

The Whiteley News Bulletin



The Whiteley
Homes Trust

whiteleyvillage.org.uk

Wednesday,
18 March 2020

Coronavirus COVID-19: Latest Update

By the end of the week, we are expecting the Government to announce that all over 70s should self-isolate for the next 12 weeks. So, from Saturday our advice to you will be changing and we are strongly urging all our villagers including those under 70 years old to follow this advice for the health and safety of everyone living and working in the Village.

In line with Government guidance, we are urging all residents living in Huntley House and in Cottages to restrict the number of visitors they have and to avoid inviting children into the Village if possible. As part of the self-isolation measures and to protect other residents, we would strongly recommend you only have visits from private contractors for personal services such as cleaning or chiropody if considered essential.

On Friday, 20th March and until further notice

From Friday morning, the communal dining rooms in Huntley House, Ingram House and the Eliza Palmer Hub will close and meals will be served in residents' rooms.

From Saturday, 21st March and until further notice

- **There will be no visiting to residents living in our care facilities (Ingram House and the Eliza Palmer Hub), to protect our most vulnerable residents.**
- West Gate will be closed
- Up to and including Saturday, (assuming we are able to staff the shop at the weekend), the Village Shop and the Post Office will be open as normal for residents, relatives and staff. (On Monday, the shop will close for purchases but will act as the main point for grocery distribution for those residents that need it - see further details on page 2.)

Emergency Numbers:

Main Reception, Eliza Palmer Hub: 01932 842360 (Mon-Fri: 9.00am to 5.00pm)

Out of Hours Cottage Emergencies: 0333 321 6349 (5.00pm to 9.00am) & Out of Hours Medical Concerns: 111

From Saturday, 21st March (continued)

- In response to Government recommendations, there will be no church services at St Mark's or elsewhere in the Village until further notice. Pastoral care and support will be offered in alternative ways and further details about this will follow soon.
- Again in line with official advice, this weekend we will regretfully be closing all the Trust's communal buildings such as the Clubhouse, and will be cancelling all the associated activities and events including group services from Hobbs therapists.
- The Trust is very conscious of the dangers of social isolation and we are actively exploring ways to support and enable residents to keep in touch with each other and with their families. More information will follow about this soon.

From Monday, 23rd March and until further notice

- The Village Shop will close for purchases but the Trust will be offering the option of grocery deliveries, and a hot lunch each day for those residents that need it—further details about how to place and pay for orders will outlined in a bulletin later this week.
- For those that normally buy or order a newspaper, we are currently planning to hand deliver these to you. Again further details about ordering and paying will be included in a Bulletin later this week. Other support will also be available such as the collection of prescriptions for example – more details to follow soon.
- The Post Office will remain open for cash withdrawals and postal services for residents and relatives only, although residents are advised to maintain the recommended distance of six feet (or 2 meters) from each other.
- The Village Laundry will continue to stay open but residents are again advised to ensure they maintain the recommended distance from others.

Update from Sainsbury's CEO

We have received a letter from Sainsbury's CEO Mike Coupe to say they will be reserving the **first hour of shopping in all of their stores for elderly and vulnerable customers tomorrow, Thursday, 19th March. Your nearest store is Cobham which opens at 7am.**

Also from Monday, 23rd March, their online customers who are over 70 years of age or have a disability, will have priority access to online delivery slots. Sainsbury's will be contacting all their registered online delivery customers personally about this.

(Continued page 3)

Communications

- We will be working to keep you and your relatives as up to date with developments as possible. We are working to identify those not on email to ensure they receive a paper copy of our bulletins. We will also be using the `I'm Ok` service.
- If you do have an email address but you are not currently on the Bulletin list we would strongly urge you to share this with us as it is vital we are able to keep in regular contact with you at this time of national emergency.
- Please do not rely on other villagers to keep you informed and pass on Bulletins for you if you have an email address yourself. If they become ill this will cut off your line of communications at a critical time.
- We do not have the capacity to regularly deliver paper copies of Bulletins to everyone but must focus on reaching those without electronic communications. At this time our staff will be focussing on essential food and meal deliveries.
- We all need to take personal responsibility for keeping informed at the moment so if you have an email and are not yet on the circulation list for the Bulletin please send your email address to andrea.dagama@whiteleyvillage.org.uk
- Please note we will soon be sending communications to your relatives too - if they would also like to receive our Bulletins please ask them to contact Andrea on the above email address.
- Finally, please leave all Coronavirus related communications to the Trust at this time, and do not circulate information for other villagers. Although we know people may have the best of intentions, there is some inaccurate and unhelpful content on some internet sites, plus given this is such a rapidly developing situation, advice can change so it risks creating confusion at a critical time.

Please be assured that we will do all we can to help support you through this difficult time. If you have any concerns or queries please contact Reception on 01932 842360 and if you query is virus related please contact our Village Coronavirus Hotline on 01932 550 747, which is available every day from 9.00am to 9.00pm. Thank you in advance for your support and cooperation.

Latest update on events that have been cancelled

- 20th March: Coffee & Conversation
- 20th March: PCSO Drop In
- 23rd March: Section Rep Lunch

(Please also contact your individual Clubs for further information)