



**BLACK ISLE CARES**  
CHARITY NUMBER SC045371



### **Staying well at home – Information sheet 3**

The covid-19 pandemic has transformed how we live our lives with services such as BIC becoming even more crucial. Whilst many rise to the challenges posed by isolation we must never underestimate the harm it can do, both to mental and physical wellbeing. BIC is striving in as many ways as possible to support those in need of reassurance and human contact.

#### **News from Black Isle Cares**

We have had to adapt quickly; changing our Meals on Wheels service to one that can be provided at a physical distance, providing information in paper form, having virtual Zoom meetings and looking at ways we can still provide the social contact we all enjoyed so much.

We have been busy looking for funding for all the extra costs and have been delighted to receive funding from; Caring and Sharing, Scotmid, Tesco and the Black Isle Ward Discretionary Fund. A guitar was generously donated and raffled. The Co-op are raffling the world's biggest Toblerone. We've had donations of aprons from Highland Home Carers and masks from Morag and Steve Bramwell. We are extremely grateful everyone.

We are aware that people are missing the contact from the volunteers dropping off their Meals on Wheels and are looking at other ways to provide this. Several volunteers who are unable to deliver meals have offered to provide friendship calls from home instead. Please let us know if you would be interested in either providing or receiving these.

We are particularly missing the Thursday afternoon Board Game sessions at Fortrose Academy. We have spoken to teachers at the Academy about ways that the young people can keep in touch with older people. One idea is to have a design a card competition with the cards then being sent to older people in the community.

**BIC 12 Month Action Plan** – we have had to postpone the AGM but are putting together an action plan for the next 12 months. What would you like to see BIC doing next?

- More of the same with Meals on Wheels and Intergenerational activities?
- Using experience to develop activities to prevent loneliness or signposting to other services and helping people to get information online?
- Something new we haven't thought of yet?

We would love to have any feedback or ideas so please give us a call or email ideas to:

**Anne McDonald 07933 653313 [anne-hscn@outlook.com](mailto:anne-hscn@outlook.com)** or

**Val Cameron 07702 557535 [admin@blackislecares.com](mailto:admin@blackislecares.com)**

**Best wishes from all at Black Isle Cares**

## Hints and tips for keeping safe and well at home



### Trading Standards Scotland – five simple guidelines to stay safe

- **Stop uninvited callers on your doorstep.** Don't feel obliged to answer the door to anyone you don't know.
- **Check who you are dealing with.** If you are not familiar with the caller and they say that they are from an official organisation or community group, ask to see their ID. If you are unsure whether they are genuine, close the door and phone the organisation/group using a number found on their website, rather than the number on the card.
- **Wait to make a payment.** Those who genuinely want to help you will be happy to receive payment once they have delivered your items to you. **NEVER** give your card details, bank details or bank card to someone at the door. Many supermarkets have introduced 'volunteer cards' to allow customers to purchase an electronic gift card and send the link to their volunteer who can print a barcode or collect a card, to purchase groceries.
- **Avoid cyber and phone scams.** There are plenty of fraudsters who are using the Coronavirus outbreak to take advantage of people. Get your news and information from trusted sources. Sign up to receive our Scam Share bulletin.
- **Report suspicious callers or activities.** If you feel unsure about a doorstep caller contact Police Scotland on **101**. In an emergency call **999**. Report scams to [Advice Direct Scotland](#) on **0808 164 6000**

**Sending a Highland Hello 2!** This project started from a conversation at the 2018 Highland Third Sector Interface Conference focusing on mental health and wellbeing. The idea was to encourage people across the Highlands to say 'HELLO' to one another. It's that simple! Highland Senior Citizens Network, Signpost, Highland Migrant and Refugee Advocacy (HiMRA), Fèis Rois and Highland Third Sector Interface worked together on a campaign. We made a wee film promoting intergenerational contacts - older and younger people saying hello to each other – starring many of those from the Board Game afternoon.



In the current situation there are less hellos taking place. This can be particularly lonely for those self-isolating at home. Introducing Highland Hello 2....**We are challenging people to make contact with 3 others. This could be by telephone, text message, on social media or by using the hello postcards you can access from Highland Senior Citizens Network.** Ask them to say hello to another 3 people.

We hope to bring a little bit of happiness from the 'outside world' to those stuck inside through our social media campaign. We invite you to make wee a film to say Hello and either tell or show us what has made you happy during lockdown (gardening, cooking, music etc). We will be asking carers to share these films with care home residents and with those who can't get out. For more information, check out the Hello Campaign Facebook page or @HighlandHello on Twitter #highlandhello #HighlandShare2Care #ViralKindness

### Some other ideas and offers for staying active at home

We have had offers from a few organisations who are happy to make up **creative packs** for any older people self isolating at home who would like this – please let us know if you are interested and we can arrange to have this posted to you.

We have also been gifted a number **large print word search puzzle books** – again get in touch if you would like one of these.

### Help on the Black Isle

**If you have symptoms of COVID-19** - a new continuous cough and/or a fever/high temperature in the last 7 days, stay at home for 7 days from the start of your symptoms even if you think your symptoms are mild. Do not go to your GP, pharmacy or hospital. If you have COVID-19 symptoms that worsen during home isolation, breathlessness develops or worsens, or your symptoms haven't improved in 7 days **call 111**. If you have a **medical emergency phone 999** and tell them you have COVID-19 symptom.

07825 508945 <b>North Kessock Community Connectors</b>	Phone contact to offer social and emotional support to local residents.
07923 102647 <b>Rosemarkie Help</b>	For help with tasks like shopping, dog walking or picking up prescriptions. Details of businesses offering deliveries.
07935 775738 <b>Avoch &amp; Killen Community Support Initiative</b>	Offer collection and delivery of grocery essentials, dog walking and urgent vet visits, collection and delivery of prescriptions from Fortrose and daily phone chats.
01381 600550 <b>Cromarty Care Project &amp; Cromarty Store</b>	Cromarty store are offering a delivery service for customers. Orders Monday - Friday between 10am - 1pm. Payment method discussed when placing the order
07526 035543 <b>Fortrose Help</b>	For help with tasks outside of the home – like shopping, dog walking or picking up prescriptions.
John Stott 0780 135 6485 Serena Ferguson 07710 617472 <b>Knockbain Community Council CV19</b>	Can supply emergency food parcels to anyone in need. We can then refer onto Highland Council Hub to ensure that a regular supply continues. We are also seeking donations of non-perishable goods to assist and would ask that these are dropped off at the shop.
01463 222900 <b>Inverness Taxi Food Hamper</b>	iT Food Hamper Black Isle Run Friday
01349 866694 <b>Conon Bridge Pharmacy</b>	Free delivery of prescriptions across the Black Isle.

### Help in Highland

Mon-Wed-Fri 2 to 4pm <b>Dingwall Food Share Point</b>	Dingwall Scout Hall, Craig Rd. If you are struggling, please head down, no questions, no referral needed!
01349 808022 <b>Highland Third Sector Helpline</b>	Highland Third Sector Interface have recorded all the community support groups in a Community Action Register. Contact for your area. Tue – Thur 10am – 4pm
0300 303 1362 <b>Highland Council Covid-19 Helpline</b>	A FREE helpline for advice on council services. Also advice for businesses that may need help with financial support. <i>8am to 6pm. Monday to Friday.</i>
01349 886669 <b>Highland Council “shielding” number</b>	Anyone receiving a letter or text from NHS asking them to “shield” can contact the Council for support during self-isolation. Generally 9am to 5pm.
<b>Morning Call</b>	Our free daily morning call telephone service is available to any older people in Inverness, Inverness-shire and Ross-shire communities who are lonely/isolated. If you or someone you know would like a daily morning call please contact us.

<b>Help in Scotland</b>	
0800 028 2816 <b>Coronavirus Covid-19 Helpline</b>	A FREE helpline giving advice on Coronavirus if you do not have symptoms, but are looking for general advice. <i>8 am to 10 pm.</i> <a href="http://www.nhsinform.scot/coronavirus">www.nhsinform.scot/coronavirus</a>
0800 12 44 222 <b>Age Scotland National Helpline</b>	Helpline providing information, friendship and advice for older people. <i>9am – 5 pm. Monday – Friday.</i> <a href="http://www.ageuk.org.uk/scotland">www.ageuk.org.uk/scotland</a>
0808 800 9060 <b>Coronavirus Consumer Advice</b>	Consumer advice, employment advice, housing, money and personal finance.
0808 808 8141 <b>Hourglass</b>	National helpline for people concerned about or experiencing abuse. Help to make the best choice to keep yourself safe and put you in touch with the appropriate agencies. Free and confidential and will not appear on your phone bill. Monday to Friday 9am to 5pm.
0808 808 3000 Alzheimer Scotland <b>Dementia Helpline</b>	If you have any questions about dementia, or about the support available in your area, call Alzheimer Scotland's 24-Hour Freephone Helpline.
0800 838587 <b>Breathing Space</b>	If you urgently need help and someone to talk to. 24 hour helpline. You are not alone. Help is out there.
116 123 <b>Samaritans</b>	
<b>Practical help – some of the organisations who are still providing services</b>	
0808 808 2282 <b>Home Energy Scotland</b>	Scottish Government's free and impartial energy advice service. Help around staying warm and saving energy whilst self isolating. Monday to Friday 8am to 8pm, Saturday 9am – 5pm
Phone: 0800 622 838 Textline: 0800 622 839 <b>SSE Priority Services Register</b>	You may want to register if you; are deaf or hard of hearing, have a chronic illness or a disability, live with children under 5, are blind or partially sighted, use medical equipment / aids reliant on electricity, or are over 60.
01463 704406 <b>Audiology Dept, Raigmore Hospital</b>	Deaf Services and Hearing Support Team are temporarily closed but Raigmore Audiology dept will provide all replacement hearing aid batteries and tubing.
01463 723560 Carer Support Line <b>Connecting Carers</b>	It is really important at this time that Carers who do not have an emergency plan in place should discuss with family and friends about who could assist or take over their caring role if they become ill or need to self-isolate. Connecting Carers can support you with this. Call the Carer Support Line.

**Highland Share 2 Care** For those of you who have access to the Internet, it's great that you are online. You'll know about local services and businesses providing support just now. You might be sharing important information, good news, memories, a laugh, or great ideas. Please think about sharing some of this with people you know who aren't online: Pick up the phone, write a note: share to care! [#HighlandShare2Care](#)



[#HighlandShare2Care](#)

