



2/4/2020

## Weekly Covid 19 update

### Message from the Wellbeing Team

Colleagues, partners, residents and local services. Thank you for the positive feedback on this newsletter. We've got the usual updates and essential information plus a foodie focus this week!

### Shopping Tips during Isolation

Good nutrition is important for health, particularly when the immune system might need to fight back. Here are some helpful tips for your shopping list:



- Make a meal plan. This will help you to buy only what you need, saving you money and storage space and ensuring there is enough food for everyone.
- Buy fresh fruit, veg and milk if you can, but frozen fruit and vegetables are an excellent way of making food last and have similar levels of goodness.
- If you're freezing leftovers cool food quickly (less than 2 hrs) and try to label and date it so you remember when it was frozen.

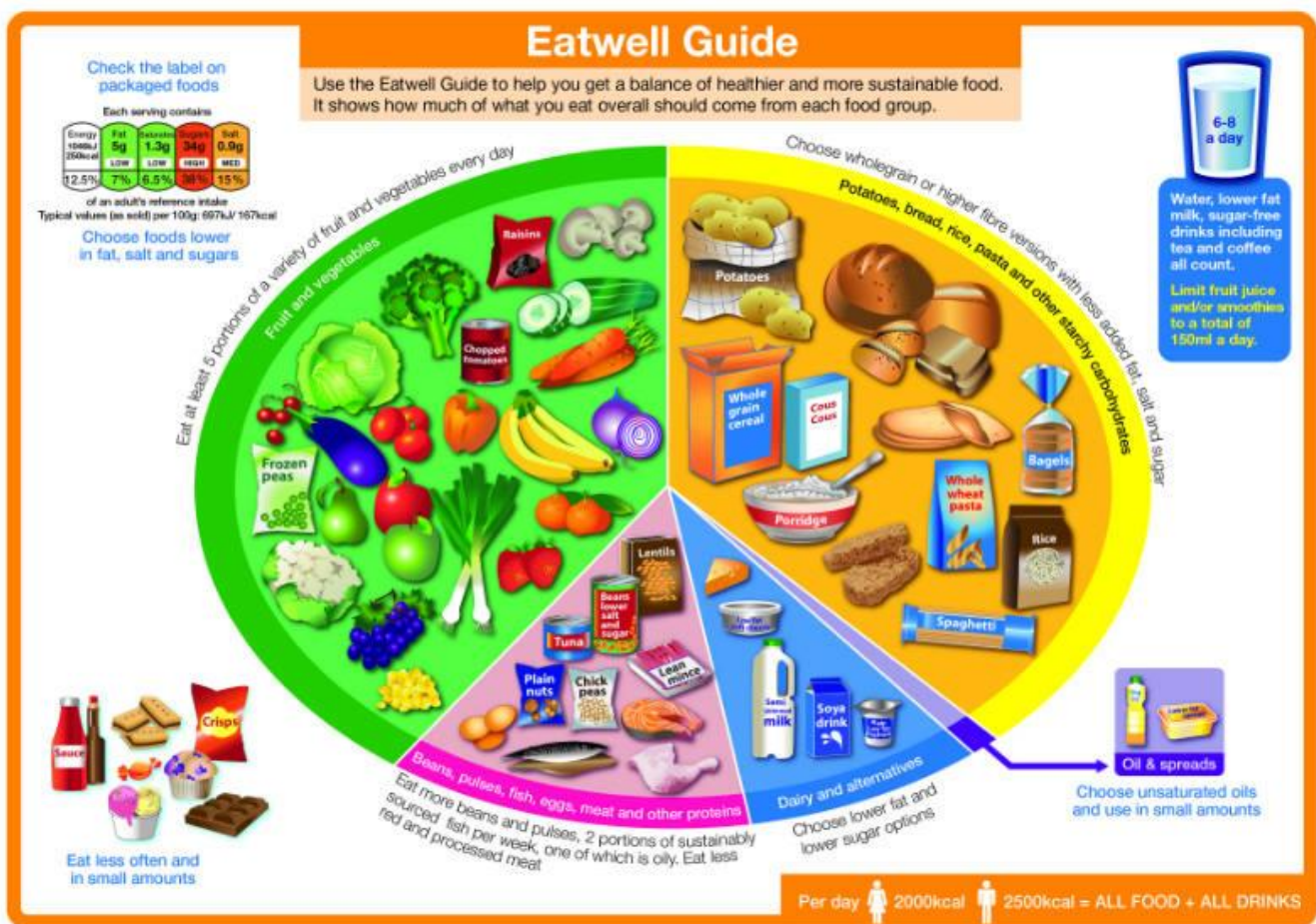


- Take the opportunity to teach your children family recipes and how to make their favourite dishes from scratch.
  - Many local businesses are offering meal deliveries with 'no contact' options, supporting isolation measures. Look for dishes with lots of veg, and baked, steamed or poached rather than fried foods.
- Keep track of what you've bought and used. [wrap.org.uk](https://www.wrap.org.uk) suggest taking a 'shelfie' - a photo of your fridge and cupboards to remind you what's in there.

## How to make your favourite recipes healthy

Any recipe can be tweaked to up the nutrients and reduce fats, sugar and salt.

- **Adding Salt?** Use herbs and spices instead. Stock cubes and Worcestershire sauce have lots of salt already, so you don't need to use your own.
- **Veggies:** Add extra veg, you can chop or grate these into bolognaise for example or have them on the side. Eat a 'rainbow' of different coloured veg for maximum juicy vitamins and nutrients.
- **Adding Sugar?** You can use fresh fruit or fruit juice instead when you're baking. Honey is natural but it's still sugar so use in moderation.
- **Cooking oils** - unsaturated oils such as olive oil or rapeseed are best. Try measuring the oil out to make it go further - 1 tablespoon is usually enough. The spray lights are also great for making a little go a long way!
- Try and get a balance across the day and the week, keep hydrated - and don't worry if every meal is not perfect!



Source: Public Health England in association with the Welsh government, Food Standards Scotland and the Food Standards Agency in Northern Ireland

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<https://www.nhs.uk/live-well/eat-well/the-eatwell-guide/>

## Easy Recipe

Try this recipe for something different, it's a great source of protein and fibre, plus it helps you reach your 5 a day!

**Chickpea and Lentil hotpot!** Estimated time: 15 – 25mins

### Ingredients

400g tin lentils	1 handful of fresh or frozen onions
400g tin butter beans	1 handful of fresh or frozen broccoli
400g tin tomatoes	1 reduced-salt veg stock cube (dissolved in 100ml hot water)
1 tablespoon of oil such as rapeseed oil	2 teaspoons of chilli powder
2 teaspoons of garlic puree (or 2 small cloves of garlic)	Half a teaspoon of sugar
	Oregano and basil to taste

### Recipe

- Heat a large pan with a table spoon of oil
- Chop onion/use frozen onion and garlic and add to the hot pan let it simmer gently.
- Combine all ingredients in a pan over a medium heat.
- Bring the pan to a boil and simmer for 10-15 minutes until all of the vegetables are cooked.
- Serve with a microwaved or baked potato or a portion of rice, couscous, quinoa or buckwheat. (You can use dried or pre-cooked versions).
- Tip: You can replace any of the ingredients with similar items that you have in your fridge or cupboard e.g. replace lentils and butter beans with other types of beans and chickpeas.



## Dropping off food parcels to neighbours?



If you don't already, please include a short note in your parcels to tell people which group delivered it, with a contact phone number.

This is to help our vulnerable residents who are finding it difficult to keep track of who they have been in touch with and are getting confused by the deliveries.

We can then keep everyone safe and reassure people who are becoming worried during this difficult time.

Council leader, Cllr. Jason Brock has some words of thanks and encouragement for everyone helping out their communities.

<https://twitter.com/i/status/1245374866695639041>

## Garden Fun

Food 4 Families are a local charity helping everyone to make the most of whatever outside space they have, including balconies and window sills.



They have set up a new Facebook Page called 'the Tiny Veg Patch' with lots of ideas for patios, gardens, windowsills and front door steps.

<https://www.facebook.com/Tiny-Veg-Patch-112359373727343/>

You can also enjoy a virtual tour of the RISC Café's World famous edible roof top garden <https://vimeo.com/52394600>

## HMRC UPDATE

HMRC have changed their helpline number to ensure those needing help and support can keep reaching their advisers during this time of high demand.

Call: 0800 024 1222  
Monday to Friday 8am to 4pm



## Love activity- hate exercise?

Being physically active has enormous benefits for your physical and mental health, but it can be hard to do as much as you would like.



The Chartered Society of Physiotherapy have a 'love activity- hate exercise' campaign. It has practical tips for getting started, useful condition-specific insights and inspiring stories from people in same boat as you.

<https://www.csp.org.uk/public-patient/keeping-active-and-healthy/love-activity-hate-exercise-campaign>



Falls are not an inevitable part of aging. If you're worried that missing out on your usual routines is going to make you lose confidence, or increase your chance of falling, try this fun video using physiotherapy exercises or download the NHS pdf for a relative or neighbour.

<https://www.youtube.com/watch?v=n8s-8KtfgFM>

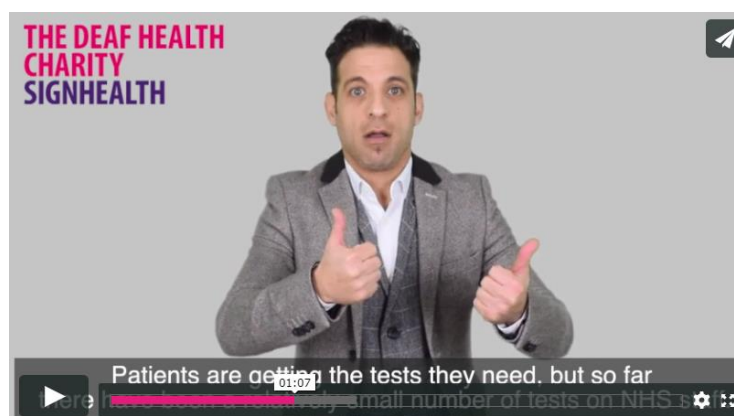
[https://www.nhs.uk/Livewell/fitness/Documents/NHS\\_sitting\\_exercise.pdf](https://www.nhs.uk/Livewell/fitness/Documents/NHS_sitting_exercise.pdf)

## Corona Virus Information in BSL

SIGNHEALTH have put together a guide for people who use British Sign Language so they will have full access to accurate information.

This includes information on the latest government announcements and relevant discussions and topics relevant to Covid-19.

<https://www.signhealth.org.uk/coronavirus/>



## FREE Thames Water Priority Register

If you have a pre-existing health condition, or communication needs, please tell Thames Water by registering on their priority list.

Your information will be kept confidential and it will mean you will be kept safe if the water supply is interrupted.

<http://www.thameswater.co.uk/priorityservices>.

If the water supply does get interrupted, Thames Water will try to deliver bottled water to people with water-dependent medical conditions (i.e. at-home dialysis) and to those with mobility issues as a priority.

If you are at risk due to self isolation and do not have friends or family who could deliver water with your groceries join the register and Thames Water will try to help. <http://www.thameswater.co.uk/priorityservices>

If you would like a briefing on Thames Water's services and how we can support your communities' resilience please email Tania Christie to book a conference call.

[Tania.Christie@thameswater.co.uk](mailto:Tania.Christie@thameswater.co.uk)



## Reading Museums and Libraries



Reading Museum has lots of interesting online local history and collections that you can explore from home

[www.readingmuseum.org.uk/blog/explore-reading-museum-online](http://www.readingmuseum.org.uk/blog/explore-reading-museum-online)

There is a new section on the website where you can download learning and fun resources for children [www.readingmuseum.org.uk/resources](http://www.readingmuseum.org.uk/resources)

Reading Libraries offer a wide range of e-magazines, e-books and e-audio - the e-magazine service has the latest issues of the top 140 magazines in the UK.

[www.reading.gov.uk/libraries](http://www.reading.gov.uk/libraries)

Any library books you have on loan are extended during this time and won't incur fines.

The library are also posting quizzes, local history pictures and much more on Twitter and Facebook.

<https://twitter.com/readinglibrary> <https://www.facebook.com/ReadingLibraries/>

If you have any questions contact: [info@readinglibraries.org.uk](mailto:info@readinglibraries.org.uk)



## Health Visitors



Wherever possible, the work of the Health Visiting team will continue although, in some cases, not in the way you may be used to.

The Health Visiting service will be reduced to new birth and 6-8 week checks, and these will mostly be undertaken as non-face to face appointments:

- an online video consultation (similar to a Skype or What's App call)
- a telephone consultation
- professional advice on how to manage your own care.

The service will continue to support families with additional needs, including those with multi-agency plans. In some cases home visits may be made.

A member of the team will contact you to make arrangements which suit your individual needs. There is no need to contact the service.

For general queries such as infant feeding support, weaning, behaviour, toilet training and sleeping, you can still use the HV Duty Line.

Your local telephone number is **0118 9312111** option 1

Email:

[Hvdutywestberks&reading@berkshire.nhs.uk](mailto:Hvdutywestberks&reading@berkshire.nhs.uk)

Staff will endeavour to answer all requests within 1 working day,

Additional information is available on-line at

<https://cypf.berkshirehealthcare.nhs.uk/>

Berkshire Healthcare Foundation Trust are working hard to protect the public and ask that you bear with us during this uncertain time. **Please listen to the government's advice and stay at home to reduce the risk to your own health, and that of others.**



## Can I still see my GP?



**Can I still see my GP?** Phone your GP practice if you want to consult your GP, you will then get a call back. This may be from a GP, a Nurse, a Pharmacist or a Paramedic. They will all be qualified to decide the appropriate next steps for you. If it is necessary you will still be seen by a GP but you may be asked to attend at a different location.

**Have all the doctors been diverted to hospitals now?** Some Doctors have returned to work in hospitals but GPs are still working as GPs.

**Where do I go for my usual blood test?** Your GP surgery will tell you where to go for your usual blood test

**Why am I being asked to go to the pharmacy?** Your prescription can be sent straight to a pharmacy of your choice. This limits the number of people visiting the GP practices. You can request repeat prescriptions by using the NHS App which means that you do not have to phone or visit the surgery.

**Do I need to stock up on my medication?** There are some problems with getting prescriptions filled because people are trying to stock up, much the same as the problems with supermarkets. Your GP will only prescribe the normal amount for you so please don't ask for more.

**My GP isn't available – do I have to pay to see someone?** If your GP is not available, you may be directed to see another healthcare worker. You will not be asked to pay for this.

**When should I call 111 / my GP surgery?** If you have a temperature and a cough and you feel unable to cope, then you should contact 111. If possible, use the online service. You should consult your GP about any other issues.

**How long will it take for a call back from my GP surgery?** Your GP surgery will get back to you as soon as they can. This is a difficult time for everyone so please be patient. If you feel that you have a **genuine** medical emergency, then you should phone 999.

**Are GPs still doing home visits?** If your GP feels that it is absolutely necessary, then they will still visit you at home.

**Are GPs still visiting care homes?** GPs will visit care homes if necessary.



# Wash your hands of coronavirus scams!

Friends Against Scams aims to protect and prevent people from becoming victims of scams.

## Be aware of people offering or selling:

- Virus testing kits - these are only offered by NHS.
- Vaccines or miracle cures - there is currently no vaccine or cure.
- Overpriced or fake goods to protect yourself from coronavirus such as anti-bacterial products.
- Shopping or medication collection services.
- Home cleaning services.

## Protect yourself and others:

- Don't be rushed into making a decision. If it sounds too good to be true it probably is.
- Only purchase goods from legitimate retailers and take a moment to think before parting with money or personal information.
- Don't assume everyone is genuine. It's okay to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.
- If someone claims to represent a charity, ask them for ID. Be suspicious of requests for money up front. If someone attempts to pressurise you into accepting a service they are unlikely to be genuine. Check with family and friends before accepting offers of help if you are unsure.

Be a good friend,  
help to protect  
your family, friends  
and neighbours  
from scams.

Read it.  
Share it.  
Prevent it.

#Coronavirus  
#ScamAware



## Contact

For advice on scams call the  
Citizens Advice Consumer Helpline on **0808 223 11 33**  
To report a scam call Action Fraud on **0300 123 2040**  
Contact your bank if you think you have been scammed.

**NATIONAL  
TRADING  
STANDARDS**  
Scams Team

To learn more about the different types of scams visit [www.FriendsAgainstScams.org.uk](http://www.FriendsAgainstScams.org.uk)

## Local Help

Many groups are still contactable through their website or usual phone number but not able to offer face to face services now. Please check the Reading Services Guide for updates on what is happening locally.

<http://servicesguide.reading.gov.uk/kb5/reading/directory/home.page>

Age UK Berkshire <https://www.ageuk.org.uk/berkshire/> Tel 0118 959 4242

Offering support to help people respond to the NHS shielding letter.

Healthwatch Reading <https://healthwatchreading.co.uk/contact-us>

Offering a prescription collection service for people not able to go out to the pharmacies.

## Reading Services Guide

Social groups ★ lunch clubs ★ activities ★ support ★ services.

Visit [www.reading.gov.uk/servicesguide](http://www.reading.gov.uk/servicesguide) or call **0118 937 3747**



## Do you need urgent welfare support?

If you need extra support or are concerned for someone else during this time:

- For anyone who is already receiving support from Reading Borough Council's social care teams call: **0118 937 3747**
- For anyone **not** in receipt of support from adult social care contact the One Reading Community Hub: Fill in the online coronavirus support form:

<https://www.reading.gov.uk/coronavirussupportform> or call 0808 1894325

Please only contact the Hub for **urgent** welfare needs which a family member or trusted friend cannot help them with. This is so that resources can be directed to the people that need it most at this challenging time.



Links with additional information:

- Safeguarding concerns and guidelines  
<http://rva.org.uk/article/safeguarding-resources-during-the-coronavirus-pandemic/>
- <http://rva.org.uk/ready-friends/>
- <https://www.nhs.uk/using-the-nhs/nhs-services/urgent-and-emergency-care/nhs-111/>

On behalf of all of us at Reading Borough Council and the Voluntary sector & Community services, please stay safe.

If you have any queries, contact [Wellbeing.Service@reading.gov.uk](mailto:Wellbeing.Service@reading.gov.uk)