



GENERAL GUIDANCE AND SAFEGUARDING ADVICE FOR PEOPLE WHO ARE SELF-ISOLATING

The Blackdown Practice, Blackdown Support Group, your Local Parish Council, Church and Community Groups are working hard to coordinate activities to support people in the area who are self isolating. You may have received a flyer through your door offering support and assistance, these flyers have been coordinated by the above groups and distributed by volunteers.

Your local volunteer is available to support you to STAY AT HOME. They can help with shopping, errands or talk to you about any questions or concerns you may have.

Here are some tips on how to manage and stay safe:

KEEP IT LOCAL

Shop locally where you can and avoid cash if possible

- Milkmen or local delivery services may be able to supply groceries as well as dairy produce
- Many local suppliers are offering veg or meat “box” deliveries
- Your nearest village shop may be able to take card payment over the phone and deliver to you
- Local butchers and farm shops will do the same
- Your local market co-ordinator may be able to put you in touch with stall-holders
- Your local pub may offer a hot food delivery or takeaway service which can be collected by a volunteer
- Many local people will have eggs, vegetables or other produce for sale – ask a volunteer or friend to find out what’s around
- If you need to use a bigger supermarket, your volunteer may be able to shop for you when they go themselves
- Try to think about what you need in advance, keep a list and group your requests for shopping so volunteers are not going more often than is necessary

DO NOT TRY TO BULK BUY OR STOCKPILE – JUST BUY WHAT YOU NEED REGULARLY

KEEP IT SECURE

- Do not advertise the fact you are self-isolating with a sign on windows or doors
- Do not give out your card or pin number
- Do not give out cash to people you don’t know or trust
- If you don’t know the person who is offering help, make sure they are introduced by someone you do know and trust. If you are unsure please call BSG
- You will be able to pay over the phone for many of the services mentioned above, please do so wherever possible
- If you have telephone banking you may be able to pay a volunteer via a BACs transfer for any supermarket shopping

- If a volunteer or friend is helping you regularly with small purchases you may be able to agree a “tab” system with them and make a weekly or fortnightly bank transfer payment
- Blackdown Support Group or your local Church may be able to cash a cheque for you or arrange an IOU, please ask if you are in difficulty
- If you need to use cash, please leave it in a pre-arranged safe place agreed with a friend or volunteer, this should be outside your property
- When you receive change avoid handling it for 72 hours if possible.
- Always ask for a receipt with your change, trusted volunteers and friends will always give you one

KEEP IN CONTACT

- Phone friends or your volunteer contact regularly, keep in touch with others you know are self-isolating
- If you do not have a volunteer contact please call BSG

KEEP MOVING

- Go for a short walk if you can in a quiet location, get some fresh air outside or open the windows
- Do some gardening, cleaning or outdoor jobs
- Do some gentle exercise or stretching
- If you need advice on what exercise you can take please ask your GP

KEEP BUSY

- Ask a volunteer or friend to get you books, craft or knitting supplies, jigsaws or puzzle books, seeds or plants

KEEP IT HYGIENIC

- Always follow NHS hygiene guidance (if you are not sure what to do please ask a friend, a volunteer or the BSG)
- If you are getting help it is important that you wash your hands before and after exchanging cash or supplies and as often as possible on an ongoing basis
- Volunteers will ring or knock to let you know they have delivered something and will then step away from the door
- If you see or speak to anyone please remain at least 2 metres (3 paces) from each other
- This is to protect you and your volunteer or friend so they can stay healthy and continue helping you and others

IF YOU ARE CONCERNED FOR YOURSELF OR FOR SOMEONE ELSE PLEASE CALL A TRUSTED VOLUNTEER OR FRIEND, CHURCH OR PARISH COUNCIL CONTACT OR THE BLACKDOWN SUPPORT GROUP. WE ARE HERE TO HELP.

BSG NUMBER - 01823 681 036

Office hours are as normal - Monday-Friday 9-11

If we are on the phone or you are calling outside of these hours please leave a message and we will get back to you.