

Care Network Offer Of Responsive Support Services for Covid-19



For those who are self-isolating or social distancing due to being categorised as vulnerable, CNC will deploy an emergency response service as follows:

- I. Staff and volunteers calling people, who are self-isolating and would benefit from a regular wellbeing call
- II. Community Navigators to provide a triage service into the voluntary sector – we will be holding and updating details of local voluntary sector and community capacity to help wider system manage capacity and need.
- III. Staff to provide support with shopping up to that value of contactless payment, for clients who have no other means to access food.
- IV. Volunteers or staff able to drop off medical supplies or prescriptions
- V. Outreach telephone support to migrant communities (please contact: olga.n@care-network.org.uk)
- VI. Care Network to move to 7 days cover until social distancing measures are recalled. Monday – Friday: 9am-5pm, with volunteer wellbeing support available between 8am-8pm. Weekend support: 10am-4pm, with volunteer support as above

Cambridgeshire and Peterborough - The process for delivering responsive food shopping or the delivery of medical equipment or supplies is:

1. Client to call: **01223 714433** with food shopping list, they will need: to confirm why self-isolating or social distancing and that they cannot access food shopping via any other route. How much food they have left and when they would ideally like the food shop to be done. Confirm if they have a contactless bank card that they are happy for CNC staff member to use.
If calling to request delivery of medical supplies / equipment please provide: recipient name, contact details, what assistance is required, where this to be collected from. Any other relevant information
2. CNC will identify if can meet need, call back client to confirm name of staff who will be coming to support (for shopping) or name of volunteer (for medical supplies etc). If we are not able to help we will seek permission to source support elsewhere

All social distancing infection control procedures will be followed at all times – please see attached.

Telephone and Wellbeing Support – Cambridgeshire and Peterborough

For wellbeing support calls, referrals can be made directly by client or other professional, with prior consent of client to share their contact information. Please call **0330 094 5750**. Volunteers can provide a light touch approach and schedule calls to check and chat. We have a team of wellbeing support staff who can support people who are experiencing negative impacts on their wellbeing due to self-isolating and social distancing.

Primarily the support will be to enable people to still feel in contact with others, where needed information will be given to support people with reframing techniques so that they can improve

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resilience as well as discussing self-care. Volunteers and staff will be able to refer clients for shopping support should it be required.

Triage Service into Local Voluntary Sector Cambridgeshire

Please call our Community Navigators teams on:

Fenland: 01354 695208

East: 01353 659639

Cambridge City: 01223 300460

South Cambridgeshire: 01954 212100

Huntingdonshire: 01480 423065

We can facilitate this for Peterborough also if required