**Briefing note for social work staff, the practical support team and health professionals.**

**Coronavirus - Sources of help and support for residents.**

The council are meeting the immediate and urgent needs of people via the council helpline 0121 **569 2266**, for example through a food parcel or a short-term package of care. In addition, we need to connect residents to the most appropriate source of on-going help and support available for the duration of the emergency

**Additional support for residents who under normal circumstances would be perfectly able to lead an independent life and would not need on-going support from the council (short term need during crisis).**

**Good Neighbours scheme:**

Volunteers in their immediate neighbourhood provide on-going practical help with shopping, staying in touch (by phone or on line), dog walking, picking up prescriptions etc, potentially until the coronavirus emergency is over.

**To make a referral** contact SCVO [**kim@scvo.info**](mailto:kim@scvo.info), giving details of the name, address and postcode of the resident who needs support.

**Additional support for residents who may be vulnerable and at risk and have on-going needs** **where a range of support will help them to manage their situation to cope for the duration of the emergency.**

**Community Offer:**

Teams of community-based staff will provide a range of practical support for Sandwell residents and in addition will work in partnership with the practical support team and support both the Enhanced Assessment Beds and Hospital discharge where required

**To make a referral** contact **0121 726 3983** or email: **ifa1996.community\_offer@nhs.net**

**Sandwell Together befriending service**

**Keeping in touch by phone or Facetime**

For people who are socially isolating (either short term or for the duration of the corona emergency). This includes vulnerable people in care homes where contact time has been reduced

* Contact can vary from:
  + a regular short call to keep in touch and check that things are ok
  + longer chats to pass the time of day and reduce social isolation
* Free and confidential service
* A listening ear with links back to other sources of support including the council emergency helpline and the Community Offer
* The phone be-friending service will be delivered by a team of volunteers, co-ordinated by Sandwell Advocacy, and operates flexibly **Monday – Saturday 10.00am – 8.00pm**
* Contact can be made by phone, Skype or Facetime

To receive support or **to make a referral** please contact SCVO on 0121 5170475 during office hours Monday – Friday or email [support@scvo.info](mailto:support@scvo.info)