

# The Weekly Round-up

For tenants & Residents of Eden (EHA), Mitre & Lyvennet

Friday 3 April 2020

Issue 2



## Hello and welcome to EHA's second 'Weekly Round-up...

I hope some of you found last week's newsletter of use. Please get in touch if you have ideas for articles, recipes, poems, useful tips or quizzes to keep in touch with other readers across Cumbria.

This is a challenging time for us all but by working together and sharing information across our community, we can feel much less alone.

Contact Jenny on 01768 861435/ [jenny.webb@edenha.org.uk](mailto:jenny.webb@edenha.org.uk) or your scheme staff to contribute to the Weekly Round-up.

## Weekly Top Tip:

Freeze portions of fruit and vegetables to make them last (remember to peel bananas 😊).

Portion them up to make sure you have a daily dose of nutrients.

Thank you Debi again for your tip!

## Coronavirus (COVID-19) latest guidance:

Everyone must stay at home to help stop the spread of coronavirus. **We continue to receive reports about neighbours who are not following the Government instructions to stay at home.**

**People over the age of 70 have been advised to self-isolate.**

The only reasons to leave home are:

- ✓ **To shop for basic necessities or pick up medicine**
- ✓ **To travel to work when you absolutely cannot work from home**
- ✓ **To exercise, once a day, alone or with members of your household**
- × **Do not meet others, even family or friends**
- × **Do not allow children to play outside your garden or with others who do not live in your home.**
- × **Do not allow visitors to your home who do not usually live with you.**

Specifically for those in our independent living schemes:

- **Do not visit the communal areas for 3 weeks**
- **Use communal laundry facilities only if absolutely necessary**
- **Use bin stores as infrequently as possible and keep your distance from anyone else in the scheme**

**Our Assisted Living and Extra-Care Schemes remain closed to all visitors other than to family and those delivering vital repairs services or health/care services.**

Check [www.nhs.co.uk](http://www.nhs.co.uk) or [www.gov.uk](http://www.gov.uk) for latest guidance

## **Update from Eden Housing Association:**

You can contact us via email [enquiry@edenha.org.uk](mailto:enquiry@edenha.org.uk) or by calling 01768 861400. Please continue to use direct dial numbers and personal email addresses for specific staff members.

### **We are only booking emergency repairs:**

Our staff and contractors will ask you if you have been diagnosed or are in isolation/quarantine for Covid-19/Coronavirus and we will only attend to absolute *risk to life* emergencies if that is the case. If we have to come in your home whilst you are ill or in isolation because you may have had contact with the virus you must:

- Ensure there is a clear path to the area where the repair is necessary.
- Made sure the area they need to work is clear from mess and has been cleaned with disinfectant recently.
- Remain at least 2 meters / 6 feet away from contractors – ideally stay in a different room.

### **Gas servicing:**

The Government and Health & Safety Executive have confirmed we should be continuing with our usual programme of gas servicing. If your service is due before the end of May, you will receive a letter in the next few days with more details.

### **Fire alarm testing:**

Weekly fire alarm tests are continuing in all blocks of flats. Please report any issues fire doors / closers on fire doors or with alarms as normal.

### **Rent charges / arrears:**

Rent will continue to be charged weekly. We will not be taking Court / Eviction action for arrears due to Covid-19, but please do keep in touch with us so we're able to offer help and support.

We have moved some of our support workers to help with the Benefits Advice Service run for us by Cumbria Law Centre so we can help more people with advice and guidance.

Our Customer Advisors and Housing Officers will continue to get in touch with you about accounts in arrears – they will be trying to work with you to make sure that arrears do not build up to an unmanageable level.

You can also contact the Job Centre on 0845 608 8551 or Eden District Council on 01768 817817 (Carlisle CC 01228 817200 / Allerdale BC 0303 123 1702 / South Lakes DC 01539 733 333)

### **Our Benefits and Debt Advice Service:**

Run by Cumbria Law Centre remains open but most contact will be over the phone rather than in person – please email [enquiry@edenha.org.uk](mailto:enquiry@edenha.org.uk) if you need their support and we will arrange a call back.

### **We have suspended lettings:**

Next adverts are expected 15<sup>th</sup> April, but this may change.

### **The Homelessness and Housing Advice Service:**

Remains open but most contact will be over the phone rather than in person – please call **01768 861499** if you need their support.

### **Our office is closed:**

Staff continue to work – please call or email them direct if you have details or email [enquiry@edenha.org.uk](mailto:enquiry@edenha.org.uk) if you need to talk with someone and our Customer Service team will pass on your message.

## Well Being

During this uncertain period, it is as important to take care of your mental health as it is your physical. Here are a number of tips that may help with this:

**Acknowledge your feelings** – the current situation can feel very scary and cause a lot of worry; feeling overwhelmed, scared or anxious is a normal reaction. Try to use the below to keep positive, and do things to relax your mind if you can.

**Information and news** – Perhaps only watch the news once a day, and try to stop looking at online articles. Keep yourself informed, but try not to bombard yourself.

**Routine and self-care** – days can feel long with these restrictions, so try to have a loose routine to break up your day. Make sure you get dressed and perhaps plan your day around mealtimes. Read a good book, watch the birds, do some baking or enjoy some crafts and enjoy some time for you 😊

**Keep in touch** – there are a number of ways to each out to friends and family, it is important to maintain contact and keep talking if you can. Perhaps make a phone call to someone part of your daily routine.

**Stay positive** – This too shall pass... isolation and the threat of the virus will not last forever so try to keep a positive outlook. Laughing can be the best medicine, so try to maintain a sense of humour and take your mind of the situation by listening to music which makes you feel good or watching a TV programme which absorbs you.

## Simple recipes for self-isolation:

Each week, we will be give ideas for some simple recipes with minimal ingredients... Please get in touch with the recipe ideas you have been using, and I will share some in future newsletters.

Soups provide comfort, and this one is packed full of fibre and contains two of your 'five a day'. It serves 1 but you can batch cook and it can easily be refrigerated or frozen for future.

If you don't have lentils, you could use half a tin kidney /beans to bulk it up instead, you'll need to blend it though.

### Hearty Tomato and Lentil Soup

#### Ingredients

- 1 tsp oil
- 1 finely chopped onion (any colour),
- 30g red lentils
- 200g tinned chopped tomatoes
- 100ml vegetable stock



#### Method

1. Heat the oil in a small saucepan and gently fry the onion for 2-3 min
2. Add the remaining ingredients and bring to the boil, then simmer for 20 minutes
3. Season, serve and enjoy!

Please call me on 01768 861435 or email [jenny.webb@edenha.org.uk](mailto:jenny.webb@edenha.org.uk) to share your recipe ideas!

## Support from Age UK across Cumbria:

**Age UK Carlisle and Eden** are offering a shopping/ prescription pick up service to those most vulnerable who have no other means of accessing these (no family/friends network). They can also offer a regular phone call to keep in touch or help with essential shopping to vulnerable people over the age of 50. Phone **01228 536673** or contact [admin@ageukcarlisleandeden.org.uk](mailto:admin@ageukcarlisleandeden.org.uk).

**Age UK South Lakeland** will be offering the service as above, across South Lakeland. Phone **030 300 30003** to speak to a member of the team about this.

**Age UK West Cumbria** are able to provide food parcels to those in need for £10 for those in need and ages over 55 in the Copeland and Allerdale area. These contain essential items like: milk, bread, butter, cheese, potatoes, soup, fruit, crackers, biscuits, beans, orange juice and an activity pack. Please call **08443 843 843** to arrange this.

## Crossword: Floral Cheer

J	H	T	N	I	C	A	Y	H	X
P	I	L	U	T	U	E	M	W	E
A	D	A	F	F	O	D	I	L	T
B	I	E	S	O	R	M	I	R	P
H	L	L	L	C	H	O	C	O	L
R	J	O	O	Q	R	U	S	B	E
U	U	Z	S	N	C	O	Y	E	R
J	I	R	I	S	G	P	C	X	F
P	I	W	C	R	O	A	H	U	X
M	Z	V	K	R	U	M	M	D	S

Primrose      Tulip      Magnolia      Blossom  
Crocus      Daffodil      Rose      Hyacinth      Iris

*Answers to Issue 1 Crossword: 1. Birdsong, 2. Daffodil, 3. Chirp, 4. Hatch, 5. Green, 6. Lamb*

## Rainbow spotting!

If you are able to get out for your daily walk – good for mind, and body – look out for rainbows in the windows of some houses, created by children to spread positivity for others. It really does make you smile 😊

## Until next week...

We hope you have found the newsletter helpful, and of interest. Issue 3 of the weekly roundup will be shared next week.

Please do get in touch if there is information you would like to see included in future editions on 01768 861435 or email me

[jenny.webb@edenha.org.uk](mailto:jenny.webb@edenha.org.uk)

In the meantime, please take care and make sure you ask for support if you need it.

**Eden Housing Association**

## Support available for those self-isolating with no family or carers:

Cumbria County Council and partners have launched a new emergency support service for people at high risk of becoming seriously ill, as a result of COVID-19, and who do not have support available from friends, family or neighbours.

The Emergency telephone support line is **0800 783 1966**.

Or you can email your request for help to [COVID19support@cumbria.gov.uk](mailto:COVID19support@cumbria.gov.uk).

The telephone 'call' centre will operate **Monday to Friday 9am to 5pm and 10am to 2pm at weekends**. The service will also accept referrals from members of the public who may be concerned about people in their community

The helpline is there to support those at 'high risk' and include people over 70 years old, pregnant women and those with underlying health conditions who should be protecting themselves by staying at home. The majority of these people will already be receiving support from family, friends or local voluntary groups with tasks like shopping or collection of medicines if they require it. But we know that a small number of people will not have this support. If they have no alternative, these people will now be able to call the Freephone number to request help with getting food, medicines, essential supplies and home deliveries.

## Avoiding scams

Unfortunately, there are a number of new scams relating to Covid19. We would like you remain extra vigilant to avoid further distress. Some examples include Fake Government lockdown fines and fake HMRC 'goodwill payment' emails.

- **'Phising'** scams are emails, calls or texts are usually sent to panic you into providing personal information quickly. For example warning you of a 'Lockdown Fine', demanding payment before the fine is increased. Please **never give your bank details, login details or PIN numbers over email or phone** without being sure of the requesting agency – your bank, the government, DWP or HMRC for example would not ask for such information via email or text, or over the phone.
- There are a number of **conspiracy and 'fake news' emails and posts** within social media feeds, which are likely to cause further stress and alarm. Such emails contain links which can compromise your computer's security. Its best to disregard any information regarding Covid19, including emails, which do not come from a reliable source like gov.uk, NHS or BBC news.
- **Doorstep schemes**, people claiming to be volunteers to support self-isolators, or to take temperatures for a fee.

In any situation where you are unsure, **hang up the phone, delete the email and close the door.**

**Read more:** <https://www.which.co.uk/news/2020/03/coronavirus-scams-how-to-spot-them-and-stop-them/> - Which?

## Heysham Gardens and Support in Carlisle:

**Coronavirus Community Support Carlisle** - is a volunteer led group who can help co-ordinate support for those who need it for shopping for essentials. Login to Facebook and search 'Coronavirus Community Support Carlisle' and put the location to Carlisle, Cumbria. There are people on here getting shopping etc. for those who cannot, sharing local information and there are quizzes and games to take part in.

**Heysham Café** - Your café is still open for home delivery only. Please place order for the forthcoming week, and payment for meals in the small envelop provided, and placed in the letterbox next to the Eden Office Door before 11:00am on a Monday morning. Change and a receipt for meals will be issued later the same day

**Medication** - Your pharmacies and carers should still be delivering your medication as usual. If there are any problems, please contact staff immediately and they will assist.

**Your Heysham Staff** - Your team at Heysham are still working, and are available if you have an emergency or need urgent support. Where you are struggling with shopping, staff can assist with his by liaising with family or getting essentials for you if required. Rachael has provided you with a number that you can call anytime, and urges you to contact her if you need to.

**Take care and stay safe, Eden Housing Association.**