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# CONWY OLDER PEOPLE'S FORUM

## NEWSLETTER

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Issue 6

24 March 2020

## Stay At Home

### Public Health Wales Guidance

(23 March 2020)

**People over 70 should** be shielded from social contact and self-isolating. If you are over 70 you are **strongly advised** to cease your face-to-face interaction with all people including friends and family if possible.

**Self-isolating** means **staying at home** and not leaving it other than for exercise once a day.

**Strict new curbs on life in the UK** to tackle the spread of coronavirus have been announced by the prime minister. The single most important action we can all take, in fighting coronavirus, is to **STAY AT HOME** in order to protect the NHS and save lives.

The government has introduced (23 March 2020) three new measures:

1. Requiring people to stay at home, except for very limited purposes
2. Closing non-essential shops & community spaces
3. Stop all gatherings of 2+ people in public

Every citizen must comply. The authorities, including the police, will be given the powers to enforce them.

### **These measures are effective immediately.**

The Government will look again at these measures in three weeks, and relax them if the evidence shows this is possible.

### For further advice contact

**Age Connects NWC Information & Advice Phone: 0300 2435 007**

**Older People's Forum:  
alessandra.thomas@acnwc.org  
01492 817 124 (Leave voicemail)**

### Getting Support

Ask family, friends and neighbours to support you, and help you make arrangements for the delivery of food, medicines and essential services and supplies. If this is not possible, then please contact public sector services or a charity that can provide help for those advised to stay at home.

If you receive support from health and social care organisations, through the local authority or health care system, this will continue as normal.

### Local Telephone Buddying

Eluned Jones is a retired Social Worker, living in North Wales. She and some of her retired colleagues have set up a telephone buddying service to help people get through the coming weeks.

**If you know anyone who might benefit from having a phone buddy, please call Eluned on 01745 860422. Eluned speaks fluent Welsh.**

## **If you or anyone in your household has a high temperature and/or a new, continuous cough follow the guidance below:**

**People who live with others** – Stay at home for 7 days from first sign of symptoms, and all other household members must not leave the house for 14 days starting from first sign of symptoms of the first person in the house to become ill.

If anyone else in the household starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of where they were on the original 14 day isolation period.

ONLY contact **111** if:

- You cannot cope with your symptoms at home
- Your condition gets worse
- Your symptoms don't get better after 7 days

### **Delays getting through to NHS 111**

- Please remain patient and keep trying.
- Do not hang up and re-dial 999.
- Do not visit your GP, hospital or pharmacy.

**Don't go to work, visit family/friends or go to public areas during this time. If possible, you should not go out even to buy food or other essentials. If you are unable to get supplies delivered, you should do what you can to limit social contact and ask for help.**

## **Are you or someone you know self-isolating?**

Within Conwy County, you can call and find out what support is available within your community **Tel: 01492 575544**

## **Age Cymru 'check-in-and-chat' telephone service for the over 70s**

From Monday 23 March 2020, Age Cymru are offering a service that will help provide some reassurances to older people, answer basic queries and link people to local services and support during the Coronavirus outbreak.

Anyone over 70 in Wales can register free of charge, to receive a regular telephone call from the charity in either English or Welsh. Call the Age Cymru Advice Number on **08000 223 444** or email [enquiries@agecymru.org.uk](mailto:enquiries@agecymru.org.uk).

## **Royal Navy Royal Marines Charity (RNRMC) Service Information**

Relate delivers support to all Royal Navy and Royal Marine personnel, veterans, reservists and their families across the UK, free of charge.

To access, clients must call Relate ensuring they have their Service Number to hand, on the designated RNRMC Line – 01302 380279

## Home Life Social Enterprise – available now

**Age Connects NWC** has a new service called “Home Life” which provides a holistic approach to supporting people so they can live in their own home for as long as possible. The support is tailor made to the requirements of each person. This is a social enterprise service so a fee applies, and details can be discussed with each person requiring the service.

**Services available include shopping, dog walking, IT support, companionship, cooking, ironing and others.**

During the coronavirus emergency the service can provide some distanced support including shopping, collecting pharmaceuticals and companionship calls.

**For further information please contact:**

Jayne Spencer – **01745 472004** or Information and Advice Team – **0300 2345 007**

### **The National Trust's latest statement on coronavirus (COVID-19).**

From Sunday 22 March, we've sadly taken the decision to close our parks and gardens, in addition to our houses, shops and cafés, to help restrict the spread of coronavirus.

National Trust car parks will be closed by the end of Tuesday (March 24) in a further attempt to help restrict the spread of coronavirus and to encourage the public to stay local and observe social distancing.

**Conwy Council** are setting up a Single Point of Contact (SPoC) phone number to help specifically with queries regarding shopping and support during self-isolation.

### **Important information about over 75 TV Licences**

The BBC has decided that, because of coronavirus and the challenges to the UK, changes to over 75 licences won't now happen until August 2020. This means that your current **free licence will remain valid until July 31<sup>st</sup>, 2020.**

Whether you receive **Pension Credit or not**, you don't have to do anything just yet. There's plenty of time. You will be contacted by letter before the policy changes to let you know what you need to do.

If you receive **Pension Credit** and have already applied for your new licence then your application is being processed.

**Social Distancing** – avoiding non-essential gatherings, whether for work, to shop or to socialise. Staying at least 12 feet (2m) distance from others that are not living in your household. When walking your dog, avoid getting closer than 12 feet to others walking.

**Social Isolation** – staying at home and only going out for walks, maintaining social distancing. Not allowing anyone into your home (including family/friends). Deliveries to be left outside for you to collect.

## Front line staff at Glan Clywd Hospital



**"We stay at work for you. Please stay at home for us."**

**For further information:**

**Tel.** 0300 2345 007 or 01492 871 124

**Email:** [alessandra.thomas@acnwc.org](mailto:alessandra.thomas@acnwc.org) or [enquiries@acnwc.org](mailto:enquiries@acnwc.org)



Content of this newsletter was accurate at time of publication.