

Telford and Wrekin All Age Carers



Alongside all our carers on their journey Back to Better 5 Aug 20

Welcome



Studies have shown that there are many people looking after someone in the UK who do not recognise themselves as family carers - "hidden carers". With Covid-19 requiring identification of particularly vulnerable groups quickly and efficiently, the need for speed and clarity about who may want support (within our 5000 registered carers for example) has been crucial in being able to give specific advice about carers rights and referring carers to services quickly, to prevent hardship, illness or crisis. Take a look at this really comprehensive booklet "**Looking after someone**" published by CarersUK at the top of our website home page [https://](https://www.telfordcarers.org.uk)

www.telfordcarers.org.uk explaining who family carers are. Would you like to register as a carer with us? You can do it now 'just in case' you may need us in the future and that's fine - you don't have to take advantage of any support we offer at this time. Call us now - it usually only takes about 15 minutes to get you on board and hopefully may give you a little peace of mind, and someone to turn to if you need help.

We ask our carers regularly what kind of support they would like from us. It's not been possible to provide our personalised face-to-face visits and groups over the past few months - but what about Back to Better and the future? We're always encouraging carers to get involved in planning our service (co-production) so if you have ideas, let me know how would you like to see us moving forward within the 'new normal'? Please do contact me about how we can support you (and get involved if you want!) at laura.thorogood@telfordcarers.org.uk.

The weeks are rolling on by and Telford & Wrekin CVS and our partners are generating many stringent safeguarding measures to put in place when we practice a staggered return to our community hub at The Glebe for the delivery of services in due course.

While we're still unable to open our doors wide to visitors at The Glebe or make home or school visits, I want to reassure you that we're continuing to be there serving carers and communities across CVS and our partners through email and telephone. Communication pathways with carers and professionals have been well practiced over the last four months or so, with thousands of calls, and hundreds of positive support outcomes for carers and communities with dozens of different issues. You can be sure we will be able to help if you need us - to listen, give advice and facilitate contact with every type of support. Until next time, wear your mask when out if you are able, and continue to keep yourself and your family safe.

Laura Thorogood - All Age Carers Centre Manager

News and Features

Exemption Cards for Face Masks

It has now become mandatory to wear face masks in shops and other retail outlets. We know that for some people living with dementia and other hidden disabilities this could be a potentially stressful situation and cause conflict if they are not wearing a mask. Those who have an age, health or disability reason for not wearing a face covering should not be routinely asked to give evidence of this. However, if written evidence makes it easier when out in public then there are several options:

Go to this link and print off and make your own:

<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own>

Alzheimers Society Help Card for people living with dementia - get one here:

<https://www.alzheimers.org.uk/get-support/publications-and-factsheets/helpcards>

Hidden Disabilities also has information on masks and provides an exemption card for 55p and they also sell the Sunflower lanyard <https://hiddendisabilitiesstore.com/>



Call us on 01952 240209 or email admin@telfordcarers.org.uk

Are you a "hidden" family carer?

Laura's opening message about identifying carers was highlighted when she met Sylvia while out and about in Wellington recently.

Sylvia cares for her husband, Keith, who has Parkinson's Disease and Spinal Stenosis. She describes herself as probably one of thousands of "hidden" carers who "just get on with life".

For relaxation Sylvia enjoys gardening, and in normal times pilates and playing walking netball. She not only tends her garden, but grows her plants and flowers to sell - at the moment outside of her house - with all proceeds going to her Church. She would usually sell at social functions but can currently do this from home (with a selling point of "No Personal Contact Needed") without having to leave Keith alone for long periods of time.



When lockdown arrived, even though he is disabled, Keith made Sylvia a flower barrow stall from materials they found in the shed and she has looked on this time as an opportunity to sell more plants as the garden centres were closed! She says she is very lucky to have friends who give her cuttings and plants to sell on. This year she has sold in excess of £1,500 worth of plants and she's planning to carry on through into the autumn.

Sylvia is a good example of not only a "hidden" carer but one who has a full and satisfying "life outside caring" (see below) - people like Sylvia are free to make the decision to take that small step to register or not with the All Age Carers Centre, but whatever they decide, it's helpful for them to know that we are there for them, whenever they need us.

A Life Outside Caring (ALOC)

We are pleased to welcome Denise Jackson, Co-ordinator of Telford and Wrekin Carers Partnership Board to our newsletter, to talk about the importance of carers independence. Denise says

"Caring can be a substantial, possibly full-time, even 24/7 commitment, but that doesn't mean that carers shouldn't have 'A Life Outside Caring', indeed it is essential to find some way of doing this to maintain a carer's physical and mental wellbeing.



Carers should be able to:

- **Retain their identity - still be someone apart from and beyond being a carer**
- **Enjoy hobbies, interests and a social life**
- **Access education, training and other forms of personal development**
- **Have the option to combine unpaid caring with paid work if they wish to do so**



Telford and Wrekin Carers Partnership Board (CPB) set up the A Life Outside Caring sub-group in 2013 to look at all these issues and more. We advocate for carers and former carers, whom we value as 'Experts by Experience', and work with CPB partners to make sure that they are aware of the need for carers and former carers to access opportunities alongside and outside their caring role, wherever possible developing and building on the skills they have acquired as carers.

We share and promote information around learning opportunities, including those that are particularly accessible to carers eg online and distance learning (correspondence) courses from

Learn Telford <http://www.learntelford.ac.uk> and

National Careers Service/Job Box <http://www.learntelford.ac.uk/>

StudentSupport/View/121

We are proud to have been involved in setting up Telford and Wrekin's Carer Friendly Employer Scheme which recognises local employers who support staff in balancing paid work with unpaid caring commitments.

<http://newsroom.telford.gov.uk/News/Details/14725>



To find out more about the work of the A Life Outside Caring group, please email me at:

deeannjay@hotmail.com and follow Telford & Wrekin Partnership Board on Twitter **@CarersPB**"

Call us on 01952 240209 or email admin@telfordcarers.org.uk

Fan Mail!



Our registered carer, Paul, won our Photography Competition in July - the prize being a Cream Tea for Two, delivered to his doorstep by Jane! We were so pleased to hear from him. Jane had an email which said "I would just like to thank you very much for the cream tea you delivered yesterday. It was my wife's birthday yesterday, so it made it a lovely afternoon. Can I also thank you and all concerned for the time and effort in organising the photographic competition. It is things like that which bring enjoyment to what has been a difficult time for everyone and made my wife's day a special one." You're very welcome Paul and we loved looking at your photographs (and all the other entries we received)!

During one of our Back to Better calls, a carer from Wellington said she loves her garden but was having trouble getting the bedding plants she needed as herself and her cared for still had to be in strict isolation. Our team member, Debbie, spoke to Shawbirch, Bratton, Admaston and Wrockwardine Covid-19 Community Group and asked if they might cover Wellington area too! They were only too pleased to help and arranged for a volunteer to call our carer and discuss what plants she needs, and then deliver them!

NEW Carers website!

We've discovered a great website for carers - <https://www.mobiliseonline.co.uk>

It's a community of people helping each other look after someone.

You can sign up for the latest advice, by email, straight to your Inbox. Written by carers for carers, Mobilise emails are packed with tips and tricks from their community of carers and the latest government advice on caring during Covid-19. There is a choice of a daily or weekly email of practical advice, tips and content to help each other get through. There's a podcase, stories, latest research and a blog.

You can also join carers like you for a virtual cuppa in virtual groups, come together to share stories, tips, tears and laughs. However you're feeling they're a place to listen and be heard, give and get advice, and help people like you across the UK.

As this is quite a new site, launched during the last few months, we would love to hear your views on it - so email us and let us know! Send any comments to admin@telfordcarers.org.uk



Return to the Museums!



We've been in discussion with the Ironbridge Gorge Museums as to how we can utilise the paid-for pass process that we normally manage in the office with cards for collection.

Adam Siviter and their Visitor Engagement team at the Museums have been so helpful in working out a way which would enable our carers to visit, and we are pleased to have come up with a solution.



If you are an adult carer, and would like to take advantage of our passes here is what to do:

- **Maximum 2 passes per carer at any one time (we have maximum 20 passes for any one day currently)**
- **Email us on admin@telfordcarers.org.uk with names of those visiting – we will carry out an identity check for you as a carer**
- **You will then need to book a visiting date/time slot for Blists Hill or the Museum of Iron on the museum website at <https://www.ironbridge.org.uk>**
- **As soon as you have booked slot, email admin@telfordcarers.org.uk with slot date/time and also type "I consent for Telford Carers Centre to pass my name/s on to the Ironbridge Gorge Museum to give me access to the Museum free of charge".**
- **We will pass names of those visiting on to the Museum by phone or secure attachment by email.**
- **When you arrive at Blists Hill/Museum of Iron you must report to the Front of House team who will tick you off on their Carers visitor list.**

Call Isam or Linda on our Wellbeing Checkpoint 01952 240209 to book or for any other queries about passes.

Call us on 01952 240209 or email admin@telfordcarers.org.uk

Do you have a hearing aid? Do you need help?



The hearing loss support service, run by Shropshire Rural Communities Charity have adapted their face-to-face clinics and home visits and are providing volunteer support (following strict social distancing guidelines and with the necessary protective equipment) to be able to collect NHS hearing aids and conduct repairs away from people's homes.

The service is also advising patients over the phone and operating a postal service for more complex repairs.

Susann Mitchell, Development Officer for Shropshire RCC said: "The current crisis is challenging for everyone, but if you're hearing impaired and having difficulty with your aids it can cause even more anxiety and confusion. That's why we worked hard with the SaTH Audiology team to come up with a way to continue offering support. We put people's safety first, so are encouraging anyone in Telford and Wrekin with a NHS hearing aid to get in touch with us if they are struggling"

Please contact Shropshire RCC on 01743 360641 or email shls@shropshire-rcc.org.uk

Back to Better Week - 21 September supported by Telford Creative People & Places and Wellbeing Hubs Network

This is just to give you a heads up about our special week at the end of September with the focus of 'The Art of Wellbeing' where we'll be providing a variety of online arts, music, crafts and activity to keep communities connected as we journey 'Back to Better'. Watch this space and our Facebook pages for more information in due course.



Training

We are once more highlighting the great **FREE** online courses provided by **The Skills Network** - lockdown is a ideal time to carry out some extra learning - whether to help you in your role as a carer or to enhance your employment possibilities, especially in what will now be a increasingly competitive job market.

There are over 40 courses which are all distance learning and take between 8-16 weeks with no formal examinations and include:

- Understanding Dignity and Safeguarding in Adult Health and Social Care
- Understanding the Safe Handling of Medication in Health and Social Care
- Awareness of Mental Health Problems
- Principles of End of Life Care
- Principles of the Prevention and Control of Infection in Health Care Settings
- Principles of Dementia Care
- Principles of Care Planning
- Principles of the Mental Health Care Worker
- Understanding Nutrition and Health
- Cleaning Knowledge and Skills
- Counselling Skills


the skills network

 10 YEARS OF SUCCESS

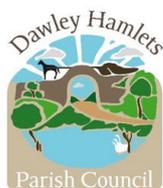
Criteria for learners is:

- Be 16 or over as of 31 Aug 2019
- Hold a full Level 2 qualification (if aged between 16 and 23)
- Have lived in the European Union for at least the last three years
- Not be a current learner with The Skills Network or any other provider
- Not be in full-time education
- Reside in England (have an English postcode) - learners in Wales are not eligible for funding
- Not have completed the same course on which you are enrolling before, with The Skills Network or any other provider

If you're interested or just want more information, please get in touch with Lucie on 07817 090054 lucie.roberjot@telfordcarers.org.uk

Call us on 01952 240209 or email admin@telfordcarers.org.uk

Donations



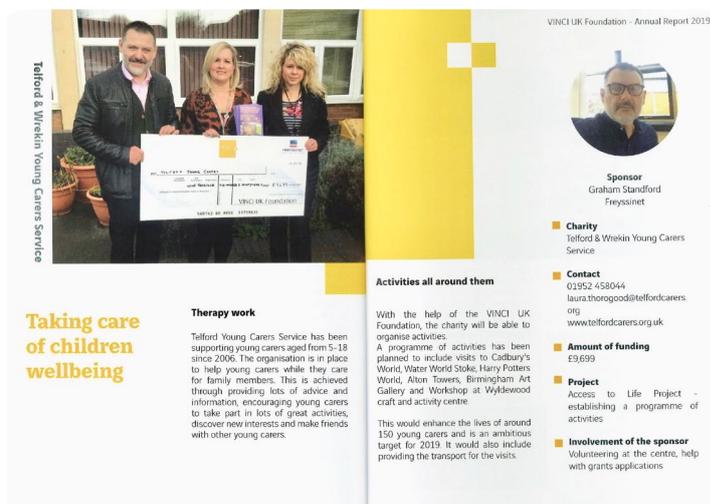
Dawley Hamlets Parish Council are brilliant! They have kindly donated £400 for young carers living in their Parish to help them through this difficult period. We have identified a group of young carers who will be receiving special gift 'packs' during the holidays. Thank you so much for your generous gift!

Watch and Follow our Facebook page to get more up-to-date news and to sign up for Carers Packs for Carers this summer - we'll be making deliveries every Tuesday from 3 August!

Our lovely friends at Freysinnet sent us a double page spread from their Annual Report illustrating their support for our Young Carers. You may notice the list of trips we had planned to take this summer, which of course have had to be put on hold! But never fear, at some time in the future, when things get back to normal, we'll be planning trips again for adult and young carers alike. It's something to look forward to! Graham Stanford (pictured) said: "Am missing the contact with you and the kids during this rather rubbish time of Covid. Carol in the office has received some Vinci Foundation booklets which now includes a picture of us all looking radiant as ever!". Thank you everyone at Freysinnet (through Vinci Foundation) for all your brilliant support!

<https://www.virginmoneygiving/fund/telfordcarerscovid19>

<https://www.twinkl.co.uk/support/telford-carers-centre>



Telford Young Peoples Forum #sayhello



The Young People's Forum have recently been working on the #sayhello campaign under #TelfordTacklesLoneliness - which aims to help young people feel less lonely or isolated through the Corona outbreak and had included our secondary young carers in an open invitation to take part - attending a virtual Quiz and contributing to the project with poems, stories etc about loneliness and how they felt at this time. We were able to contribute including a lovely poem about loneliness and a video from a carer talking about what it was like at home during this time, missing school and her friends. Well done TYP #sayhello - thanks for inviting us to take part!

Are you struggling to manage financially because of the Coronavirus?

The British Red Cross, in partnership with Aviva and the Aviva Foundation, have created a hardship fund to help support people most financially impacted by Coronavirus. Referrals to the hardship fund will be managed by Local Authorities, charities and partner organisations, identifying people who can't afford essentials such as food and toiletries and somewhere safe to sleep. The financial support includes up to three monthly payments of £120 per person and will be delivered through a pre-paid Visa card. The British Red Cross are aiming to support up to 13,000 people across the UK.

<https://www.redcross.org.uk/stories/disasters-and-emergencies/uk/coronavirus-cash-grants-support-people-with-dignity>

If you would like to be considered for a referral to the fund, please do call us as soon as possible. Call Isam for a chat on 01952 240209.

Great Dawley Summer Events!



Our friends at Great Dawley have loads of summer events going on - too many to list here! See everything at <https://greatdawley.org/virtual-events.html>

SaTH latest Engagement Newsletter

Read latest news from our local hospitals through this link or find link on our website Hospital page.

https://2c6b93be-9332-417a-9fe1-90f9d93352c5.filesusr.com/ugd/983dae_72003493627b47d79383167181af9c8d.pdf

Call us on 01952 240209 or email admin@telfordcarers.org.uk

Free emotional support sessions

The last few months have been tough and the impact of Covid-19 has affected many people's Mental Health. **Impact Telford** is able to offer free sessions with their counselling team for people to have an opportunity to talk about the stress and anxiety of recent events, thanks to funding from Telford and Wrekin Council.

These Emotional Support Sessions are open to all Telford and Wrekin residents aged 14 upwards whose mental health has been affected by the pandemic. This could be:

- People suffering anxiety around health
- Those with fears around job security and finances
- Those whose mental health has been impacted by isolation and loneliness
- Those struggling with loss of a loved one during the Covid-19 crisis

Impact are able to offer up to three free confidential sessions which are delivered remotely on the telephone or online to help you understand how you've been affected and look at ways to improve your mental health.

If you, or anyone you know, would like to book these Emotional Sessions then please give Impact a call on 01952 223165 or email info@impacttelford.co.uk



Mind of My Own



The Covid-19 crisis has highlighted the need for the best communication with all our carers. Young carers particularly can sometimes feel isolated and lonely and we're always looking for new ways of identifying their needs.



"Mind of My Own" is a app co-produced with young people for young people. It aims to fit into young people's lives and will encourage our young carers to share their thoughts and feelings more regularly - they can send messages to our family resilience workers, completely securely, to vocalise their thoughts, ideas, problems and worries. As well as being 100% secure, it has a fantastic young person-friendly interface that our carers will love.

We'll be launching this app for our young carers use shortly. If you're a young carer, between 5 and 18 and would like the app on a phone/tablet/PC at home please get in touch with the Young Carers team - call or text Jane on 07878 457141 or Lucie on 07817 090054 and we'll be in touch in due course about how to get it and use it.

Care by Communication

Janet Guice of Care by Communication is available to help you and your family with any technology related issue and new products in the home for an affordable fee. There are many different scenarios:

Did you know that the majority of over 55's have never changed their internet provider? Janet will help you switch and may save you a great deal of cost each year.

Do you feel insecure answering the front door? There are many video doorbells available. Janet can help you decide whether you need one and if so, which one.

Do you want to talk to family using visual devices but not know the best product to buy or even find the screens complicated? Janet can help identify the right product for you. There are products to make screens simpler to use with accessible buttons.

Contact Janet at www.carebycommunication.co.uk or email carebycommunication@gmail.com

Walking for Health is restarting!

Great news! **Walking for Health** will restart soon!

For more information, link to:

<https://walkingforhealthtelfordandwrekin.org.uk/our-walks> or find their page on Facebook.



Call us on 01952 240209 or email admin@telfordcarers.org.uk

Carers Wellbeing Programme

We've been having the most amazing (and incredibly busy!) summer not only with our usual virtual groups and clubs, but also running a full virtual Summer Programme for the young carers.

Our ongoing competitions continue to be extremely popular - we've got several new ones going on currently (see below) and more to come. It's a wonderful way of communicating with our carers and so many have really got into the swing of cooking/taking photos/building all sorts of things - and then sending us a photo of what they've achieved. We love Showcasing everything on our Facebook pages, and it's great for carers to share their work with friends and family. And of course, there's always a prize at the end!

Here are details about our usual group get-togethers:

Young Carers (Primary) Wednesdays 4.30pm

Young Carers (Secondary) Wednesdays 6pm

The Inbetweeners Group (16-25) Mondays at 3pm

Adult Carers Wellbeing Groups Tuesdays at 11am or Thursdays at 1pm

Please be prompt for all sessions as duration is fixed at 40 minutes.

Call Jane on 07878 457141 or Lucie on 07817 090054 to put names down and log in details for Zoom will be sent just before or on the day of group if you haven't got them already. You don't even need to join Zoom - just have access to the internet on your phone, tablet, PC or Mac.

NEW Competitions!

Adult Carers Arts & Crafts Showcase Competition

Our photography competition was extremely popular - but this time it's all about **Arts & Crafts**. There are 3 different areas, with only one overall winner, so take your pick from:

- Art
- Needlecraft
- Paperwork

The prize will be a Hobbycraft Voucher

Send a photo of your entry to **Jane at jane.evans@telfordcarers.org.uk or Lucie lucie.roberjot@telfordcarers.org.uk.**

Closing date: 17 August 2020 - to be judged by our Supercrafter team member Linda Boddison



Young Carers Lego Competition

For our **Lego Showcase**, we'd like carers of Primary school age to send a picture of a LEGO construction you've built (not from a box or plan - make sure it's something that's your own idea please!)

The prize will be something Lego-related and delivered to your door!

Send a photo of your entry to **Jane at jane.evans@telfordcarers.org.uk or Lucie lucie.roberjot@telfordcarers.org.uk.**

Closing date: (extended) 12 August 2020



The Great Telford Young Carers Bake Off

Young carers of Telford (5-18) - **SHOW US YOUR BEST CUPCAKES AND LARGE BAKINGS** (sweet variety).

We're sure there must be some brilliant bakers out there!

The winner will receive a great baking-related prize.

Send a photo of your entry (and the recipe) to **Jane at jane.evans@telfordcarers.org.uk or Lucie at lucie.roberjot@telfordcarers.org.uk**

Closing date: (extended) 12 August 2020



All competition photos will be Showcased on Facebook (first names only)

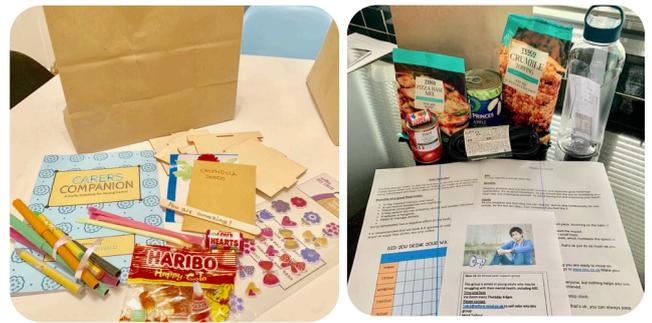
If you want to take part in any of these competitions you will need to Follow our Facebook pages to get all the updates and news.

<https://www.facebook.com/telfordcarers>

<https://www.facebook.com/telfordcarerscentre>

The Young Carers Team are on their rounds!

Have you had a knock at the door from one of our Young Carers team over the past couple of weeks? Because we've not been able to provide our usual events and trips this year, we still wanted to give our young carers a holiday boost and came up with the idea of delivering Activity Packs! Jane, Lucie, Karen and Anita have been out and about covering dozens of miles across Telford & Wrekin, responding to requests from young and young adult carers for a surprise pack! We've had packs that included a flowerpot to build with seeds and for the older Inbetweeners group, a pack with ingredients for a full 2 course meal! - and they include lots of other supportive items too like our Carers Companion and books/leaflets about reducing anxiety and building resilience at this time. And sweets and chocolate too of course! Our next ..pack includes a Cookie Making Kit! If you haven't had your knock on the door yet, and you want to be put on the list, get in touch with Jane on 07878 457141 or Lucie 07817 090054 (and we'll need your current address if you've moved since you registered with us)



This summer 5 lucky players could WIN 1 of 5 £100 B&Q Vouchers through signing up to support Telford Carers through paying just £1 a week to our Telford LOCAL lottery Twincl. (See below) Please encourage your friends and family to support the All Age Carers Centre. Tell everyone what our support means to you. The more people who sign up via our Twincl page, the more funds we'll raise for Telford Carers - and you could win a special summer draw! You need to sign up before the 29th August. Good Luck!



Beam is an emotional wellbeing service for children and young people under 25. Talking about how you're feeling isn't always easy, but Beam are here to help.

Our sessions give young people the opportunity to talk with trained practitioners who can give practical support, advice and suggestions as to how they can manage their thoughts and feelings.

We can support various emotional wellbeing issues - here are a few:

- Feeling anxious or having a low mood;
- Stress and worry;
- Issues with sleeping;
- Managing feelings of anger and frustration;
- Struggling with self-esteem.

If we can, we will signpost you to other services or organisations who can support you as well.

Parent and carer support can be given in conjunction with a young person.

How can a young person access support from Beam?

Support can be requested by email to AskBeam@childrenssociety.org.uk

- Young people aged 14+ can email and request support themselves.
- Young people aged 13 and under will need a parent or carer to email on their behalf.

A follow-up email will ask for a few details about the young person, and ask them to follow the links to register and consent for the service if they have not been to Beam before. Once this has been done, a member of the team will make contact and offer a time where one of the practitioners will call.

The call itself is completely led by the young person, and there will be no pressure to talk about anything unless the young person wants to.

IMPORTANT INFORMATION

If there is any immediate risk to life please contact Emergency services, this is not an emergency response email.

This email is not monitored outside of 10am-6pm Monday to Friday.

If you have any questions, please get in touch via:

AskBeam@childrenssociety.org.uk

More information about The Children's Society and Beam can be found via:

<https://www.childrenssociety.org.uk/beam/shropshire>

Proud to be part of Bee U: <https://camhs.mplf.nhs.uk/beeu>



- £25,000 jackpot!
- Sign up from £1 per week
- Support our good cause today
- Your support makes a real difference to our local community

To start supporting, visit:

www.twincl.co.uk

and search for: Telford Carers

Supporters must be 16 years of age or older. Offer ends 29th August 2020. See website for terms and condition

Thrive Telford DROP IN'S

General Advice Drop Ins				
Day	Area	Time	Address	Contact No
Monday	Madeley	10.00am – 12.00am	Chec Centre, 31 High Street, Madeley, Telford, TF7 5AR	07854496257
Wednesday	Virtual	12.00am – 16.30am	No Address, please call the number provided	01952 812429
Friday	Wellington	10.00am - 14.00am	YMCA, Tan Bank, Wellington, Telford, TF1 1HJ	01952 400401

For More Information Call 01952 504325 or email: thrive@staytelford.co.uk

Useful Contacts

Once again, we hope our one-to-one 'Journey Back to Better' calls go a long way towards helping those who don't have, and/or use, IT currently. If you have changed your email, phone (or address) since you registered with us, please do ring to give us your new information - it will only take a few minutes. Also if you are no longer a carer, for whatever reason, please let us know and we can remove your contact details from our database - although please do remember, you are eligible for every type of support from us for a year after the person you have been caring for has passed away.

To ensure you receive all the information you need, and to have full contact with CVS, the All Age Carers Centre and other organisations over this period, here is a list of important contact links which we are repeating in each newsletter throughout this period for new carers - most have telephone numbers for those without IT at home.

Main All Age Carers Centre number: **01952 240209**

All Age Carers Centre email: **admin@telfordcarers.org.uk**

Young Carers email: **info@telfordandwrekinyoungcarers.org.uk**

Main Telford and Wrekin CVS number: **01952 916035**

Go in and 'Like'/Follow our Facebook pages - please!:

Young Carers <https://www.facebook.com/telfordcarers>

Adult Carers <https://www.facebook.com/telfordcarerscentre>

Telford and Wrekin CVS <https://www.facebook.com/TelfordCVS>

Go to our Website and link to the Coronavirus update page.

<https://www.telfordcarers.org.uk/coronavirus-updates>

We also have referral forms on the home page of the website for professionals and new carers

The CarersUK site has many pages of extremely comprehensive information for carers at this time. **<https://www.carersuk.org/coronavirus-covid-19>**

Telford Senior Citizens Forum:

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

Emergency Response Carer Service 01952 385385 select Option 3 when prompted to provide care for the person you look after if you cannot. After 5pm or at weekends call **Emergency Duty Team on 01952 676500**

General Information in relation to Health and Social Care and not registered with a social worker call the **Wellbeing Independence Partnership 'My Choice'** on **01952 916030** or **01952 385385 option 2.**

Shopping. There is a general information line on **01952 382030.** Online go to **www.telford.gov.uk/isolationssupport**

Emergency Welfare Assistance 01952 380400

Emotional Health Crisis (potential suicide or similar) call **Mental Health Access Team 0300 124 0365**

Mental Health Services are extended to 24 hours during pandemic. There is a **24/7 all age mental health service** providing telephone support, advice and triage. This can be accessed via **Access 0300 124 0365.**

There is also a link from the home page of **www.mpft.nhs.uk**

For people who think they are extremely vulnerable but have not been sent a letter by the government go to **<https://www.gov.uk/coronavirus-extremely-vulnerable>**

AgeUK are offering a Covid asset spreadsheet which can be filtered by area/type of service etc. Most up to date version will be on AgeUK website. **<https://ageuk.org.uk/shropshireandtelford/about-us/news/articles/2020/coronavirus-covid-19-update>**

Citizens Advice. Two local lines and email enquiry system staffed 9-5 weekdays or national site **www.citizensadvice.org.uk**

01952 567193 Callers will be asked about their problem and if they need more than brief information they will be called back by an adviser for a more in-depth interview.

0300 330 1165 is the advice line

01952 567174 is for people wanting food parcels

If you are having problems claiming **Universal Credit** call **0800 144 8 444** or national webchat support **www.citizensadvice.org.uk/benefits/universal-credit/claiming/helptoclaim** which will send enquiries