

Council plea to keep an eye on each other during coronavirus

Denbighshire County Council is urging people to keep an eye on each other over the coming weeks and months as coronavirus continues to affect communities nationwide.

The Council has put plans in place to continue providing essential care and support, whilst balancing this with the need to reduce the risk of coronavirus affecting people in its communities. The number of visitors to residential homes will be restricted to family and friends, health care professionals such as GP's, district nurses and carers. All other visitors will be asked to postpone visits for the time being.

The Council has also reviewed all of its care calls, with the view of delivering essential care and support only and minimising contact wherever possible. This may mean that staff will visit less often, but will continue to ensure people remain as safe as possible. Some face to face care and support calls could be replaced with telephone wellbeing checks.

Meanwhile, the Council will be suspending its face-to-face homeless prevention service at the Ask Centre, Water Street, Rhyl, from Tuesday, March 17. The move will allow members of the team to continue to provide services during the Delay Phase of the outbreak with residents needing support able to call 01824 712936. The lines will be open 8.30am – 5pm Monday to Thursday and 8.30am-4.30pm on Fridays. Residents currently working with the team may also use this number or can call their homelessness prevention officer directly.

The Council is also encouraging residents to keep an eye on other people in the community by ensuring they are safe and warm. To avoid the risk of loneliness during any self-isolation, the Council is encouraging people to either call in (if safe to do so) or arrange contact via telephone or other technology. A call to check on people's welfare, checking their shopping needs and general friendship can have a significant positive impact on individuals' well-being and general health.

The Council is also encouraging people to be vigilant for any so-called scams doing the rounds and from a safeguarding perspective, it is advising people never to provide bank account details to people over the phone, make sure that their properties are safe by hiding any valuable items in their home and never sharing bank account details with people who call on the phone.

Councillor Bobby Feeley, Cabinet Lead Member for Health and Well-being, said: "We are still in the winter months and our keep well this winter campaign is still active. However, with daily headlines about coronavirus and so much uncertainty, people may feel more isolated than usual and may be more dependant on goodwill and friendship during this difficult time.

"I would ask people to be neighbourly and check on their neighbours. A call to check on people's welfare, checking their shopping needs and general friendship can have a significant positive impact on individuals' well-being and general health".

If you have concerns about any vulnerable people in Denbighshire, please contact the Single Point of Access, on 0300 456 1000.

For further advice on health related issues, please visit the Public Health Wales website: <http://www.phw.nhs.wales> or Welsh Government: gov.wales

