

Update and Report from UPC Connecting a Caring Community Volunteer Support Scheme

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Timeline

11/3/20	UPC meeting voted unanimously to set up a Coronavirus community volunteer support scheme
14/3/20	Flyer 1 delivered by councillors around the Parish
20/3/20	Email 1 containing safeguarding info sent out to all 87 volunteers registered on the Volunteer spreadsheet
21/3/20	Flyer 2 delivered by councillors, volunteers and their families around the Parish
23/3/20	Scheme up and running. Across the week 16 requests for support successfully dealt with by volunteers.
27/3/20	Email 2 sent out to update volunteers
30/3/20	Volunteer Shop Delivery Rota up and running until June 22 nd 2020

The UPC volunteer scheme is now listed in two Community Groups directories, Wiltshire Council (WC) and Pewsey Vale. Flyers have been posted in Redhorn, on the UPC website, local surgeries, notice boards, Urchfont school, pre-school, village hall. At the time of writing this report volunteers have responded to 27 calls for support.

There are essentially three services we are providing shopping/meds/isolation support.

Shopping

The aim is to encourage independent self-isolation by promoting doorstep deliveries similar to those advertised on Flyer 2. In some instances, volunteers have needed to shop for residents. Volunteers are supporting Urchfont Community Shop (UCS) with their doorstep deliveries. Further ways in which volunteers can assist UCS are currently being investigated by Maria Kemp and Liz Woodward.

Meds

Prescription pick-ups are proving difficult, queues of up to 2hours have been experienced by volunteers. We are currently working with WC and individual pharmacies to arrange bulk pick ups whereby volunteers can go to the front of the queue.

Isolation Support

Volunteers who are in quarantine or can't get out to run errands can "Check in and Chat" with calls to residents who are alone and or vulnerable. We have witnessed some extremely lonely and scared residents for whom a simple phone call can make all the difference. The plan is to promote the check in and chat scheme on Parish Flyer 3 due to go out Saturday April 4th.

The Spreadsheet

We have built a spreadsheet which contains 87 volunteers' names, addresses, email addresses, notes on their availability, what jobs they can and can't do and a log of what jobs they have been allocated and when. Residents who request support are also logged with their contact details. The spreadsheet is a Google Sheet and shared by Trevor, Maria and myself.

The System

The system is manual at present but is fit for purpose given the current volume. I'm sure we will continue to refine and develop the way we do things in response to the ever-changing situation. At the time of writing this report we are working as follows:

1. A phone-call for support is received.
2. A series of scripted questions and prompts are asked, and info is recorded on a numbered job sheet.
3. The most local 5 or 6 volunteers are emailed with an outline of the request.
4. The first to respond is then allocated the job or in some cases the group contacted chat amongst themselves via email to work out which one of them should take it.

This has been successful so far, but as more volunteers get quarantined or the number of requests for support increase we will of course have to adapt.

Lisa Kinnaird

Trevor Hill

Maria Kemp

List of Supporting Documents

1. Email 1
2. Email 2
3. Flyer 1
4. Flyer 2
5. Job Sheet

EMAIL 1

To,

Urchfont's Army of Coronavirus Community Support Volunteers

First of all we'd like to say a huge, warm THANK YOU for offering your support. Without doing a thing you've already helped to shift what could be a feeling of dread, fear and distress to one of strength, resilience and a community that comes together. Just knowing that we are here is enough to put many residents' minds at rest.

We really hope we won't be needing to call on you and that most of our parishioners will be able to self-isolate independently and/or call on friends, neighbours and family. Our second village flyer, going out this weekend, promotes local organisations which can help achieve this aim. You will notice that Urchfont Community Shop is setting up doorstep deliveries, we are appealing for volunteers to help with this and or working in the shop, please let us know if you're interested.

Regarding your contact details, we have put them onto a spreadsheet which is only being shared between myself, Maria and Trevor, it will not go any further. If you have any extra information you think may be useful for eg. "Only available evenings and weekends" or "pass a supermarket every night on my way home from work", let us know via text, phone or email and we can add that to the spreadsheet. The plan is that when a resident contacts us we will email/text/phone volunteers who live closest with requests for support. You will then let us know what you can or can't do.

Safeguarding of Volunteers is paramount. You will need to protect yourself, do not enter their home, you will simply be making doorstep deliveries. They may like to chat from a bedroom window which is fine just remember to keep a social distance of 2m or more. By all means contact them via phone/text/email to check they are ok. By its very nature self-isolation is a solitary experience and their wellbeing will likely be improved by talking to someone. Please be mindful with your comments and actions, so as not to cause undue concern or anxiety. If you hear misinformation that may cause issues respectfully challenge it if you're able to. The most important thing is to reassure residents that they are not alone and won't go without food, medicines and essentials.

Due to patient confidentiality, anyone who has been diagnosed with COVID19 will not have their details publicly confirmed so please do what you can to respect and protect their privacy and do not speculate with the local media or on social media.

Well, that's it for now, we will be in touch soon, although hopefully not too often :)

Stay well,

Best Wishes,

Lisa, Trevor and Maria

EMAIL 2

Dear Lovely Band of Volunteers

Just wanted to send a quick email to thank all those who responded this week to 16 calls for support, ranging from shopping to collecting empty egg boxes for the village shop. We'd like to pass on lots of messages of gratitude and recognition of our wonderful, caring community.

Some of you have been in touch to let us know you're in quarantine but are still keen to be 'check in and chat' volunteers to provide regular support calls to elderly in isolation and at risk of loneliness. Thank you! If this is something you're interested in doing just email and let us know.

The Urchfont Community Shop would like to set up a volunteer rota for the next 8 weeks to help with its doorstep deliveries. If you can spare 1 hour a day from 1.30 -2.30pm let us know via email. Help us advertise their new phone number for ordering by sharing the info below.

With huge thanks to THE LAMB we now have a
**NEW PHONE NUMBER
FOR TELEPHONE ORDERS**
from Friday 27th March
MON TO SAT INCLUSIVE, 9.00AM TO 11.00AM
01380 848848
**PLEASE ENSURE YOU PLACE YOUR ORDER
BY 11.00AM**
At all other times please continue to use the shop number 01380 848700



We continue to try to resolve the problem of prescription pick ups by putting a scheme in place to collect in bulk and deliver to residents, but haven't really had any success to date. It is a difficult time for community pharmacy teams and NHS England and other pharmacy organisations are working hard to solve this. We thank you for your continued patience and positivity and hope that there will be some changes in place soon, fingers crossed!

That's it for now, stay healthy!

Lisa, Trevor and Maria

Coronavirus Community Phone Support

CONNECTING *a Caring* COMMUNITY



If you are self-isolating and you need help with essential shopping, collecting medicines and errands you can call us for help. We will then try and organise support from within the village.

Councillor Lisa Kinnaird	07471136688
Councillor Trevor Hill	07807850736
Councillor Maria Kemp	07971541549

**BE SAFE, BE ISOLATED BUT DONT BE ALONE, CALL
US FOR HELP AND SUPPORT!**

If you would be prepared to support a local resident in this way - please let us know so that we can increase the number of volunteers.

We also urge everyone to be on the lookout for older friends, neighbours and family to make sure they are OK.

Thank you in advance for all your support.

Coronavirus Community Update

Are you self-isolating or struggling to get out? Here is a useful list of local organisations happy to deliver to your doorstep.

Groceries and Meals

- Urchfont Community Shop Doorstep Deliveries 01380 848700
- The Lamb Inn Hot meals delivered or for collection 01380 848848
- Planks Dairies so much more than just milk! 01380 828600
- 5-A-Day Box Scheme 01380 860968
- Planks Farm Shop Deliveries 01380 848691

Prescriptions

Day Lewis Pharmacy in Market Lavington already deliver to some customers in the Parish but cannot currently extend this service. Family and friends (or a volunteer) with ID can pick up prescriptions.

BE SAFE, BE ISOLATED BUT DONT BE ALONE, CALL US FOR HELP AND SUPPORT!

Councillor Lisa Kinnaird	07471136688
Councillor Trevor Hill	07807850736
Councillor Maria Kemp	07971541549

A councillor will allocate a volunteer who lives near you to help. Safeguarding of Volunteers is paramount, they will not be able to enter your home. Deliveries will be left on your doorstep or a designated delivery spot. Please remember to keep over 2m social distancing at all times.

Keep a watchful eye out for older or vulnerable neighbours. Stay in touch with a simple phone call, email or text.

We would like to reassure all residents that you are not alone and will not go without food, medicines and essentials.

Coronavirus Community Volunteer Support Job Sheet

Request Type Shopping Prescription Check in and Chat Other

(circle all that apply)

Date and Time Received

Name
(Registered Name Needed for Prescriptions)

Address

Date of Birth
(Prescription only)

Description of Request
(Use reverse of page if more space needed)
LOG ALL PHARMACY REQUESTS ON TO PHARMACY SHEET

Local relatives or other support
(Ask if the caller does have any other local relatives or support)

Check in and Chat Y/N

D/W

(Ask if the caller would like a daily or weekly call to check they are OK)

Allocated to