



Dear Resident,

We are writing to you to inform you to the changes we will be making over the next few weeks and to reassure you that our support will continue albeit in a different way.

With the changes in advice from HM Government and Public Health England in relation to those who are clinically vulnerable and should shield and assessing the level of service we can offer now our volunteers begin to return to ‘normal’ life and work we will be changing the way the helpline is managed from 1st August 2020. This also comes as the average number of COVID-19 cases continues to fall and other services continue to provide their range of services.

CHANGE TO THE HELP LINE



Please see the below the changes in the way we handle your calls:

We are constantly reviewing the way we support all our residents in the response to the Coronavirus outbreak and how we can come together as a whole community when the outbreak is over. Should there be an isolated local outbreak, or a national lockdown imposed again we will review the service and inform you of any changes we make.



MEDICATION

Did you know that you can have your regular monthly medication delivered to your door by Meriden Lloyds pharmacy? All you need to do is give them a call on 01676 522722 and they will arrange it for you.

OTHER USEFUL NUMBERS

We understand that as you adjust to the new 'normal' you may feel nervous or unsettled and we will continue to be here to support you through this. However, we have also included some useful contact numbers below for more specialised support.

- Age UK Advice Line - 0800 055 6112 - Free to call 8am – 7pm 365 days a year
- Samaritans. To talk about anything that is upsetting you, you can contact Samaritans 24 hours a day, 365 days a year. You can call 116 123 (free from any phone)
- SMBC Solihull Connect Adult Social Care (Opening hours: 09.00am to 5.00pm Monday to Friday and 10.00am to 5.00pm on Wednesday) 0121 704 8007
- SMBC general enquiries, information - 0121 704 8001/6000

Best Wishes,

Meriden Community Helpline