

## Coronavirus resources for social prescribing Malvern & the Rurals

Updated information for the third lockdown from social prescribers at Citizens Advice South Worcestershire, for Malvern and the surrounding areas.

Updated January 2021



### Latest Info:

Try to only access and share information from reliable sources, and limit the amount of news stories you look at if it makes you anxious.

- Resources from Worcestershire County Council [Here2Help Coronavirus \(COVID-19\)](#)
- For the latest on the local response: [Coronavirus \(COVID-19\) update](#) from Malvern Hills District Council
- [Coronavirus \(COVID-19\): guidance and support - GOV.UK](#)
- [Coronavirus - what it means for you](#) - info from Citizens Advice

### Support for people who are elderly or vulnerable and needing assistance:

- People who are vulnerable due to medical conditions, age or pregnancy can ask volunteers for short-term help with collecting shopping or prescriptions, or just someone to talk to. Call 0808 196 3646 between 8am - 8pm or visit the website [NHS Volunteer Responders](#)
- To be contacted by a volunteer fill in the Here 2 Help form on the Worcestershire County Council website [RequestForHelp](#) or call 01905 768053 option 3 between 9am to 5pm Monday to Friday. For vulnerable people self-isolating and unable to seek help from friends and neighbours. Aim to respond within 48 hours.
- Ring Community Action on 01684 892381 and leave a message with a phone number and what the need is, or email [info@communityaction.org.uk](mailto:info@communityaction.org.uk) and someone will be in touch. Or contact Age UK Malvern on 01684 560666 for help with shopping. Limited number of volunteers available for people who have no other means of support.
- [Malvern Hills Good Neighbour Network](#) A list of local groups who are able to offer support (Not checked or acting on behalf of MHDC)
- Find a list of local Covid-19 support groups here [Find your local group](#) (Not checked or approved)

### Phone befriending:

- Age UK Malvern 01684 560666, Age UK Hereford & Worcester 0800 008 6077
- Age UK Call in Time 0800 678 1602 (Age 60+)
- [NHS Volunteer Responders](#) or call 0808 196 3646 between 8am - 8pm
- Silverline [Welcome - The Silver Line | The free, 24 hour, confidential helpline for older people.](#) 0800 4 70 80 90 (Age 55+)
- Independent Age [Receive regular phone calls](#) 0800 319 6789
- Re-engage Call Companions <https://www.reengage.org.uk/join-a-group/> (aimed at age 75+, living alone and struggle to leave the house in normal times)
- [Step-by-step guide: How to video call your family](#)

### **Food deliveries:**

- Malvern Food Bank. Contact Citizens Advice South Worcestershire or another referral agency for a food and/or fuel voucher. Deliveries can be arranged during the foodbank opening hours only so if a referral is made late in the day then the client may have to wait until the next time the foodbank opens to receive their delivery, or the client can collect their parcel in person from Lyttleton Well. They are open 5 days per week 10am -4pm. Foodbank is open Monday and Thursday 10.15am - 12.45pm and Tuesdays 1pm - 3.30pm.
- Morrison's phone order line for customers who are self-isolating, elderly, vulnerable and not able to visit a shop. Phone 0345 611 6111 and select option five, where you can choose from a 'takeaway' menu of 47 essential groceries with options including milk, butter, eggs, potatoes, pasta, bananas, cornflakes and flour, which will be delivered the next day. The driver will collect payment via a mobile chip and pin device. [Doorstep Deliveries](#)
- Tesco - call 0800 917 7359 if you are vulnerable and they will do their best to give you access to priority delivery slots.
- Co-op home deliveries. Contact the Midcounties Membership Team on 0800 435 902 or your local store <https://www.midcounties.coop/stores/> For more details see <https://mid.coop/HomeDelivery>
- [Parsley Box - Homepage](#) or call 0800 612 7225 (National company, ready meals)
- [Restaurants, Pubs and Cafes Offering Takeaway and Delivery Services Across The Malverns](#) compiled by Visit the Malverns TIC
- [https://www.facebook.com/groups/558074111599178/?hc\\_location=ufi](https://www.facebook.com/groups/558074111599178/?hc_location=ufi) Worcestershire Recommends (list of businesses who are delivering)
- Barnard's Green Post Office 01684 568424 is co-ordinating deliveries from Barnard's Green Butchers, The Cheeseboard and Premier Foods supermarket
- Natural Choice fruit and veg in Barnard's Green 01684 567467
- Clives Fruit farm 01684 592664 email orders for delivery: [office@clivesfruitfarm.co.uk](mailto:office@clivesfruitfarm.co.uk)
- The Strawberry Stop Vegetable / Supply Box 07974970347 or 07557 101517 small £13.50, Medium £17.50, Large £25
- The Kettle Sings 01684 540244 Community Food Parcel £20
- Easy Deliveries: fruit and vegetables delivered in Malvern. Please text your name, address and contact number to 07816 018661.
- Osborne's of Malvern Quality Butchers 01684561332 for meat and frozen ready meals.
- [Local On-line Shopping & Delivery Services](#) Leigh & Bransford

### **Help with fuel bills:**

Vouchers are available for families who have seen a drop in income due to COVID 19 or you are in receipt of benefits. Call 0800 988 2881 or see [Act on Energy - Fuel Vouchers](#)

## Tips for staying well during lockdown:

### Give

**Helping others is a good way of helping ourselves to feel better too. It doesn't have to take much time; here are some ideas to think about.**

- Volunteer to help vulnerable members of our community during the coronavirus crisis by registering with [Here2Help](#), [NHS Volunteer Responders](#), [Malvern Hills Good Neighbour Network](#), [Community Transport](#), Community Action Malvern or Age UK Malvern
- If you can sew, help to make scrubs and scrub bags for the NHS [Worcestershire - For The Love Of Scrubs - Our NHS Needs You](#) or watch MHDC [Youtube video](#) to find out how to make masks and where to send them.
- If you enjoy knitting and have a stock of wool at hand you could consider doing some knitting for the Queen Mother's Clothing Guild. You can read about the Guild at [www.qmccg.org.uk](http://www.qmccg.org.uk) There are local groups in Malvern, Upton and Ledbury. Items made include scarves for homeless people and items for premature babies The local contact is Sheilagh Daughtree – [s.daughtree@hotmail.co.uk](mailto:s.daughtree@hotmail.co.uk) (01684 561872) Sheilagh would be delighted to hear from you if you would like to get involved.
- Sign up to [Adopt a Street](#) and receive a free litter picking kit to keep your community tidy.
- Any new volunteering roles received to help with the present situation will be put on the national volunteering website, [www.do-it.org](http://www.do-it.org) and on the MHV website [www.malvernhillsvolunteering.org](http://www.malvernhillsvolunteering.org)
- [Action for Happiness](#) Kindness Calendar

### Take Notice

**Take time to enjoy the moment and your surroundings.**

- Be grateful for the small things. Try to increase feelings of positivity by acknowledging the small things that help us feel better – good food, hearing from a friend, watching a good film or crossing something off your to-do list. Try to write down three things to be grateful for every day.
- Get organised. Put some time aside each day to get through your to-do list and enjoy having the time to complete tasks you've been meaning to do for a while. Try decluttering a drawer, cupboard or even a whole room.
- Try the mindfulness course offered by Worcestershire Adult Education <https://capublic.worcestershire.gov.uk/coursebookingpublic/CoursesList.aspx?CourseSubjectId=1529> or Relax and Reset from Malvern Hills District Council. Starting on Monday 11 January 12.30 - 1pm, via Zoom. This is designed for anyone who perhaps spends a lot of time at a desk or sitting and/or feels stressed. We will give you tips on how to destress (focusing on breath work) as well as exercises to help you relieve tension. All sessions will be recorded, so don't worry if you miss a session we can send you the recording. It's a 4 week course which is just £7 or £2.50 pay as you go. <http://www.malvernhills.gov.uk/get-active>
- Look up guided meditations on YouTube

## Stay active

**Regular physical activity is good for your mood as well as your fitness. Here are some things you could try (\*seek advice from your GP before starting any physical activity if you are unsure)**

- Citizens Advice Lifestyle Service can help you make healthy changes to your lifestyle. See [Citizens advice Lifestyle Advice](#) for details.
- Malvern Hills District Council Health Programmes [Get Active](#) :
  - **Stretch and Flex** starts on Tuesday 5th January at 12noon and is via zoom. It's just a 30 mins class. It costs just £13.00 for 4 weeks or if you prefer you can pay as you go at just £3.50. This is designed for runners and anyone who has limits with mobility. Each 4 weeks we will focus on a different area of your body and help you improve your flexibility and mobility.
  - **Strength walk workout** starts on Wednesday 6th January at 10-11am (from British Camp, Swinyard Hill or The Wyche). It's a 4 week course and costs just £13 for 4 weeks or pay as you go for just £3.50. This course is designed for any runners or anyone who is looking to build strength for other activities.
  - **Walk Fit** is designed for anyone who is currently inactive. It starts on Wednesday 6 January from 2-3pm at Callow End village hall. The course is 8 weeks and costs £20 or you can pay as you go for £3.50. The aim of this course is to help you find your chatty walking pace, as well as discover some new local routes and meet new people, with a focus very much on social walk and talk.
  - **New Year, New You, Run Goals.** This new course is designed for those who have already completed the Couch to 5km run programme and have perhaps lost your running mojo or looking to progress onto the next steps and not sure how to get started. The course starts on Monday 11 January from 10.30-11am via Zoom. Places are limited to just 12 people. It's an 8 week course and costs just £20. Rachel will fully support you each week and tailor your own goals to help you progress.
  - **Walk2Run (formally our Couch to 5km programme)** A 12 week course designed for complete beginners or those returning to running. Places are limited to 12 people and costs just £30.00. Tuesday 19 January, 10-11am at Hanley Swan, Wednesday 20th January 2021 6.30pm - 7.30pm at Malvern Retail Park and Thursday 28 January 2021 at 12noon to 1pm at Priory Park.
  - To book a place on these courses email [getactive@malvern hills.gov.uk](mailto:getactive@malvern hills.gov.uk).
- [Join us for The parkrun Resolution | parkrun UK Blog](#)
- Sport England have provided some useful ideas about how to stay active if you are at home. They can be accessed from their website at [#StayInWorkOut](#)
- [Stay Active at Home](#) ideas from Active Herefordshire & Worcestershire
- [Coronavirus: How to exercise while staying at home](#) from the BBC
- Move more (including home exercise videos) [Move More | For Your Body | One You](#)
- Get Active for those with a long term health condition [We Are Undefeatable: Home](#)
- Lose weight [Lose Weight | For Your Body | One You](#)
- Eat better [Eat Better | For Your Body | One You](#)
- Try to make time to relax in the evenings and stick to a routine to help you get better sleep. Find more info here [Sleep Problems | Every Mind Matters | One You](#)

## Keep learning

### Setting goals and learning something new is associated with better levels of wellbeing and increased self-esteem

- Adult Learning in Worcestershire are offering online courses, some of which are free and including Mind Matters to help maintain good mental health during these challenging times. Book here: [Adult Learning Courses](#)
  - Courses include: Help in the Community Project, Sew and Reap, Sketch the Veg, SHAPE for absolute Beginners, Sketch Appeal, Wonderful Watercolours, Crafting Capers, Upcycle Jewellery, Positive Me, Tantalising Textiles, Mind Matters, Easy Knits, Baked Bean Project, Creative Mindfulness STROKE, Mindfulness & Meditation
- [Worcestershire's Digital Library Hub](#) download free e-books and access online library events
- If you need help setting up an email address, connecting with family and friends online, shopping online or getting to grips with social media, call 01905 822722 between 9am-5pm (Monday - Friday) and request a call back from a friendly Digital Champion volunteer who will be happy to help.
- Free online wellbeing workshops for January, run by Museums Worcestershire [Enhance your wellbeing through the power of stories](#)
- [List of Zoos with Webcams |](#)
- [12 Museums From Around the World That You Can Visit Virtually | Travel + Leisure](#)
- [Looking after yourself, and nature](#)
- [Staying home? 30 of the UK's most important historic sites to visit from your sofa](#)
- [Amazing Places You Can Visit Without Leaving Home](#)
- [Virtual garden visits](#)
- Learn how to use the internet (free guide) <https://www.learnmyway.com/>
- If you can sew, help to make scrubs and scrub bags for the NHS <https://www.worcestershirefortheloveofscrubs.co.uk/>
- The Wildlife Trust [Wildlife Webcams](#)
- Fun creative activities to do at home [Create it + Share it](#)
- Try a new recipe, learn a few words in a different language, research something online, teach yourself a skill (first aid, photography etc).

## Mental Health

- The Well Counselling in Malvern is currently offering counselling by phone or online via zoom. As a charity they rely on contributions towards costs from clients and other sources, however, no-one will be refused counselling if their circumstances prevent them from contributing. Call 01684 563456 and leave a confidential message on the answering machine, or alternatively contact them through the website [www.thewellcounselling.co.uk](http://www.thewellcounselling.co.uk) or by email [info@thewellcounselling.co.uk](mailto:info@thewellcounselling.co.uk). You will be matched to a suitable counsellor, who will contact you to arrange your first session.
- [10 Days of Happiness](#) free online coaching programme for challenging times from Action for Happiness
- [Covid-19: Five ways to stay positive through lockdown](#) from the BBC
- As the nation stays at home to save lives, it's important we all focus on looking after our mental wellbeing. Here's some hints and tips you can follow based on Public Health advice. Take a look at the video [https://youtu.be/Bs\\_RI4IHUw](https://youtu.be/Bs_RI4IHUw) and go to [www.worcestershire.gov.uk/WellbeingAtHome](http://www.worcestershire.gov.uk/WellbeingAtHome) to find out more

- [Coronavirus and your wellbeing | Mind, the mental health charity - help for mental health problems](#)
- [Rethink Mental Illness - Covid-19 and mental illness](#)
- [Samaritans - If you're worried about your mental health during the coronavirus outbreak](#)
- [Student Minds - Coronavirus resources](#)
- [Coronavirus: dealing with bereavement and grief | Cruse Bereavement Care](#)

#### **Websites & Online Tools to support general mental health:**

- [Every Mind Matters | One You](#)
- [www.mind.org.uk](http://www.mind.org.uk)
- [Happiful Magazine](#)
- Wellbeing Podcasts <https://drchatterjee.com/blog/category/podcast/>
- NHS Mood Self Assessment Tool [Mood self-assessment](#)
- NHS Audio Guides to boost mood (guides for: Low mood & depression, Panic attacks, Anxiety, Anxiety control training, Sleep problems, Practical problem solving, Low confidence, Unhelpful thinking) [Mental wellbeing audio guides](#)
- <https://insighttimer.com/>
- [www.moodscope.com](http://www.moodscope.com) (Free online service enabling you to track and manage mood)
- The Little Book of Mental Health [https://www.worcestershire.gov.uk/download/downloads/id/10136/the\\_little\\_book\\_of\\_mental\\_health.pdf](https://www.worcestershire.gov.uk/download/downloads/id/10136/the_little_book_of_mental_health.pdf)
- Self help guides for various conditions including Anxiety, Bereavement, Controlling Anger, Sleeping Problems, Stress <https://www.selfhelpguides.nhs.uk/hacw/>
- Breathing exercises for stress [Breathing exercise for stress](#)

#### **Domestic Abuse:**

- West Mercia Women's Aid Worcestershire 0800 9803331 (24 hours)
- National Domestic Violence helpline 0808 200 0247 (24 hour)
- Respect (Men's advice line) 0808 801 0327
- Worcestershire Male Domestic Abuse Helpline 0800 014 9082 (Tuesdays 11am-3pm)
- DAWN is a free, Worcester-based confidential and non-judgmental service for women who are experiencing or have experienced domestic abuse. You can find how to contact them here: <https://www.worcestercommunitytrust.org.uk/wct-in-act.../dawn/>
- Additionally, the Vodafone Foundation has launched Bright Sky, a free to download mobile app to provide support and information to anyone who may be in an abusive relationship: <https://www.hestia.org/brightsky>
- Remember, in an emergency, always call 999.

**South Worcestershire Citizens Advice** offices continue to offer support to those in need via the telephone or e-mail on a wide range of topics. Their advisors are available to help to anyone at this time who may need help in managing their finances or bills; assistance to make a claim for Universal Credit or guidance on dealing with employment issues arising from furlough. For further information please visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or call the Adviceline on 0808 278 7891 – available Monday-Friday from 10.00 am to 4.00 pm