form of exercise a day – like a walk, run or bike ride. But make you keep a safe 2-metre distance from others. Or you could try a workout at home.
13. Stay on top of difficult feelings. Concern about the coronavirus outbreak is perfectly normal. However, some people may experience intense anxiety that can affect their day-to-day life.
14. Try to focus on the things you can control, such as how you act, who you speak to and where you get information from.

15. It's fine to acknowledge that some things are outside of your control, but if constant thoughts about the situation are making you feel anxious or overwhelmed, try some ideas to help manage your anxiety.
16. Don't watch too much news. Try to limit the time you spend watching, reading or listening to coverage of the outbreak, including on social media, and think about turning off breaking-news alerts on your phone.
17. Use trustworthy sources – such as GOV.UK or the NHS website – and fact-check information from the news, social media or other people.
18. Carry on doing things you enjoy. Make an effort to focus on your favourite hobby if it is something you can still do at home. If not, picking something new to learn at home might help.
19. There are lots of free tutorials and courses online, and people are coming up with inventive ways to do things, like hosting online pub quizzes and music concerts.
20. Take time to relax. This can help with difficult emotions and worries, and improve our wellbeing. Relaxation techniques can also help deal with feelings of anxiety.
21. Think about your new daily routine. Life is changing for a while and you are likely to see some disruption to your normal routine. Think about how you can adapt and create positive new routines and set yourself goals.
22. You might find it helpful to write a plan for your day or your week. If you are working from home, try to get up and get ready in the same way as normal, keep to the same hours you would normally work and stick to the same sleeping schedule.
23. Look after your sleep. Good-quality sleep makes a big difference to how we feel, so it's important to get enough. Try to maintain your regular sleeping pattern and stick to good sleep practices.
24. Keep your mind active. Read, write, play games, do crosswords, complete sudoku puzzles, finish jigsaws, or try drawing and painting.

This information was adapted from the NHS's 'Every mind matters' website:
www.nhs.uk/oneyou/every-mind-matters/



**I need help! Please contact St Ives Town Council on
01480 884343 or by email clerk@stivestowncouncil.gov.uk
and give them my address.**

IF YOU NEED HELP, PLEASE DISPLAY THIS IMAGE PROMINENTLY IN YOUR FRONT WINDOW - YOU CAN ALSO CALL US ON 01480 884343

Note: please do not let anyone into your home without identification