

# An Update From Us...

**If it matters to  
you, it matters  
to us**

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**We continue to put our customers at the heart of everything we do. We've just had to change how we do it!**

# We're here for you...

We are actively supporting our older customers through these difficult and challenging times, we recognise that loneliness and social isolation has a negative impact on health and well-being. We are supporting you in the following ways:

- Welfare phone calls at least once a week to check on your well-being, making sure you have food, and someone is dropping off your prescription.
- Facetime or WhatsApp welfare check calls - let us know if you want one!
- Link up with other agencies or providing an emergency delivery service ourselves for those having no support from friends / relatives.
- Liaising with health professionals to help when customers are about to be discharged from hospital, such as the installation of a community alarm and ensuring help, support and personal care is in place.
- Referrals to other specialist agencies where there are concerns for safety or well-being.
- Support & Information.

Our overall goal is to keep our older customers safe and secure in their home. While doing everything we can to support customers wellbeing. Everything we do is to ensure that we limit the risk of Coronavirus spreading through the schemes.

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# How do you communicate?

There are lots of ways to communicate without meeting other people in person, for example, most of us are used to making a phone call to our friends and family. With mobile phones, tablets and computers we can also talk 'face to face' with other people using the internet, even on the other side of the world, this is called 'video calling'.

The most popular programmes/apps to make face to face video calls are

- > Skype
- > Facebook Messenger
- > Google Duo
- > WhatsApp
- > Zoom
- > Houseparty
- > FaceTime (Apple devices only)



To use these programmes or apps as they are commonly known, you will need a smartphone, tablet or PC. You will also need an email address (that you can access) and will be asked to create a new account with the app you choose to use.

# How do you communicate?

## How can we help you?

If you already have one of these devices, we can speak to you over the phone (on your normal landline or mobile phone) and guide you through the process of making or receiving a video call. We don't want technology to be intimidating, so we will do our best to go at your pace.

All you need to do is give Tom and Ania on the Digital Support Team a call on 01437 774 775 or 07305 990 868 and tell us about the device that you own and what experience you have using it (no matter how little). We will then give you a timeslot when we will call you back, together with a list of things that you will need to have with you for our call.

Finally, A new device called the Portal has just been released by Facebook and claims to be an easier to way carry out video calls. You would still need to set the device up with an email account and Facebook / WhatsApp account and you need to have an internet connection. ateb are exploring the Portal's capabilities and are looking at ways we can help less digitally able customers use this device. More information to follow soon.



# Health & Wellbeing

Due to the self-isolating and social distancing rules laid down by the Government during this current Coronavirus pandemic, lockdown means that most of you will be spending more time within your property away from family and friends. Some of you may enjoy this quiet time, whilst some of you may struggle with things such as daily exercise and the situation may also take its toll on your mental health as we continue in lockdown. So here are a few things you could be doing to keep yourself both physically and mentally active whilst in the comfort of your own home.

## **How to keep your mind active & challenge yourselves**

- > Keep in contact with family and friends via telephone, emails, Facebook, messenger and other social media apps. (If you have a smart phone or iPad, tablet etc. Please get in touch so we can set you up and get you connected with others you can chat to.)
- > Do some cooking or baking.
- > Craftwork, needlework, drawing, painting, knitting, writing, gardening, reading, jigsaws, crosswords, puzzles, sudoku. If you need supplies talk to your family or Scheme Manger to see if they can source some. There are lots of videos online how to download puzzles to your smart devices.

# Health & Wellbeing

## **For those that are able:**

- > Try walking up and down your staircase safely or walking around your garden (if you have one). Go for a short walk outside if you are not self-isolating/shielding.
- > Do some housework such as putting the Hoover round for 15 minutes.
- > Carry out some form of gentle physical exercise for 10 mins twice daily. You can find exercise videos on the NHS website.
- > If you have exercise equipment at home, then please continue to use that.

## **For those that are less able:**

- > Try and walk around your property.
- > Carry out seated exercises such as leg raises, pelvic twists and gentle weights
- > Do some mild housework (this way you are keeping mobile without overthinking it).







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# Catering update...

In our Extra Care Schemes, we have changed the way the food service is delivered in line with Government Social Distancing Guidelines. Scheme Managers are in touch with Academy Chefs daily, along with a weekly video conference call with the Area Operation Manager, to ensure the service continues to provide a daily hot meal to our shielding customers. Both Amy and Karen have listened to feedback and reviewed the service, making changes along the way where needed.

One of those changes is the purchase of additional equipment to allow your lunchtime meal to be delivered more like a takeaway service. We hope this will address the temperature, liquid issues and the dislike of the disposable plates that was fed back during your weekly Welfare Check phone calls. Your safety is our main priority. Personal Protective Equipment (PPE) is worn by all kitchen staff to reduce the risk of cross-contamination and to protect themselves at this difficult time. Here is a big 'Hi' from them.

# Catering update...

Additional services have been quickly introduced to support our customers to 'Stay Safe', the 'Chef's Larder' where basic necessities can be ordered like bread, eggs, and bakery items, the 'Supper Plate' option of a freshly made sandwich of your choice along with a piece of homemade cake all for £2 and delivered to your front doors. No need to worry about handling cash, invoicing will take place when it is safe to do so. Watch out for an Academy special in the form of a complimentary VE Day afternoon tea.



# Shopping update...

## **How to access support for shopping and prescriptions**

If you are at risk of Covid-19 and are staying home to stay safe, then you might be wondering about getting shopping and picking up your prescriptions etc.

### **Online shopping**

Online shopping can be done through Tesco, Morrisons and Asda. Internet will be needed, and you can use mobile phone, tablet or pc/laptop. If you are unable to do this maybe family or friends can assist by setting you up and getting your first delivery arranged. Also, we have a Digital Officer who can get you set up over the phone.



# Shopping update...

## **Ordering locally over the phone**

Ordering shopping/essential items from local shops is much easier, this can be done over the telephone and can pay using your bank card. They can deliver to your front door, knock and leave on the doorstep so there is no close contact.

## **Prescriptions**

Most Pharmacies are delivering, however not all are due to the high demand. If you can have your prescription delivered it is highly recommended but if that's not possible please ask family/friends to collect so you're not at risk of having to go yourself. If you are stuck and have no family/friends who can support you with any of the above, then please let your Scheme Manager know as we can offer support or signpost if needed.



# A Fool Proof Sponge Recipe - For you to try...

9oz Self Raising Flour

8oz Butter

1 Teaspoon of Baking Powder

4 Eggs

4 Tablespoons of Milk

8oz Caster Sugar

1 Lemon (zest) - grated

Mix all together using a hand whisker, put into two greaseproof baking tins and cook on gas mark 4/210/220 fan assisted for 20-25 minutes.



Let us know how you get on!

If you are struggling during the lockdown or self-isolating there are a few organizations out there to help even if it's only to sit and listen to you or for a friendly chat:

- MIND Pembrokeshire: 01437 769982 (mental health advice and support).
- Silverline: 0800 4708090 (befriending & chat service for the elderly).
- Age Cymru: 0800 223 444 (support for the elderly and offering a check in & chat service for over 70s during the lockdown).
- PCC Community Hub: 01437 776301 (offering support, signposting & guidance).
- Scheme & Community Co-Ordinator's: (offering support, signposting, guidance or just a friendly voice at the end of the phone).

Please keep yourself active when you can and remember it's good to talk.





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