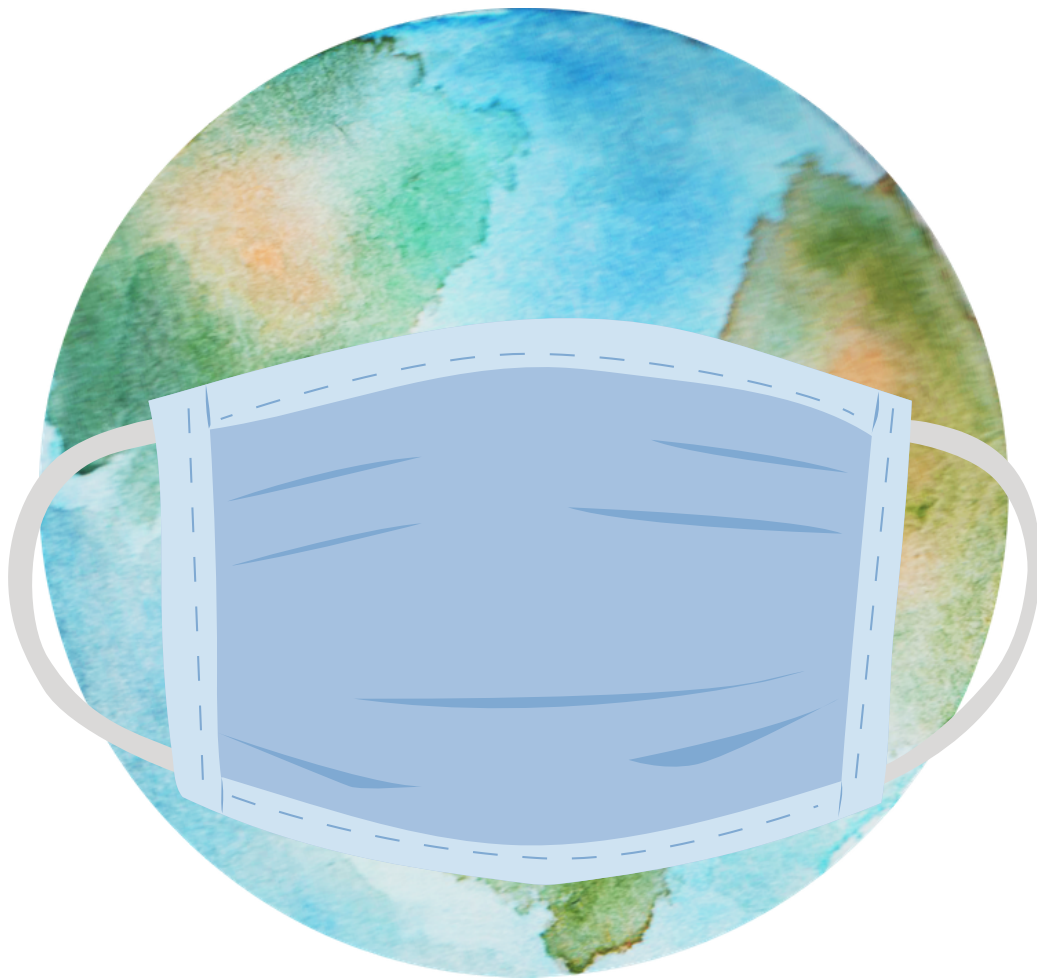


# ***Community and voluntary sector coronavirus (COVID-19) bulletin***

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***Together we can beat COVID-19***



## *What is this bulletin about?*

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The purpose of this bulletin is to inform members of the Waltham Forest community on where they can get help during the COVID-19 pandemic. Moreover, there is also information on how you can get involved by supporting the NHS and vulnerable people in our community.



It is important that we support our communities as much as we can whilst we face a global health crisis. Our collective efforts will help to reduce the spread of the virus and support members in our community who need help accessing services.

## *Stay home. Protect the NHS. Save lives.*

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We are now in our fourth week of lock-down and everyone must continue to follow the government's advice on staying at home. You can only leave your home for the following reasons:

- Shopping for essentials, such as groceries and medicine



- One form of exercise per day, for example jogging or cycling
- Any medical need, and to provide help/care for a vulnerable person



- Travelling to and from work only if you cannot work from home



If you are experiencing COVID-19 symptoms, you must self-isolate for a minimum of 7 days if you live alone, or 14 days for multi-person households where you or one of your household members has symptoms. Do not go to your local GP, pharmacy or hospital, you can call the NHS 111 service for guidance on what to do. If you cannot cope with your symptoms at home, please call NHS 111 for advice. You can find all the latest NHS information here:  
<https://www.nhs.uk/conditions/coronavirus-covid-19/>

## ***I have to 'shield' myself- where can I get support?***

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If you are extremely vulnerable or have received a letter from the NHS instructing you to 'shield' yourself, then you must not leave your home for the next 12 weeks.

### **The Community Help Network**

The Waltham Forest Council is working with the Community Help Network to support vulnerable residents of Waltham through a helpline service. To ensure that the most vulnerable residents get support, the helpline service is only available to those who do not have access to any other support and are either:



- Aged 70 and over
- Been advised by the NHS to self-isolate for 12 weeks

The helpline can provide eligible residents with essential groceries, emergency home repairs and prescription collections. If you want to use this service, please only request help when needed and there is no need to register in anticipation of future needs.

You can find more information here:

<https://www.walthamforest.gov.uk/node/7716>

Or call 020 8496 3000 (any day between 7am-7pm)

Since the Community Help Network's call centre is very busy, it is advised that you request help online, to allow those who do not have online access to find support over the phone.

Please note: The Community Help Network will not come into your home unless they have contacted you beforehand. Always ask for identification when someone is knocking on your door to stay safe.

## *Where else can I get help?*

The Waltham Forest Council has also been working with Age UK, local food banks and the Waltham Forest Advice Bureau to provide support for residents. The Council has helped to supply local food banks with essential supplies and has delivered over 800 food parcels to vulnerable residents.

### Age UK Waltham Forest

You can also contact Age UK Waltham Forest if you need advice or information on accessing food banks, housing, social care or legal help. They also offer a befriending service for those suffering from loneliness.



Website: <https://www.ageuk.org.uk/walthamforest/>

Telephone: 020 8558 5512

Email: [info@ageukwalthamforest.org.uk](mailto:info@ageukwalthamforest.org.uk)

## *Where can I get emergency food?*

If you or someone you know is having difficulties accessing food, you could be eligible to Eat or Heat's food bank service. You will need a referral from a professional such as a citizen's advice worker or a religious officer to get help from Eat or Heat.

Website: <http://eatorheat.org/>

Address: 1A Jewel Road, E17 4QU

Telephone: 0800 772 0212

Email: [info@eatorheat.org](mailto:info@eatorheat.org)

Distribution hours

Monday: 6:00pm-7:30pm

Wednesday: 6:30pm-7:30pm

Friday: 6:30pm-7:30pm

If you require financial assistance, you can check the Waltham Forest Council guide here: <https://www.walthamforest.gov.uk/content/financial-assistance-residents>

## *Can you help?*

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### NHS Volunteer Responders

The NHS Volunteer Responders is a group of volunteers that will carry out simple, non-medical task to support individuals who have been asked to shield themselves for 12 weeks. Volunteers will be providing essential support to those who cannot go outside as they have existing health conditions and are especially vulnerable.

### What are the tasks?

Volunteer Responders can do a range of tasks, such as driving people to and from hospitals and delivering essential supplies such as food and medications. Volunteers can also help the NHS transport supplies, and befriend people isolating at home by phoning them.

### Who can volunteer?

- You and your housemates do not have any COVID-19 symptoms (cough or fever)
- Under the age of 70
- Not pregnant
- Have no long-term health issues that make you vulnerable to COVID-19
- If you do not meet the criteria, you can still volunteer at home as a telephone Check in and Chat Volunteer.

There is a temporary pause in NHS Volunteer Responders due to the high numbers of applications.

You can keep checking the NHS website for new volunteering opportunities here: <https://www.england.nhs.uk/participation/get-involved/volunteering/>

#StopTheSpread



SPREAD  
*Kindness*  
INSTEAD

## *What else can I do to help?*

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Healthwatch England ensures that the voices of people who use health and social care services are heard. Healthwatch England aims to gather the views and experiences of community members to make changes in health and social care services. This empowers local people to use their voices.

Healthwatch Waltham Forest wants to use local voices to shape changes in Waltham Forest's health and social care practices.

If you are interested in volunteering for Healthwatch Waltham Forest, please email our volunteer coordinator Agata Arcimowicz:

[agata.arcimowicz@healthwatchwalthamforest.co.uk](mailto:agata.arcimowicz@healthwatchwalthamforest.co.uk)  
or call 020 3078 9990

For more information on Healthwatch Waltham Forest:  
<https://www.healthwatchwalthamforest.co.uk/>

You can find your local Healthwatch here:  
<https://www.healthwatch.co.uk/your-local-healthwatch/list>



healthwatch



## *What else can I do to help?*

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We all must do as much as we can to reduce the spread of the virus and support front-line workers. We all need to stay home as much as possible and avoid stockpiling to ensure that everyone can have access to food and supplies.

It is important to support vulnerable members of our communities but don't forget to look after yourself too. Waltham Forest council has a guide on activities you can do at home to avoid boredom. You can also invite your family and friends to do online activities together. You can find online activities and resources here: <https://www.walthamforest.gov.uk/node/7738>

# VIRTUAL HUGS



# STOP THE BUGS

## *Changes to Waltham Forest GP services*

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There have been some changes to GP practices in Waltham Forest. Some GP practices are only accessible online or by telephone. As different GP practices are operating differently, it is best to contact your GP service if you need an appointment.

## *Stay to up to date with Waltham Forest Council*

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You can sign up to Waltham Forest Councils' e-newsletter to receive all the latest news and advice straight to your inbox.

To sign up, just follow the following link:

[www.walthamforest.gov.uk/covid19enews](http://www.walthamforest.gov.uk/covid19enews)

*Keep in touch with us! We want to hear from you!*

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**Contact us on**

**[info@healthwatchwalthamforest.co.uk](mailto:info@healthwatchwalthamforest.co.uk)**

**or call 020 3078 9990**

**Talk  
to us...**



Find us on  
**Facebook**



*Thank you to the NHS and all essential workers  
that are working hard to keep our society  
functioning*

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**Your**  
**healthwatch**  
Waltham Forest





**STAY AT  
HOME**

**PROTECT THE *NHS***

 **save lives**

