



# Covid 19 -what to do

Southwold and Reydon Communities  
working together



## Update April 15<sup>th</sup>

Government schemes to help the most vulnerable people are still not up and running, so we need good old fashioned neighbours to look out for each other.

**Have you been undergoing cancer treatment, had a major transplant, have long term lung disease, or a weakened immune system?** The NHS should send you a letter saying that you are **shielded**, and that you must not leave the house for 12 weeks – even for exercise or to get essentials. There are plenty of people to call for help if you need it – please see the numbers in this newsletter. If you have not had a letter from the NHS, you can register yourself on [www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable) or call [0800 028 8327](tel:08000288327). Any help that you need for shopping or collecting medication, should then be arranged for you. If you have had a letter but not received your food parcels, please call us.

The Tribe volunteer app that we have promoted for the County Council is still not working. We have been promised this week.

My NHS Responder app is also suspiciously silent after 261 hours on duty.

We have a network of 150 volunteers covering every street, organised by 20 coordinators, who can look after the vulnerable in our community. Just call us.

*Enjoy spring with Southwold and Reydon Wildlife facebook page - pic by Michael Troughton*



“This Newsletter is produced by the ***Covid-19 - Southwold & Reydon - Communities - Working Together Emergency Group***, that comprises our two Ward Councillors, together with current representation from Southwold Town Council, Reydon Parish Council, the Voluntary Help Centre, Sole Bay Health Centre, Sole Bay Ministry, Police, Southwold & Reydon Society and the Southwold Trust.

The Emergency Group holds weekly online meetings. Setting up a structure capable of supporting a relatively vulnerable and fragile population has been largely achieved, thanks to a fantastic response from volunteers. A stock of non-perishable food, is also being established should local supplies be compromised.

We thank all those concerned with this considerable undertaking and commend its use to everyone whose needs are greatest - please do not hesitate to make contact should you require assistance during this most stressful of times.”

Ian R. Bradbury {Cllr.} Southwold Town Mayor  
Pamela Cyprien {Cllr.} Reydon Parish Council

Get help from a neighbour down your road  
Contact the Town Hall **01502 722576** for help

Mobile 07572812124. Email [admin@southwoldtowncouncil.com](mailto:admin@southwoldtowncouncil.com)

# Covid 19 Health Emergency –Help Available in Our Community

The Government's plan is to slow the spread of the virus so that the NHS can cope. It is spread by droplets in coughs or sneezes. That is why we must keep out of range at two metres apart. You can also be infected by touching an infected surface and then touching your face – that is why we must wash our hands especially when we come indoors. If you have symptoms, stay at home for at least seven days to avoid infecting others, and self-isolate your household.

- Our Volunteer Network: the people delivering this newsletter are volunteers who are ready and willing to help. If you have any needs such as help with shopping or you would like a neighbour to call on you for a chat through the window, call Southwold Town Hall on 01502 722576.
- Volunteers may contact you. As they deliver this leaflet, our volunteers will try and make contact with neighbours, especially those who live on their own. They will want to ask if you are well and if you need any help. They will not intrude and will keep their distance from you, following guidelines they have been given.
- Shopping: The information on this leaflet, tells you which local shops are open and which can offer deliveries. But please don't ask for a delivery if you are able to shop for yourself. Our shops are being brilliant but they can only do so much.
- Who can shop for their own essentials (food and medicines)? All those who have underlying health conditions or have been identified as vulnerable should not go out. Fit and healthy over 70 year olds can do their own essential shopping. If you are over 70 and are not comfortable with shopping for yourself, ask for help from our volunteer network.
- Everyone must observe social distancing – on the streets, queuing for shops and in shops, and when taking exercise keep 2 metres (six feet) apart.
- Daily exercise outside your home is allowed. Your household members can be together but be sure to keep away from everyone else. It cheers us all up to stop and chat when you meet other people out walking....
- How can I talk to somebody? We hope that everyone will try to keep in touch with neighbours, through a window or across a garden fence. But also, you can keep in touch with people further afield by phone or by using apps like Facetime, WhatsApp or Zoom. If you would like a call from a volunteer, let us know on 01502 722576. They will be pleased just to chat and may be able to help you arrange contact with others.
- What should I do if I feel ill? Covid 19 can cause a cough, high temperature, aches, pains, weakness and fatigue. If you have these symptoms, rest, drink plenty of fluids and take paracetamol to reduce your temperature. If you are worried, contact NHS 111 or your GP surgery for advice (by phone – do not visit your surgery unless told to do so). If you have these symptoms, you should self isolate at home (stay in a different room from others at home, use separate bathroom if you can and do not share towels etc) and STAY AT HOME for at least 7 days from the start of the illness.
- What should I do if I see others breaking the rules? First don't jump to conclusions. Sadly, we have had some nasty incidents of abuse of people by others thinking they have a right to harrass people they think are visitors etc. This is quite wrong and in fact when the police have checked matters in our community they have been pleased to find that the rules are being followed. If you are concerned about behaviour that may put you or others at risk, contact the police on 101.
- Be kind and show respect. Everyone is finding life difficult at present. Please be a good neighbour, keep your distance and, when you can, say something warm and cheerful to those you meet - and thank those working to help you in shops, collecting refuse, carers etc.

## Southwold and Reydon

## Local Business Update

Please only ask for a delivery if you need it, so that we can prioritise vulnerable people.

	Opening Times	Deliver	Phone Number
Barbrooks Stores	Mon - Fri 7-1, 4-6pm Sat & Sun 7am - 1pm.	Mon - Fri	01502 722152 shop@barbrooks.co.uk
Black Olive Delicatessen	Mon-Sat 9am-1pm		01502 722312
Boydens Stores	Daily 7.30am - 6pm		01502 723573
Chapmans Newsagents	Daily 6.45am - 11am	Yes	01502 722388
Cleveleys Meat Boxes (£45 or £47)	Mon to Fri	Yes	019866728241 www.cleveleyfoods.co.uk
Co-op	Daily 7am-8pm		
<b>Co-op have a one out one in policy. Reserved for vulnerable/elderly people between 8-9am weekdays. 9-10 am Sundays</b>			
Café 51 (home baked ready meals)		Yes	07980606534 info@51-fiftyone.co.uk
Farmhouse Bakery	Mon/Sat 7.30am - 1.30pm. Sun 9am - 1pm	Yes	01502 722665
Fisherman & Friends (Animal Food)	Mon to Sat 9am - 1pm	Yes	01502 722085 (Free Deliveries 07717758935 )
Flunder Wines	Daily Free Delivery	Yes	07885458330 luke@flunderwines.com
Little Gems Greengrocer	M/Tu/Th/F/Sat 8 - 12noon	Yes	01502 722329 mattyb8@hotmail.co.uk
Mantins Solicitors	Daily		01502 724750 enquiries@mantins.co.uk
Mill & Sons Butcher	M/Tu/W/F/Sat 7.30- 5pm	Yes	01502 722104 millsandsonssouthwold@gmail.com
Morrisons Supermarket Food Box for Elderly	Daily	Next day	034561161111 www.morrisons.com/food-boxes
Mumfords Hardware Store	M/W/Fri 9am - 12noon		01502 723116
Observatory Opticians	Closed Emergency No.		01502 713370 southwold@observatory.co.uk
Post Office	Mon & Wed 10am -1pm		01502 723188 Southwold Post Office on Facebook
<b>The first 30minutes - 10am - 10.30am - at the PO is reserved for the elderly and vulnerable, please, so they don't have to queue too long in the street.</b>			
Prandium ( Meals on Wheels/shopping)	Daily	Yes	07746638299 southwoldfooddelivery.co.uk
Queen Street Pharmacy	Mon to Sat 9am - 5.30pm	Yes	01502 722362 queenstreetpharmacy@aah-n3.co.uk
Randolph Hotel (Food Provision only)	Daily Free Delivery	Yes	01502 723603 reception@therandolph.co.uk
Reydon Pharmacy	Mon-Fri 9am -12, 2-5pm Sat 9am-1pm, 2pm-4pm.	2x daily	01502 726088 dispensary@reydonpharmacy.co.uk Tues/Thurs to Wangford
Samantha K (wetfish only)	Daily 8am to 4pm		
Sole Bay Fish Harbour (wetfish only)	Daily 8am - 4pm		01502 724241
Southwold Auto Services	Mon-Sat 8am - 4pm	Will collect vehicle	01502 723140 07788427804
Southwold Golf Club (Meals on Wheels)	Mon/Wed/Fri/Sat/Sun	12 - 2pm	07754096008 or 07917103204
Sweeties St James Green (Easter Eggs)	Daily from Beccles Shop	Daily / £3 delivery	07796264345 vanessakisby@btinternet.com
Tesco	8am - 10pm		
<b>Tesco have maximum 12 at one time. They recommend shoppers to visit after 3pm as there is little footfall until 10pm.</b>			
The Suffolk Cellar	Daily	Yes	01502 473473 contact@suffolkcellar.com
Two Magpie Bakery	Tu/W/ Th/ F 10 -11am	shop only	01986 784370 twomagpiesbakery.co.uk/order-delivery
Wangford Farm Shop	MTWTF 9 -1pm, Sat 9-5pm	Yes	01502 578246 rj.miller@btinternet.com

### Market Traders

All Pets (pet essentials)			01502 562609 or 07759041785
Crystal Waters (Fish)			0771 2659325
Robert Beevor ( Plants/Fruit/ Veg)	Daily	Yes	01508 548306 or 07500044812 www.hillfieldnursery.co.uk
Wood stall			0789 0280052

## Huge thank you to all the shop staff – who are helping to keep us fed at this time.

Please remember that those offering delivery services may have capacity to deliver only to the vulnerable and shielded members of our community.

If you do go to the shops yourself then please remember that the shop staff are also in the front line. Please be respectful, polite and do keep to the social distancing rules of being 2m apart from anyone else. This is easier in some shops than others – but please do adhere to the guidance to keep yourself, the staff, and other customers safe and well.

Thanks also to other key workers - bin men, council workers, carers, posties, firemen, police, lifeboatmen, bus drivers and of course the NHS - for putting themselves at risk to keep us going.

This is the last in our series of four information leaflets for now, as we have said what needs to be said. You can access previous newsletters on the Southwold Town Council <http://www.southwoldtown.com> and Reydon parish council websites <http://reydon.onesuffolk.net/about-reydon/parish-council/>

However our network of volunteers is still here ready to help. Regular updates will be posted on the Sole Bay Virus Help group facebook page.

## Telephone support - Are you in need of a chat ?

We have a group of local volunteers who are keen to chat over the phone to people who are feeling alone. All you need to do is call the Town Hall on 01502 722576 or mobile 07572812124 and give your details. Your details will then be given to me (Heather Matthews) and I will call you to see what sort of support you would like and let you know of your volunteers name. I will then ask a local volunteer to call you to arrange the best times for you to chat.

Some of our telephone volunteers may themselves be in isolation and would love to help someone else in a similar situation.

If you have a smartphone, you may also be able to FaceTime your volunteer... this would allow you to perhaps see your volunteer and their family/garden!

Please don't be alone.

Kindest Regards

Heather Matthews (Telephone volunteer coordinator)

### Want someone to stop and have a chat as they walk past?

Reminder – if you want someone to talk to as and when they are passing your house, remember that you can use the traffic lights that were in the community information booklet delivered to you in March – just put the Amber one in your window. These can also be reprinted from the community booklet that is on the Southwold website; <http://www.southwoldtown.com>

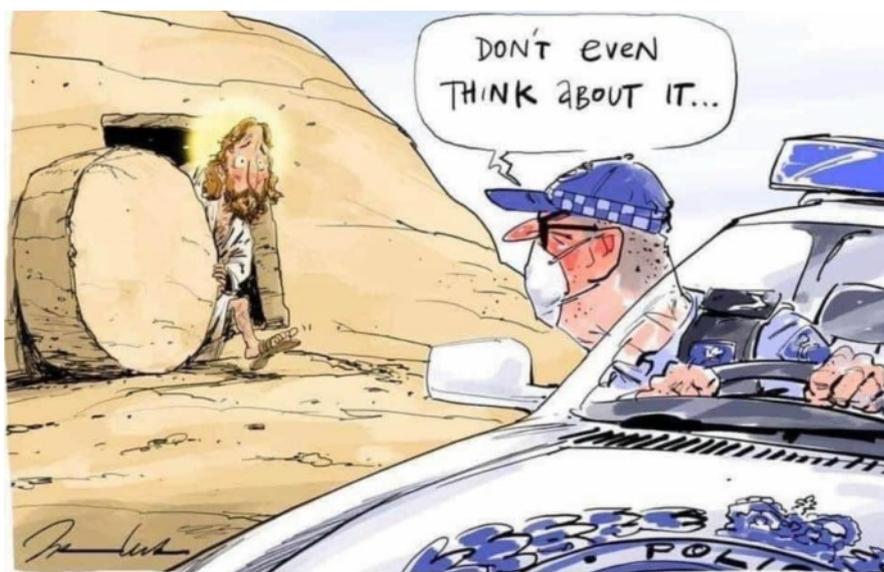
Humour will help us through it - an Easter Cartoon :)

### WATCH Out for scammers.

All our volunteers have badges and we will never ask for money or bank details at the door.

### This will not last forever!

With kindness and understanding we will get through this together and emerge a stronger community



We are in for a long haul. Make sure you get the government help available with rents, council tax, furloughed wages, universal credit, mortgages, business cash flow, etc. Email or phone me if you need help finding out what is available. Cllr David Beavan - 01502724904, [davidbeavan@live.com](mailto:davidbeavan@live.com)