

CORONAVIRUS

**UIST
COMMUNITY
INFORMATION
& SERVICES**

MAY 2020

EDITION 1

INFORMATION BOOKLET COMPILED BY
UIST COUNCIL OF VOLUNTARY ORGANISATIONS



INTRODUCTION

Uist Council of Voluntary Organisations, which is a partner in Third Sector Interface Western Isles, is pleased to publish this information document for the community, in particular, individuals who are in isolation as a result of COVID-19.

While there is now talk of easing 'lockdown' restrictions, it seems likely that measures in place at the time of writing to control the spread of the coronavirus, such as social distancing and, for some, self isolation, will continue to be advised in some form for many more months in 2020.

Uist Council of Voluntary Organisations has compiled a list of local organisations that are now offering services, advice and support across the islands from Berneray to Eriskay.

While the details of these organisations are presented in this document for information, please note that as the situation continues to develop the status of individual groups and the nature of services on offer could change. Therefore, for the latest status, please contact the relevant organisations through the telephone numbers or email addresses listed.

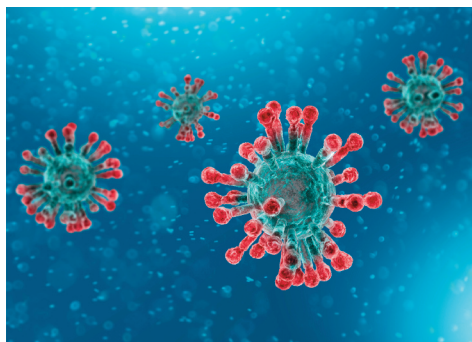
Uist Council of Voluntary Organisations recognises that not everyone is online or uses social media and that is the primary reason for the production of this booklet, which is also published within Am Pàipear, and made available to download from www.ucvo.org.uk.

Uist Council of Voluntary Organisations remains operational with staff able to offer advice to charitable organisations and social enterprises, with enquiries welcome on a range of issues, including support to access funding to ensure business continuity for groups affected through COVID-19.

UIST COUNCIL OF VOLUNTARY ORGANISATIONS:
01870602117

SHEENA STEWART (MANAGER)
sheena@ucvo.org.uk

DONALD JOHN MACDONALD (DEVELOPMENT OFFICER)
development@ucvo.org.uk



CORONAVIRUS

Information on the symptoms of coronavirus and how to avoid contracting and transmitting COVID-19

COVID-19 is a new strain of coronavirus, with symptoms including fever and a cough that could progress to a severe pneumonia, first identified in Wuhan, China. Individuals with weakened immune systems, older people, and those with long-term conditions such as diabetes, cancer and chronic lung disease could experience more severe symptoms if they contract COVID-19.

More up-to-date information is available from the NHS.

NHS INFORM CORONAVIRUS ADVICE LINE:

08000282816
DAILY FROM 8AM TO 10PM

NHS INFORM CORONAVIRUS WEBSITE:
www.nhsinform.scot

CORONAVIRUS SYMPTOMS INCLUDE:

A HIGH TEMPERATURE OR FEVER (ABOVE 37.8°C)

A NEW CONTINUOUS COUGH

IF YOU HAVE ANY OF THESE SYMPTOMS, SELF-ISOLATE FOR 7 DAYS OR UNTIL THE SYMPTOMS HAVE GONE, WHICHEVER IS LONGER

IF YOU OR A MEMBER OF YOUR HOUSEHOLD IS EXPERIENCING SYMPTOMS OF CORONAVIRUS, FIRST CALL NHS24 ON 111

A-Z OF SERVICES

Contact details and information about services available while restrictions are in force to control COVID-19

Please note that the information in this section is accurate at the time of publication but as the coronavirus situation continues to evolve, restrictions on activities and services on offer, as described in this section, could have altered. You should check with individual institutions for the latest status. If you are unable to reach a service, please contact Uist Council of Voluntary Organisations.

ADVOCACY WESTERN ISLES

Advocacy Western Isles provides issue based one to one, non-instructed and collective independent advocacy support to individuals in need throughout the Outer Hebrides. Advocacy Western Isles remains in full operation, with all members of staff now working from home and all meetings conducted over the telephone or Skype.

SANDY STEPHENS (MENTAL HEALTH / GENERIC ADVOCACY)

☎ 01878700000 or 07584898480

@ uistandbarra@advocacywi.co.uk

MEL GROUNDSELL (SELF DIRECTED SUPPORT ADVOCACY)

☎ 07495003784

@ mel@advocacywi.co.uk

BERNERAY COMMUNITY COUNCIL

Berneray Community Council has established a service for those at risk or in isolation to maintain their health, with a network of helpers who will be assigned to individuals to help with activities such as shopping for groceries and collecting prescriptions. Helpers will deliver goods and run errands while taking utmost care to minimise risk of infection.

HILARY TURNBULL

☎ 07553233974

@ hilary_23@live.co.uk

MALCOLM GIBSON

☎ 07340175276

@ mjmgibson@hotmail.co.uk



LOCAL HELPLINE

NHS Western Isles has launched a dedicated coronavirus (COVID-19) health support phoneline for individuals living and working in the Western Isles

NHS Western Isles has established this local service to answer general health queries or concerns from members of the public, health and social care staff and category one responders regarding the COVID-19 situation.

LOCAL HEALTH SUPPORT LINE:

01851601151

MONDAY TO FRIDAY FROM 9AM TO 5.30PM

Dr Maggie Watts, NHS Western Isles Director of Public Health, said: "We know that people still have lots of questions about COVID-19 infection and this line will provide an additional resource that can help answer these queries and support our local population in understanding more about the virus, disease it causes, and the important ways in which they can help reduce its impact in our communities."

Information can also be found on the local support website NHS Western Isles has launched to act as a one-stop gateway offering easy access to essential and accurate information.

LOCAL SUPPORT WEBSITE:

www.coronavirus.wi.nhs.scot

Please note that if you or a member of your household is experiencing symptoms of coronavirus, you should still, in the first instance, call NHS24 on 111.

CO-OP GIFT CARD

With so many people unable to leave the house to do their own shopping, a new scheme has been launched to make payment easier for customers of the Co-op

Co-op has launched a gift card scheme for individuals who are shielding or self-isolating, and therefore reliant on others to do their shopping, while restrictions remain in place to control the spread of the coronavirus (COVID-19).

If you are in one of the above categories you can now call a dedicated Co-op phoneline on 08000294592 to purchase a gift card, which can be shared with friends or volunteers to pay for your shopping at the Co-op.

"We understand that helping provide a more secure form of payment for volunteers shopping on behalf of others is critical and so we want to ensure everyone is aware that we are now offering this service," said a spokesperson for the Co-op.

Please promote this service to vulnerable people in the community that could benefit if they wish to shop at the Co-op.

CO-OP GIFT CARD PHONELINE:
08000294592



CITIZENS ADVICE BUREAU

Citizens Advice Bureau staff are working from home but remain available to offer free, confidential and impartial advice with budgeting, debt, benefits, employment and many other matters over telephone or email.

HELEN MACLEAN AND LYNDA MACLEAN

☎ 01870602421

ANNE BIRD (MONEY ADVICE)

☎ 01870603807

✉ bureau@uistcab.casonline.org.uk

CARAIDEAN UIBHIST

Caraidean Uibhist is the local befriending group that provides free and confidential support to anyone aged 16 and over. Volunteers have now switched to telephone befriending and staff are ensuring contact and basic essentials for all service users depending on individual circumstances.

GEMMA MACKINNON (CARAIDEAN UIBHIST)

☎ 07508873293

@ gemma.steele@caraideanuibhist.org

ANGELA MACVICAR (SUBSTANCE MISUSE)

☎ 07767164472

@ angela.macvicar@nhs.net

CUIMHNE

Cuimhne provides support to people living with dementia and their carers. Staff and volunteers continue to offer support to service users and their carers over the telephone.

Staff and volunteers are also making up activity packs tailored to the individuals needs of service users and collaborating with schools to get letters and drawings from children sent to service users.

Cuimhne team members are also organising the production of weekly newsletters with carer and service user involvement and hope to introduce more IT based communication going forward.

☎ 01870608906

@ tracy@tagsa.co.uk

@ facebook.com/Cuimhne

GRIMSAY COMMUNITY ASSOCIATION

If you are social distancing or in self-isolation on Grimsay and need any help (if you do not have anyone to fetch shopping, collect prescriptions, or you are feeling lonely) please contact Grimsay Community Association, which has compiled a list of 'Grimsay Community Champions' who can be called upon to help with shopping, prescriptions and chats on the phone. If you are able to assist your community, please get in touch with Grimsay Community Association.

☎ 01870603359

@ info@grimsay.org

RESILIENT UIST

Individuals in isolation on the South Uist estate area can receive assistance from Resilient Uist to collect shopping or medication, check on the wellbeing of friends or neighbours or have a chat over the phone. Resilient Uist has a number of local volunteers ready and willing to help out and is keen to hear from more individuals interested in volunteering.

☎ 07976416811 (Paul)

☎ 07527253323 (Kevin)

☎ 07717687032 (Darren)

@ resilientuist@gmail.com

📘 facebook.com/ResilientUist

TAGSA UIBHIST

Services are being provided for individuals who have to self-isolate or who have been advised to observe social distancing due to being in a high risk group, but require shopping or prescriptions to be delivered. Please contact Tagsa Uibhist for further information about the services available.

TAGSA UIBHIST SUPPORT DURING COVID-19

☎ 01876500237

@ richard@tagsa.co.uk

Tagsa Uibhist continues to provide care services for the community.

☎ 01870602111

@ agnes@tagsa.co.uk

@ bernie@tagsa.co.uk

VOLUNTEERING

Volunteer Centre Western Isles is promoting opportunities to volunteer from home and wants to hear from anyone who wants to support others during COVID-19

In recent weeks we have seen a surge in volunteering activity as community members act to help those in need across the islands. However, it is anticipated that as the coronavirus (COVID-19) situation develops over the next few months that more volunteers will be needed and opportunities will be publicised through Volunteer Centre Western Isles.

VOLUNTEER CENTRE WESTERN ISLES

☎ 01851700366

@ uist@volunteercentrewi.org

🌐 www.volunteercentrewi.org

📘 Volunteer Centre Western Isles (Uist) on Facebook

Volunteer Centre Western Isles is also promoting opportunities to volunteer from home and more information can be found on the COVID-19 section on the website (address above) which features trusted information for volunteer involving community groups, organisations and volunteers, including policies for supporting volunteers during COVID-19.

OPPORTUNITIES TO VOLUNTEER FROM HOME:

Sewing and Knitting

Sew and knit for Sacred Heart House and the national 'For the Love of Scrubs' campaign (for more information please contact Volunteer Centre Western Isles)

Kindness Caller - Chest, Heart and Stroke Scotland

Telephone volunteer role for the Western Isles and across Scotland (training and support will be given)

Home crafting - Friends of Raigmore Hospital

Knit, crochet or sew to make cardigans and teddies for babies

Telephone Befriender - Silver Line

Volunteer as a telephone befriender with the national 24 hour telephone helpline for older people in Scotland and throughout the UK (full training and support will be given for this role)



COUNCIL HELPLINE

Comhairle nan Eilean Siar has established a dedicated service to assist individuals throughout the Western Isles who are looking for support during COVID-19.

Individuals seeking help are being asked to complete an online request for service form to provide their contact details and outline the kind of support they require.

However, those who cannot access online services can instead call the council on 01851600501 and enquiries can also be channelled via email (volunteer@cne-siar.gov.uk).

Comhairle nan Eilean Siar is gathering information about who needs support and working alongside community groups to coordinate and provide support across the Outer Hebrides.

COMHAIRLE NAN EILEAN SIAR PHONELINE:

01851600501

volunteer@cne-siar.gov.uk

Kirsty Street, Chair of Caring for People Group within Comhairle nan Eilean Siar, commented: "Comhairle nan Eilean Siar established this helpline primarily for those on the Scottish Government list as those who required to be shielded but it is also available to anyone in the Outer Hebrides who is considered to be vulnerable, whether because of age, poor health or being socially isolated."

cne-siar.gov.uk/social-care-and-health/coronavirus

WELLBEING HUB

NHS Western Isles and Comhairle nan Eilean Siar have set up a new 'Psychological Wellbeing Hub' to help people manage their anxiety while coping with the outbreak of COVID-19

Staff from across both the Health Board and Comhairle nan Eilean Siar, alongside their key community partners will offer support, advice and signposting, alongside telephone support, to help people deal with problems with their mental wellbeing during the pandemic. The 'Psychological Wellbeing Hub' will complement the support being offered through Comhairle nan Eilean Siar's resilience helpline (details opposite) which provides people with information on how to access practical support, and the NHS Western Isles COVID-19 advice helpline (details on page 3) which provides information for general health queries or concerns regarding COVID-19.

Psychology and Public Health at NHS Western Isles and Education and Social Work Services at Comhairle nan Eilean Siar are leading the new initiative with the aim of helping people struggling to manage at home and to reduce the workload of frontline NHS and social care workers.

Dr Maggie Watts, NHS Western Isles Director of Public Health, said: "We recognise that we are living in very different times with the challenges presented by this new coronavirus. We all need to think about how we can really look after our mental and psychological health. This is just as important as looking after and protecting our physical health. It is all part of the same goal – to keep ourselves and our families healthy at this difficult time. Different types of dedicated support will be needed at times like this so, with that in mind, we have set up the Western Isles Psychological Wellbeing Hub."





Western Isles Psychological Wellbeing Hub will be supported by more than 30 people all trained in providing Psychological First Aid. Psychologists, social workers, education, mental health and wellbeing workers, and trained counsellors will be at the end of a phone to help people using the service. If you are not currently getting support for your mental or psychological health and you or your children are experiencing increased emotional distress, or if it is all just getting too much, you can contact the Western Isles Psychological Well Response Hub.

Western Isles Psychological Wellbeing Service will operate in the normal working hours between Monday and Friday (9am-5.30pm). In order to refer to the hub, download the referral form at <https://bit.ly/3eYa3RQ> and then email the completed form to wi-hb.PsychologicalSupportForCorona@nhs.net

For those without internet access, a referral or self-referral can be made over the telephone (call the Community Navigator Team on 01851 708022 or the NHS Western Isles COVID-19 telephone line on 01851 601151).



TAIGH SGIRE SHOLAIS

Taigh Sgìre Sholais has set up a system where every household has been allocated a helper, whether members of the household are self isolating now or in the future. In some cases the helper is a member of the family who does not live in the house. In other cases the helper is one of more than 20 volunteers who have signed up to cover the 110 houses in the district of Sollas.

-  07919117136
-  cait.sollas@gmail.com
-  eilidhjohnson1@yahoo.co.uk
-  facebook.com/TaighSgìreSholais

UIST AND BARRA FOODBANK

Uist and Barra Foodbank is working with a number of agencies and volunteers to deliver emergency food and other essential supplies to individuals and families who are struggling financially because of COVID-19. Uist and Barra Foodbank welcomes donations of food and other supplies at its collection points or base in Balivanich.

-  01870603819
-  07717082605
-  info@uistbarra.foodbank.org.uk
-  www.uistbarra.foodbank.org.uk
-  Uist and Barra Foodbank on Facebook

URACHADH UIBHIST

Urachadh Uibhist is working with Uist and Barra Foodbank and other partners to prepare fresh meals for distribution to those in need and has access to a van and can deliver supplies and collect prescriptions.

-  01876500237
-  rhoda.trusswell@claddach-kirkibost.org
-  www.claddach-kirkibost.org
-  Claddach Kirkibost Centre and Cafe on Facebook

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USEFUL CONTACTS

NHS24:
111

Stornoway Jobcentre:
01851743663

Tighean Innse Gall:
01851706121

Housing Benefit or Council Tax:
01870602425

Domestic Abuse Helpline:
08082000247

Citizens Advice Bureau:
www.citizensadvice.org.uk/scotland

COMMUNITY COUNCILS:

Community Councils main remit is to promote the well-being of all the residents in their area and are making themselves available to assist resilience initiatives at this time.

ERISKAY
mmackinnon38@gmail.com

LOCHBOISDALE
ardachy340@aol.com

BORNISH
bornishcc@gmail.com

IOCHDAR
iochdarcommunitycouncil@hotmail.com

BENBECULA
benbeculacc@outlook.com

NORTH UIST
northuistcommunitycouncil@gmail.com

BERNERAY
berneraycommunitycouncil@hotmail.co.uk

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