

Newsletter for the South Lakeland Area – Issue 1

This is the first edition of a regular newsletter aiming to give information, advice, guidance and details of useful contacts during these challenging times. The most up to date information is available on the Cumbria County Council website at cumbria.gov.uk/coronavirus/landingpage.asp.

Local Government Information

Useful links:

- [Full guidance on staying at home and away from others](#)
- [Stay at home guidance for households with possible coronavirus \(COVID-19\) infection](#)
- [Shielding and how to protect extremely vulnerable people](#)
- [Volunteering in your local community](#) and volunteer guidance
- You can also subscribe to email alerts for your area. The link for South Lakeland link is https://public.govdelivery.com/accounts/UKCCC/subscriber/new?topic_id=UKCCC_119
- [Cumbria County Council Service Updates](#) including Highways, Fire, Cumbria Care, Household Waste and Recycling Centres, Registration Services, Libraries and Archives, Public Buildings.

Please note that Cumbria County Council has now temporarily closed all of its buildings to the public and will no longer provide non-essential 'face to face' services.

Alternative contact can be made online by visiting www.cumbria.gov.uk or by phone, call 01228 606060.

New emergency support line launched for vulnerable people needing urgent help

Cumbria County Council and partners have launched a new emergency support service for people at high risk of becoming seriously ill, as a result of COVID-19, and who do not have support available from friends, family or neighbours. Those at high risk include people over 70 years old, pregnant women and those with underlying health conditions who should be protecting themselves by staying at home. The majority of these people will already be receiving support from family, friends or local voluntary groups with tasks like shopping or collection of medicines if they require it. But we know that a small number of people will not have this support. If they have no alternative, these people will now be able to call the Freephone number to request help with getting food, medicines, essential supplies and home deliveries.

The Emergency telephone support line is 0800 783 1966.
Or you can email your request for help to COVID19support@cumbria.gov.uk.

Further details about this support service can be found online at Cumbria.gov.uk.

The telephone 'call' centre will operate Monday to Friday 9.00am to 5pm and 10am to 2pm at weekends. The service will also accept referrals from members of the public who may be concerned about people in their community.

South Lakeland District Council

For up-to-date information on South Lakeland District Council services, go to www.southlakeland.gov.uk, follow SLDC on Facebook or on Twitter @SouthLakelandDC.

- The front counter reception at SLDC offices at South Lakeland House in Kendal and Kendal Town Hall are closed to face-to-face enquiries. Essential services continue but they might be delivered in different ways in response to the Coronavirus (COVID-19) outbreak. Our detailed planning measures should ensure that key services like waste collections, environmental protection and benefits payments will be able to continue.

Services will also be accessible to the homeless and anyone who requires urgent assistance can still call a member of the homelessness team on 01539 733 333.

SLDC's customer services team is still working and can be contacted by the same phone number or by emailing

customer.services@southlakeland.gov.uk.

Any documents that need to be handed in can be left in a sealed envelope in the post box at SLDC's Kendal offices. The post box is next to the main office entrance in Angel Yard.

- The public jetty, public slipway and public toilets at Ferry Nab, Bowness are closed. All council-managed play areas are closed, although parks will remain open for fresh air and exercise in line with government advice.
- The indoor market in Kendal is closed, although the outdoor market will continue but only for stalls selling food produce.
- Car parks operated by SLDC have been made free of charge from March 25 to ensure key workers and volunteers involved in the Coronavirus response can access parking and to minimise the risk of virus transmission.
- All bulky waste collection services provided by Right2Work have been suspended and no more bookings will be accepted.
- Businesses impacted by the Coronavirus outbreak can now apply to South Lakeland District Council (SLDC) to access government support grants - the cash grant for retail, hospitality and leisure businesses (a one-off cash grant of £25,000 to eligible businesses with rateable values greater than £15,000 and less than £51,000), and small business grant funding (a one-off £10,000 grant to support small businesses that already pay little or no business rates because of small business rate relief (SBRR), rural rate relief (RRR) and tapered relief).

The funding from government was expected to arrive today (Friday) and SLDC is aiming to turn around the first applications and begin distributing payments from Monday (30 March).

Those eligible should receive the payment within seven working days from receipt of a valid application.

The application form can be accessed here:

www.southlakeland.gov.uk/Covid-19BusinessGrants.

The grant schemes are separate to the business rates relief schemes also announced by government.

These reliefs apply to eligible retail, leisure and hospitality businesses (including those that have closed temporarily due to the Government advice on Coronavirus) and 100 per cent rate relief is available for a period of 12 months.

SLDC will apply this relief automatically to business rates bills for 2020/21 and businesses do not need to apply for this. New bills with applied relief will be reissued in the coming weeks. SLDC has also taken the decision not to collect business rates direct debits in April to allow the new reliefs to be applied before any payments are due.

- SLDC has suspended green bin garden waste collections to ensure that we can target all our efforts on maintaining grey bin and recycling collections during the Coronavirus (Covid-19) outbreak.
- This includes making sure crews can continue to work while observing social distancing guidelines. Crews have been split and more vehicles have needed to be diverted to the grey bin collections.
- We have a statutory responsibility to collect residual waste (grey bin) so that is the service that we are working hard to protect under very difficult circumstances.
- We realise this isn't great timing for the many gardeners out there. We realise many people will be using this time following the government 'stay at home' advice to take advantage of the decent weather to get out into their gardens for some fresh air and exercise.
- We are asking for some support and understanding in these unprecedented times.

Guidance for residents

Stay at home, protect our NHS, save lives

Stay at home

You must stay at home, only leaving for the following very limited purposes:

- Shopping for basic necessities, as infrequently as possible.
- One form of exercise a day – for example, a run, walk or cycle – alone or with members of your immediate household.
- Any medical need, to provide care or to help a vulnerable person.
- Travelling to and from work, but only where this absolutely cannot be done from home.

Protect the NHS

You must stay at home to protect the NHS:

- The NHS only has a limited number of doctors, nurses and specialist equipment.
- We are working around the clock to increase NHS capacity.
- The more people who get sick, the harder it is for the NHS to cope.
- We must slow the spread of the disease so that fewer people are sick at any one time.

Save lives

You must stay at home to protect the NHS and save lives:

- Police will disperse gatherings of more than two people in public, excluding people you live with.
- Police will issue fines to anyone who does not comply with these rules.
- Police will close all shops that are not essential, as well as playgrounds and places of worship.

Coronavirus scams

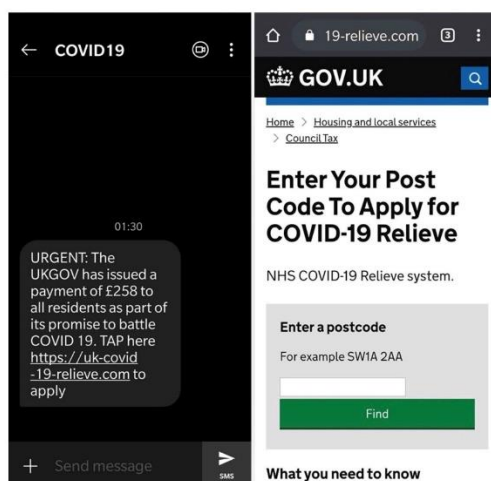
Cumbria Trading Standards is warning members of the public to be vigilant in the face of scams connected to the coronavirus. These scams might take the form of pensions transfers, high-return investment opportunities or health insurance supplements.

Amongst other precautions, the public should:

- not give out personal details (bank details, address, existing insurance/pensions/investment details)
- beware of adverts on social media channels and paid for/sponsored adverts online
- be wary of promised returns that sound too good to be true
- get a company's name and establish their credentials using the Financial Conduct Authority's Financial Services Register

Further advice is available at <https://www.fca.org.uk/scamsmart>.

**COVID-19 – financial relieve (sic) scam See example text.
Recommend advising people not to click on the link – this is a scam.**



Volunteering in your community

Support Cumbria

Vulnerable people and elderly people in your community who are staying at home, self-isolating or shielding may need the support of volunteers - could you help?

SupportCumbria.org.uk is a collaboration of agencies and communities across Cumbria to offer volunteering support at a community level. They are looking for volunteers of all levels.

You might have specific skills to offer or may want to help with tasks like shopping, dog walking, collecting prescriptions and other help.

Go to SupportCumbria.org.uk to register as a volunteer or to register a volunteer group.

Help us identify the community support available in your area

We also need all volunteer and community support groups, who are providing support to people affected by COVID-19, across the county to make themselves known and to register on the site. Whether you are a new or an existing group, please register online, it takes just a few minutes. This will help the agencies behind Support Cumbria to link volunteers and local groups and ensure we have the right support options in each district for people in need.

Agencies in each district across Cumbria are working together with community groups to ensure local communities are well supported, and particularly vulnerable and isolated people, during the ongoing COVID-19 outbreak.

Go to SupportCumbria.org.uk to register as a volunteer or volunteer group.

Safeguarding and DBS

Do I need to have a DBS check to volunteer?

Volunteer organisations and group will decide if a DBS is necessary for the roles they are recruiting to.

Some roles will require a DBS check but others won't. A volunteer working with older people or vulnerable adults and handling cash through shopping or paying bills role would be classified as a regulated activity role so a Disclosing and Barring Service check would be necessary.

With the sudden recruitment of new volunteers, if they don't have a DBS check they might be paired up with a volunteer who does have a DBS check.

[More details about DBS.](#)

I'm organising a group of volunteers. I understand that there isn't a legal requirement for me to have my volunteers DBS checked, but should I do so anyway?

Many of the roles that volunteers will carry out in their local communities do not raise safeguarding issues and do not need a DBS check. You can have a look at the DBS eligibility guidance to confirm whether the activities your group propose to do are captured.

If your group's activities are captured, under normal circumstances we would advise that having volunteers DBS checked is a prudent safeguarding step. There is, however, no legal requirement for you to have a DBS check. Regardless of whether you choose to have volunteers DBS checked, you should ensure your group follow simple, practical precautions such as working safely in pairs, keeping records of money spent and providing shopping receipts to safeguard all involved.

If they are not from the same household, volunteers must stay two metres apart at all times.

Please remember that gatherings of more than two people in public are currently banned, with these measures being enforced by the police.

[Safeguarding and DBS Factsheet: FAQs.](#)

Cumbria Adult Safeguarding Board (CSAB) and reporting concerns

CSAB have a number of resources which you may find useful to share, print or display, including how to report safeguarding concerns.

See [Cumbria Adult Safeguarding Board](#) website.

Local Support Groups

Social Media Groups

A number of groups on social media are offering help and support at a local level. You may wish to search for and follow:

Ambleside Parish Centre
Arnside Volunteer Group
Coniston Sports and Social Centre Covid 19 Support
Dent with Cowgill Community Forum
GAP Wellbeing Hub
Grasmere (& surrounding) Covid help
Covid@heversham.com contact line
Kendal Food Delivery Businesses During Self Isolation
Kendal Self-Isolation Support
Kirkby Lonsdale Coronavirus Mutual Aid Group
Levens Good Neighbours
Milnthorpe Volunteer Group
Milnthorpe 'What's Going On'
Sedbergh & District Covid 19 Support
Staveley Together Support Group
Windermere & Area Covid 19 Support
Windermere/Bowness Self Isolation
Ulverston Self-Isolation Support Group

AgeUK South Lakeland are providing a number of emergency support services to people aged 70+ across the district. These services include;

- Telephone Shopping Service
- Prescription Collection Service
- Hospital Transport Service
- Healthy at Home Resources

These emergency support services are available to people who need to self-isolate and have no other available means of support. Services can be accessed by calling Age UK South Lakeland helpline on 030 300 30003.

Carers Support South Lakes are now operating their services remotely, all staff have access to laptops so support to unpaid Carers will continue. The offices in Stricklandgate House in Kendal are now closed.

While they are not able to offer face to face support or home assessments, these will continue via telephone. Contingency/Emergency plans will continue to be offered and put in place for Carers who do not have them.

The Volunteer Counselling Service will provide telephone counselling to ensure that Carers counselling remains a priority. The Lasting Power of Attorney service will continue via telephone and electronically.

Further information, guidance and signposting will be posted on the **Carers Support South Lakes** Facebook page and website **www.carersupportsouthlakes.org.uk**

Ambleside Parish Centre are providing the following services and support

- Co-ordinating volunteers and matching to requests for help which will lead to a buddying system
- Collecting and delivering prescriptions and medicines
- Dog walking
- Pen friends via email
- Welfare phone calls
- Specialist phone councillors – mental health; debt; career (CVs); signposting for ex forces
- Facebook pages: – Ambleside community vs. Coronavirus
APC family group (ideas to keep children occupied)

Please contact **email:** admin@amblesidepc.org.uk **or phone** 015394 34172

Information for Local Support Groups

ACTion with Communities in Cumbria

Please visit our website for updated 'Coronavirus (COVID-19), Communities and Community Buildings' guidance, including 10 simple ways you can help people in your community.

Visit: www.cumbriaaction.org.uk/News-Events/News

In response to the current COVID-19 pandemic, we've made some changes to how we're operating with all staff now working remotely from home. We have IT systems in place so you can continue to contact us as usual by phone and email.

Visit: www.cumbriaaction.org.uk/Contact-Us for details.

Third Sector Organisations and Volunteer Groups

Cumbria CVS has created a resource page to help support the third sector organisations in Cumbria access information around the current COVID-19 pandemic.

Currently there is not a lot of information from national government around the needs of small, local third sector organisations (it has been focused on businesses and individuals). This webpage aims to direct you to the information that is available, and to fill some of the gaps, bringing together information from the TSNE, Cumbria County Council, Public Health along with national government and charities advice.

You can access the resource here at www.cumbriacvs.org.uk/coronavirus

Cumbria CVS Health and Care Project Funding Officers will be supporting groups to apply for funding for support needs around Coronavirus. See

www.cumbriacvs.org.uk or call 01768 800350.

Household Waste Recycling Centres (Tips)

Following the latest government guidance on COVID-19 and in light of the rapidly moving situation, the Council has taken the difficult decision to close all 14 of the Council's Household Waste Recycling Centres (HWRCs) until further notice.

The Government has been clear under which very limited circumstances individuals are permitted to leave their home. The HWRC sites do not fall within these categories, and keeping the sites open is encouraging residents to continue to leave their homes and visit the sites.

Please continue to use existing District Council local kerbside waste collection services. Some of our District Council partners have taken the decision to temporarily withdraw their garden waste collections, therefore please keep your garden waste for now. In the meantime, you can:

- Home compost
- Leave grass cuttings on the lawn where they will mulch down to provide nutrients
- Leave areas of grass uncut (the wildlife will love this!)

In addition, please keep additional waste to a minimum - avoid any home projects that will generate waste such as clearing out your garage or shed, and store all your waste at home until the Government restrictions are lifted. We thank you for your cooperation, support and understanding in these unprecedented times.

TRANSPORT

Changes to Bus Services across Cumbria

We have been advised by Stagecoach of some changes to their bus services across Cumbria during the current health emergency. This is due to fewer drivers being available, and also significant falls in bus usage.

A summary of the Monday to Friday changes in each District can be found from links at the top of the County Council's website page for bus services:

www.cumbria.gov.uk/buses.

For impartial and comprehensive information about public transport please contact Traveline on 0871 200 22 33.

This information will be updated and refreshed as extra information becomes available, including for Saturdays, Sundays and for other operators services. As the new timetables become available, they will be added to the website, but with the likely high volume of change, this may take some time.

Services are maintained to all areas. On routes with low frequencies existing timetables have been maintained, whilst more frequent services may run less often. All the normal Summer timetable enhancements have been postponed until the end of the isolation period

KT Coaches

KT coaches are offering to collect or deliver items free of charge for the vulnerable or self-isolated in Milnthorpe, Endmoor and Holme. Contact Chris on ktscoaches@hotmail.co.uk or mob: 07585808123

Funding and Financial Support

Business Rates Bills for 2020/2021, Government Funding and Support

As the Covid-19 situation is developing, we will endeavour to keep you up-to-date with relevant information and the role that we are playing for our business community. To keep you informed please visit www.southlakeland.gov.uk which we will be posting updates on a regular basis.

Business Grant Funding - Details of grants available are being developed by Central Government and the [Coronavirus \(COVID-19\) support and advice](#) page on our website will be updated regularly with more information on how to apply as we receive it. We are expecting this either tomorrow, 20 March or early next week.

- Those eligible for Small Business Rate Relief (SBRR) or Rural Rate Relief (RRR) you may be eligible for grants up to £10,000 to help meet their ongoing business costs.
- For those in the retail, hospitality and leisure businesses with property rateable values between £15,000 and £51,000, grant funding up to £25,000 is available.

Business Rates Bills for 2020/21 - You may have just received your business rates bill for 2020/21. Please note that these **do not** include newly announced discounts or payment holidays. ***These will be applied automatically and you do not need to take any further action.*** Please bear with us while we await further advice from Central Government.

We are encouraging all businesses with cash flow concerns to speak directly with your business banks, insurance providers, landlords, commercial agents and supply chain to speak about potential payment holidays and flagging business interruption with them.

- You can sign up to receive GOV.UK email alerts on Coronavirus [here](#).
- Sign up to receive our business newsletter [here](#).

We are here to support you where possible in the coming weeks and months, please do not hesitate to contact us to discuss your situation and if you feel the Council could help with your concerns.

SLDC has Business Continuity Plans in place and is working hard to ensure that we can continue to operate our services so that we can support our community as the Coronavirus response develops.

CORONAVIRUS (COVID-19) UPDATE

SOUTH LAKELAND

Credit Union

Eden & South Lakeland Credit Union have temporarily closed their offices. Members will be continue to be able to transact with the credit union by phone or email. Please email customerservice@edensouthlakeland.com or telephone 01768 890065 with any questions.

Citizens Advice

South Lakes Citizens Advice offices in Kendal, Ulverston and Windermere are closed for face to face appointments and drop-in sessions. Information and advice are still available by phone.

For new enquiries or for telephone advice please ring 03444 111 444.

For debt and on-going enquiries, telephone 015394 46464.

Cumbria Community Foundation COVID-19 Response Fund

Cumbria Community Foundation has set up a fund to help charitable groups support vulnerable people affected by Coronavirus (COVID-19). As the virus spreads across the county, those who are vulnerable will be hardest hit and in times of crisis, many people turn to charities for support.

Groups wanting to enquire about funding should follow this link <https://www.cumbriafoundation.org/fund/covid19-response-fund/> or contact the grants team via email grants@cumbriafoundation.org

Support for Businesses

Businesses can get advice and assistance from Cumbria Tourism, the Cumbria Chamber of Commerce, and the Local Enterprise Partnership.

Government help

Useful links:

- [How to keep your employees safe](#)
- [Businesses and community spaces that must be closed](#)
- [How to clean workplaces safely](#)
- [Check what you need to do about Statutory Sick Pay](#)
- [Find out what to do for different businesses and organisations](#)
- [UK businesses trading internationally](#)
- [What the government is doing to support businesses](#)
- [How to close holiday accommodation to temporary residents](#)

DWP - Coronavirus support for employees, benefit claimants and businesses

A range of extra support and measures will be in place to help workers, benefit claimants and businesses affected by coronavirus.

Following announcements in the Budget, the Department for Work and Pensions is making temporary arrangements to support those impacted by coronavirus.

Changes to jobcentre appointments (19 March 2020)

People receiving benefits do not have to attend jobcentre appointments for at least 3 months, starting from Thursday 19 March 2020. People will continue to receive their benefits as normal, but all requirements to attend the jobcentre in person are suspended.

People can still make applications for benefits online if they are eligible.

Jobcentres remain open, and will continue to support people who are not able to use phones and online, including homeless people.

For people already claiming support

Special arrangements will be in place for people in receipt of benefits who cannot attend reassessments or jobcentre appointments because they are required to stay at home or are infected by coronavirus.

The arrangements are:

- disabled and sick claimants who cannot attend a reassessment for Personal Independence Payment (PIP), Employment and Support Allowance (ESA) or Universal Credit will continue to receive their payments while their assessment is rearranged
- people who need to claim ESA or Universal Credit because of coronavirus
- will not be required to produce a fit note.
- when claimants tell us in good time that they are staying at home or that they have been diagnosed with coronavirus, they will not be sanctioned – we will review their conditionality requirements in their claimant commitment, to ensure they are reasonable
- claimants who are staying at home as a result of coronavirus will have their mandatory work search and work availability requirements removed to account for a period of sickness

For people who need to make a new claim for financial support

We understand people who are required to stay at home or are infected by coronavirus may need financial support, and quickly.

We announce that:

- those affected by coronavirus will be able to apply for Universal Credit and can receive up to a month's advance up front without physically attending a jobcentre
- the 7 waiting days for ESA for new claimants will not apply if they are suffering from coronavirus or are required to stay at home – so it will be payable from day one

Employees and self-employed people

To make sure people in work can take the necessary time off to stay at home if they are suffering from coronavirus or to prevent its spread, changes have been

made to Statutory Sick Pay and how Universal Credit supports self-employed claimants.

This includes:

- people who cannot work due to coronavirus and are eligible for Statutory Sick Pay will get it from day one, rather than from the fourth day of their illness – we intend to legislate so this measure applies retrospectively from 13 March 2020
- Statutory Sick Pay will be payable to people who are staying at home on government advice, not just those who are infected, from 13 March 2020 after regulations were laid on 12 March 2020 – employers are urged to use their discretion about what evidence, if any, they ask for
- if employees need to provide evidence to their employer that they need to stay at home due to coronavirus, they will be able to get it from the NHS 111 Online instead of having to get a fit note from their doctor – this is currently under development and will be made available soon
- self-employed claimants on Universal Credit who are required to stay at home or are ill as a result of coronavirus will not have a Minimum Income Floor (an assumed level of income) applied for a period of time while affected

Businesses

The government wants to ensure businesses are supported to deal with the temporary economic impacts of an outbreak of coronavirus.

Employers with fewer than 250 employees will be able to reclaim Statutory Sick Pay for employees unable to work because of coronavirus. This refund will be for up to 2 weeks per employee.

Find out about other government support for businesses

<https://www.gov.uk/government/news/coronavirus-covid-19-guidance-for-employees-employers-and-businesses>

More information

Read more information about coronavirus and claiming benefits.

<https://www.understandinguniversalcredit.gov.uk/coronavirus/>

CORONAVIRUS (COVID-19) UPDATE

SOUTH
LAKELAND

Follow DWP on:

- Twitter – www.twitter.com/dwppressoffice
- Facebook – www.facebook.com/dwp
- LinkedIn – www.linkedin.com/company/dwp
- YouTube – www.youtube.com/dwp

Electricity North West

Self-isolating households may be unable to top up pre-pay electricity or gas meters, so the Department of Business, Energy & Industrial Strategy have made a press announcement outlining the commitment of suppliers to ensure people are not left off-supply.

<https://www.gov.uk/government/news/government-agrees-measures-with-energy-industry-to-support-vulnerable-people-through-covid-19>

Food and Shopping

Parsons – Fruit and Vegetable Suppliers are offering a Home Delivery Service to households in Kendal and surrounding areas.

£10 mixed seasonal fruit and veg box. Additional items available on request at extra charge e.g. milk, bread, yoghurts, eggs & butter. Payment to be made at time of order. Contact Parsons order line 01539 722131,

See flier for more information:

<https://www.parsonsofkendal.co.uk/wp-content/uploads/2020/03/homedelivery.pdf>

Ambleside Fish & Chips

Free fish & chips delivered to door for any over 70 living in Ambleside who is self-isolating. Call 015394 33688 or 07775121914 or contact Paul Riley

Email: rlyp2@aol.com

Milnthorpe, Arnside & surrounding area

Bullough's Londis of Arnside are offering free home delivery of orders over £10.

Need to set up account with details such as name, address and telephone number and send to email ibullyborough@hotmail.com. Phone 01524 761977 to make an order.

Foodbanks

Windermere & District Foodbank

The foodbank is open on Wednesdays and Fridays at The Methodist Church Basement, Main Road, Windermere.

Details can be found at: <https://windmeredistrict.foodbank.org.uk>. They are looking to expand their opening hours as new volunteers come forward.

If in crisis, you should ring the emergency telephone numbers 01539 422569 or 07789 728811 when arrangements can be made to deliver food parcels. Enquiries can also be made to admin@amblesidepc.org.uk

Ambleside & District Foodbank

The foodbank is open on Tuesdays and Thursdays from 11am – 1pm at the Ambleside Parish Centre. Fresh food has been donated and is available to collect from the foyer at Ambleside Parish Centre on those days. Books and toys are also available.

If you would like to donate to either of the above but can't leave the house, you can donate by bank transfer for food to be purchased. Enquiries should be made to admin@amblesidepc.org.uk

Kings Food Bank Kendal

King's Food Bank in Kendal is open on Tuesday, Wednesday and Friday 12-3pm for food collections and are still taking referrals from partner agencies. Limited deliveries are still being made, although people are requested to collect food wherever possible.

Ulverston

Ulverston Foodbank has reduced its service and will be open Monday & Thursday 11am - 1pm for the foreseeable future.

Useful links to help you with any anxieties you may be feeling

World Health Organisation - Mental Health Considerations during COVID-19 Outbreak - 6th March 2020

https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf?sfvrsn=6d3578af_2

Mental Health Foundation - Looking after your mental health during the Coronavirus outbreak - 18 March 2020

<https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak>

Anna Freud Centre – Supporting Young People’s Mental Health during Times of Disruption

<https://www.annafreud.org/what-we-do/anna-freud-learning-network/coronavirus/>

Curated by MIND (Toolkit) Mental Health at Work: Coronavirus and isolation: supporting yourself and your colleagues

<https://www.mentalhealthatwork.org.uk/toolkit/coronavirus-and-isolation-supporting-yourself-and-your-colleagues/>

Supermarkets

Booths

Booths have announced priority shopping times for elderly and vulnerable customers. The times are;

Mon – Fri 9.30 – 11.00am across all their stores.

From 24th March, Booths are introducing the ability to take payment over the telephone. This will allow those who are sending friends, neighbours or relatives to shop for them to pay for the shopping remotely.

Please make your way to the clearly marked checkout in store, where an assistant will scan through the shopping then place a call for the shopping to be paid for over the telephone.

From Weds 25 March, there will be home delivery service. Link for full details; <https://www.booths.co.uk/home-delivery/>

Booths are also offering priority shopping hours for NHS, police, fire services, army personnel, social care workers, teachers and Booths colleagues. These hours will be:

Monday – Saturday:

7am – 8am and 8pm – 9pm

7am – 8am and 7pm – 8pm (Kendal only)

Sunday:

9am – 10am

Sainsbury's Kendal and Windermere

We have made changes to all supermarket opening hours from Monday 23rd March.

NHS ID holders have priority Monday to Saturday 07:30 - 08:00 am

Elderly customers, carers and disabled customers have priority Monday, Wednesday and Friday 08:00 - 09:00 am

Morrisons Kendal

Dedicated hours for NHS workers are Mondays – Saturdays from 7.00 - 8.00 am.
NHS badges to be shown

The café is also changing to a takeaway service for all customers.

Aldi Kendal

As of Sunday 29th March, we are introducing a dedicated browsing time solely for Emergency Workers (NHS, Police and Fire Service) from 9:30am - 10:00am every Sunday. Eligible customers will be able to take priority at checkouts when they open at 10am. Entry to Aldi stores between 9:30am - 10:00am from Sunday 29 March and every Sunday, with relevant ID only.

Asda Kendal

Dedicated hours for NHS workers are Sundays 9.00 – 10.00 am

Dedicated hours for older and vulnerable shoppers are Mondays, Wednesdays and Fridays from 9.00 – 10.00 am.

Marks & Spencer Kendal

Dedicated hours for NHS and emergency workers are Tuesdays 8.30 - 9.30 am and Fridays 8.00 – 9.00 am.

Dedicated hours for older and vulnerable people are Mondays & Thursdays 8.30 – 9.30 am.

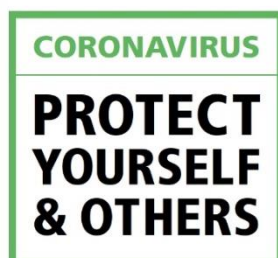
CORONAVIRUS
WASH YOUR HANDS
MORE OFTEN
FOR 20 SECONDS

**Use soap and water or a
hand sanitiser when you:**

Get home or into work

Blow your nose, sneeze or cough

Eat or handle food



For more information and the Government's
Action Plan go to **nhs.uk/coronavirus**



HM Government

NHS

Coronavirus

Isolate your household

Stay at home

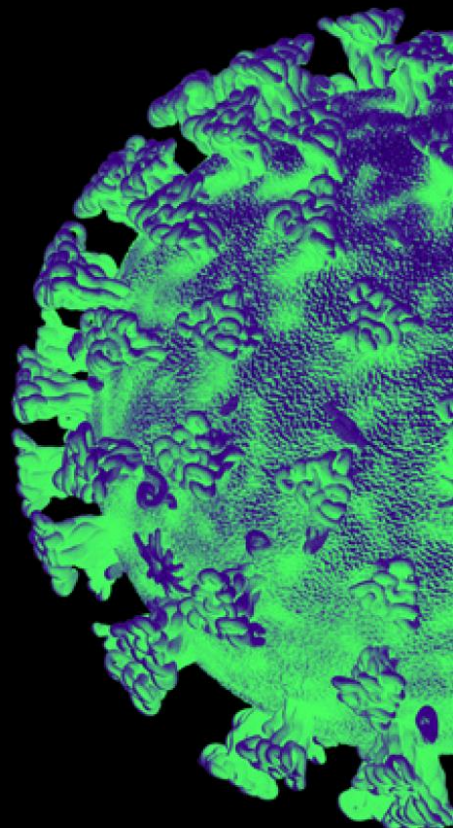
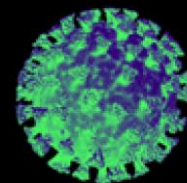
If you or anyone in your household has a high temperature or a new and continuous cough – even if it's mild

- ✔ **Everyone in your household must stay at home** for 14 days and keep away from others.
- ✘ **DO NOT** go to your GP or hospital.
- ✔ **Go to NHS.UK** to check your symptoms and follow the specialist medical advice. Only call NHS 111 if you can't get online or your symptoms worsen.
- ✔ **Protect** older people and those with existing health conditions by avoiding contact.

Find out how to isolate your household at nhs.uk/coronavirus

CORONAVIRUS

**PROTECT
YOURSELF
OTHERS &
THE NHS**



Safeguarding Adults Covid-19 for people who are self-isolating



We want to make sure that the **most vulnerable are safe** when they are self isolating. Here are some things to think about if you are offered, or need, support during this time.

Try to use **existing and trusted community groups**. If not, could a family member, friend or neighbour who you know and trust help?

Not sure? Don't answer the door
If you're not sure about an offer of help, ask the person to leave details and talk to someone you trust about it.



Contact us

If you are concerned that an adult is at risk of abuse or neglect please call:

Copeland and Allerdale - 0300 303 3589 Carlisle and Eden - 0300 303 3249

Furness and South Lakes - 0300 303 2704 Out of Hours 01228 526690

In an emergency, call 999

For concerns about a child, report to: cumbriasafeguardingchildren.co.uk



@cumbriasab



cumbriasab.org.uk