

#C19SupportBrum

NEWS

*Together we'll get through this!*



## Covid-19 Support Brum Partnership

### Weekly briefing for Thematic Leads

Edition 1: Thursday 9 April 2020

### The Route 2 Wellbeing Portal

The Route 2 Wellbeing Birmingham Portal is a directory of Health and Wellbeing services across Birmingham, provided by the local voluntary, community and social enterprise sector. In order to help people find essential support during this difficult time, we have added a range of services and activities under a new category 'COVID-19 Support'. This support is either specific to helping people during the crisis, or services that are able to continue running in a different capacity.

We have added over 160 services and activities being offered by a wide range of organisations and groups across Birmingham, with more to be populated over the coming days and weeks. The range of support being offered includes; food shopping, food banks, financial advice, mental health, befriending, carers support, drug and alcohol support, homelessness, general community support, mutual aid groups and more.

#### [Find your local support:](#)

If you know of services in your area that can be listed on the Route 2 Wellbeing portal, please e-mail [r2wbirmingham@bvsc.org](mailto:r2wbirmingham@bvsc.org).

You can search through the category for support most relevant to you, either by entering a Key Word (eg. befriending) or by distance from a post code – where you can set your location on the main page. Note: a large number of services will be Helpline or Website only.

[Download a user guide](#) to help you get the best from the Route 2 Wellbeing Portal.

*\* Please note: \* Whilst there are other categories on the Route 2 Wellbeing Birmingham portal, we are not yet able to confirm which services in these categories are still operating during this time. Therefore, we recommend you refer to the COVID-19 Support category, where we will continue to identify and add services here, as soon as possible.*

## Thematic Leads

BVSC has been working hard to support Birmingham citizens, professionals and volunteers during the Covid19 lockdown and one of the many ways we have been working with key figures across sectors is to have a specific Thematic lead strand to our work.

The details for the thematic leads are below, if you are part of one of these sectors and cannot find information or want to feed information back in please contact either the lead for the theme you are interested or Sharne Maher as Theme Partnership manager at BVSC who will assist with information sharing or signposting.

### Contact details for Theme Leads

**Mental Health:** Helen Wadley, Birmingham Mind HelenWadley@birminghammind.org

**Community Health:** Andy Cave, Healthwatch Birmingham AndyC@healthwatchbirmingham.co.uk

**Disabilities:** Dave Rogers, Midland Mencap Dave.Rogers@midlandmencap.org.uk

**Carers:** Simon Fenton, Forward Carers simon.fenton@forwardcarers.org.uk

**Faith:** Dr. Peter Rookes, Birmingham Council of Faiths pjrookes@gmail.com assisted by Amrick Singh Ubhi , Nishkam Centre amrick.ubhi@ncauk.org Fred Rattley and Jo Bagby, Diocese of Birmingham job@cofebirmingham.com; fredr@cofebirmingham.com

**Housing:** Martyn Hale, Citizen Housing Martyn.Hale@citizenhousing.org.uk & Peter Richmond, Bournville Village Trust PeterRichmond@bvt.org.uk

**Children Young People & Families:** Lisa Martinali, Compass Support lisa.martinali@compass-support.org.uk

**Food:** Karen Creavin, Active Wellbeing Society: Karen.Creavin@theaws.org

**Homelessness:** Matt Green, Crisis matthew.green@crisis.org.uk

**Migration:** Andy Hoole, Birmingham Settlement andy@migrationpolicy.org.uk

**Domestic Abuse and Vulnerable Women:** Maureen Connolly, Bham & Solihull Women's Aid maureen.connolly@bswaid.org

## Mental Health

Mind's helpline has now been extended to be 7 days a week 9am -11pm. It is open to everyone over 18 living in Birmingham and Solihull and struggling with their mental health (in whatever way). We are able to access a range of psychological interventions – eg specific covid 19 counselling, solution focused therapy as well as trying to link people into services and community offer. 0121 262 3555 – “credit card” attached for distribution.

# Mental Health Access Points during COVID19 (information for Primary Care)

0-18 Birmingham	0-18 Solihull	18+ BSOL	Key Workers
<ul style="list-style-type: none"> <li>• Patients to contact PAUSE</li> <li>• 10am-6pm, 7 days a week.</li> <li>• 0207 841 4470 or askbeam@childrenssociety.org.uk</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Patients needing more help or risk support will be triaged to FTB Access Centre</li> </ul>	<ul style="list-style-type: none"> <li>• Patients to contact SOLAR</li> <li>• Mon-Fri 8am-8pm</li> <li>• 0121 301 2750</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Weekends</li> <li>• 8am-8pm</li> <li>• 0121 301 5500</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Everyday OOH</li> <li>• 8pm – 8am</li> <li>• 0300 300 0099</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Counselling and Support 24/7</li> <li>• www.kooth.com</li> </ul>	<ul style="list-style-type: none"> <li>• Patients to contact Mental Health Support and Crisis Line</li> <li>• Open: 9am-11pm, 7 days a week.</li> <li>• 0121 262 3555</li> <li>• Screening and triage to a range of support</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• GPs can refer to BSMHFT Single Point of Access 0121 301 4000</li> </ul>	<ul style="list-style-type: none"> <li>• Dedicated support line for key workers</li> <li>• Open: 9am-11pm</li> <li>• 0121 663 1217</li> <li>• Health and social care</li> <li>• Education and childcare</li> <li>• Food and other necessary goods</li> <li>• Key public services</li> <li>• Local and national government</li> <li>• Utility workers</li> <li>• Public safety and national security</li> <li>• Transport</li> </ul>

Secondly the Living Well Consortium has also set up a service to deliver psychological support to keyworkers (NHS, social care, public services, delivery people etc.). This will be carried out by some of the highest trained therapists and will be led by needs rather than a prescribed model – phone 0121 663 1217

## Community Health

Healthwatch have alerted us to lots of information regarding practical changes to hospital services in remodelling hospital and drop in services to respond to the needs of Covid19 patients. Full details are on their website. They have also highlighted information on personalised care plans as there has been much debate and concern about some guidance which raised questions over how vulnerable people's rights to fair access to treatment would be protected.

BMA, CQC, CPA, RCGP -Joint statement on advance care planning – 30 March 2020.

The importance of having a personalised care plan in place, especially for older people, people who are frail or have other serious conditions has never been more important than it is now during the Covid 19 Pandemic. Where a person has capacity, as defined by the Mental Capacity Act, this advance care plan should always be discussed with them directly. Where a person lacks the capacity to engage with this process then it is reasonable to produce such a plan following best interest guidelines with the involvement of family members or other appropriate individuals.

Such advance care plans may result in the consideration and completion of a Do Not Attempt Resuscitation (DNAR) or ReSPECT form. It remains essential that these decisions are made on an individual basis. The General Practitioner continues to have a central role in the consideration, completion and signing of DNAR forms for people in community settings.

It is unacceptable for advance care plans, with or without DNAR form completion to be applied to groups of people of any description. These decisions must continue to be made on an individual basis according to need.

<https://content.govdelivery.com/accounts/UKCQC/bulletins/283e565>

Latest Government Advice Regarding Informal Carers:

<https://www.gov.uk/government/publications/coronavirus-covid-19-providing-unpaid-care/guidance-for-those-who-provide-unpaid-care-to-friends-or-family>

## Disabilities

Dave Rogers has been extremely active in sharing information on this strand and it feels as if progress is being made to address the PPE needs across Birmingham and that the communication channels are open between government, public health and BCC and the sector.

There has been new advice on PPE nationally and this has been well received. There has also been progress with regard to ordering PPE for services offering care through a BCC channel. Councillor Hamilton has been particularly raising the need for a greater ambition within Birmingham to ensure that the frontline workers in community settings are protected and given access to adequate PPE for the job that they will be carrying out. There's been intense sector and media attention on the issue of DNAR, GPs have now been asked to make sure that no blanket approach is taken to these highly sensitive actions and everyone who works with vulnerable people should be aware that these are conversations that may come up which are bound to have an impact on them all well as friends family and carers.

<https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/04/maintaining-standards-quality-of-care-pressurised-circumstances-7-april-2020.pdf>

Survey results on the impact on carers and care providers of the current corona demands on services <https://www.skillsforcare.org.uk/adult-social-care-workforce-data/Workforce-intelligence/publications/Topics/COVID-19.aspx>

## Domestic Abuse

Birmingham & Solihull Women's Aid have advised of their current Pathways and how women and staff can access services. There are also a host of additional services for survivors of abuse listed on the Routes to wellbeing page of the BVSC website, this has been updated for Covid19.

### Pathway to Domestic Abuse Services

Our priority is as always, the wellbeing of our staff and those women and children who need our service. We have been looking at measures to enable us to protect the wellbeing of our staff whilst continuing to provide a service to the women and children requiring support. Due to the unprecedented nature of the circumstances, we are having to stress test how we offer certain services. We are however continuing to provide support as safely as possible to women and children affected by Domestic Abuse.

BSWA will be now be entering into a phase of remote working for all of our services.

### Pathways:

- BSWA refuges are fully open. Checking for space is through helpline 0808 800 0028
- The Birmingham Drop-in services will be closing by the end of the week and alternative telephone support is accessed via 0808 800 0028
- Any women needing support who would have approached the Solihull Outreach Services can call: 07891492327
- Our Freephone Helpline is operational as normal. 0808 800 0028
- Any women at risk of homelessness as a result of domestic violence and abuse in Birmingham can call the Housing Options Hub: 0808 169 9604
- All meetings coordinated / hosted/attended by BSWA will move to a digital platform where possible or be postponed until further notice

## Housing

Martyn Hale has been sharing information from the Housing sector with BCC which is mainly around what their Business continuity plans specify and how they will operate and any impacts of this, he has also recommended following the National Housing Federations webpage for lots of useful sector guidance <https://www.housing.org.uk/news-and-blogs/>

I am a member of the Chartered Institute of Housings Regional board for the West Midlands and they have been sharing factsheets aimed at housing providers on a range of Covid19 related factsheets with topics ranging from such as supporting Gypsies and travellers, Avoiding evictions, supported housing (retirement, extracare and supported). <https://cihnews.org/p/YRX-FXV/our-approach-to-covid-19>

It is well worth a look, they are also active on twitter and do a weekly webinar. They are hosting a regular chat hour on twitter #CIHcv19 on Twitter.

There is domestic abuse advice for Housing providers available from <https://www.dahalliance.org.uk/resources/information-on-covid-19/>

## Homelessness

Matt Green has been sharing local and national information with the homelessness sector.

### Housing Options

The Housing Options Centre in Newtown is closed for walk in and delivering a remote service via phone and online. [Visit the website](#) for details.

### Street Outreach

Trident Reach continues to operate the Street Outreach and have been able to ensure many people who were rough sleeping have been offered accommodation of some kind. Outreach continues to operate and if anyone is concerned about someone who is sleeping rough, please make a referral via [Street Link](#).

### SIFA Fireside

- Drop in service is closed until further notice
- Telephone appointments are being conducted for The ASH, tenancy support and general resettlement services. If it is a new referral, would advise to call in the first instance to ensure we have capacity to accept
- Skeleton staff in our building picking up anyone who presents and needs to be placed immediately in accommodation and providing support for the rough sleepers team as their capacity is very stretched. We would advise partners not to send any clients to SIFA, we are simply picking up those who show up unprompted to prevent them from going back out on the street.
- Doing safe and well checks with all of our clients, have approx. 150 who have requested this service. Home visits being kept to a minimum but where particular vulnerability we will do this. We only have capacity to do safe and wells with our clients so again would ask that services do not try to direct clients for this purpose
- We are being inundated with food requests. If it's possible to get a message out that SIFA Fireside cannot provide food parcels to the clients of partner services so please don't call, that would be most appreciated.

- SIFA Fireside will be closing completely from Friday 10 April. All services will be closed until Monday 20 April when we will be operational again. That includes the Adult Support Hub.

## **Big Issue**

We are not currently taking new referrals, our offices are closed and we are providing phone and online support for our current vendors. We are also not producing a magazine for vendors, so that vendors aren't on the streets selling due to health and safety in line with government guidelines. Big Issue have started selling magazines in some Sainsbury's and McColl's stores to help support the vendors in the meantime, we also are promoting subscriptions online via the Big Issue website

## **Spring Housing**

Have accommodation that can be used to house people who are rough sleeping / other homelessness situations across Birmingham

## **Shelter**

Face-to-Face services are currently suspended but support can be accessed remotely via: [https://england.shelter.org.uk/get\\_help](https://england.shelter.org.uk/get_help)

## **Housing First clients continue to be supported.**

Crisis Skylight Birmingham

- Fully remote support service. All lead workers continue to blend caseloads with low, medium, high support needs.
- Referrals for housing related support as well as other support around education, employment, training, wellbeing etc. can still be made to [birmingham@crisis.org.uk](mailto:birmingham@crisis.org.uk)
- Our learning team have put together wellbeing activities, bespoke Essential Skills online resource where members can access materials, learning and interact with tutors
- Learning team have produced essential skills packs for those wanting to engage with this.
- Learning team, as well as coaches are booking in one to ones to help with learning needs e.g. college applications.
- We have a bank of local volunteers who are willing to help in some way. We have already matched some of them (who are DBS cleared) to members and are doing wellbeing calls with them.
- Looking to make use of our HealthNOW project and adapt to the current situation – looking to work with our peer researchers to establish the experiences and ongoing health needs for those who are homeless and affected by COVID-19.
- Delivering food & essential items to members who need it. Prioritising those who are self-isolating but also those who are particularly vulnerable if they contract COVID-19.

## **St Basils**

Outreach, accommodation and the Youth Hub remain open to young people who are experiencing or at risk of homelessness. St Basils asks that the Youth Hub is called first to make an appointment on 0300 303 0099

Below is some national information taken from Natfeds website, for more follow this link <https://www.housing.org.uk/news-and-blogs/news/coronavirus---an-update-for-members-providing-homelessness-services/>

## Emergency funding

There are a number of funds charities can apply to for financial help during the coronavirus crisis.

- Crisis has set up an [Emergency Grants fund](#) for smaller homelessness charities struggling financially due to the added costs or reduced income associated with coronavirus.
- The National Emergencies Trust has launched [a fundraising appeal](#) to support grassroots charities and groups who'll be supporting some of society's most vulnerable people throughout the outbreak,
- St Martin-in-the-Fields Charity is looking to create an Emergency Fund, which can be accessed by frontline workers to support people experiencing homelessness who have been directly affected by the COVID-19 pandemic. They are currently [asking for submissions](#) around how this should be structured.
- The Charities Aid Foundation has launched a [rapid response fund](#) to help smaller charitable organisations affected by the impact of the coronavirus outbreak. Grants of up to £10,000 will help them to continue to deliver much needed support to communities across the UK.

### Webinar – supported housing and homelessness services

This webinar from 2-3pm on 9 April will look at issues specific to supported housing and homelessness services, and give examples of how you may be responding to the crisis. You will hear from John Glenton, Executive Director of Care and Support at Riverside, on supported housing and from Beatrice Orchard, Head of Policy, Campaigns and Research, on homelessness.

The session will be chaired by Catherine Ryder, Director of Policy and Research at the National Housing Federation. There will be an opportunity to ask written questions that the chair will address during the session.

[Register for the webinar here:](#)

## Children & Families

Lisa Martinali has informed BVSC that a regular Zoom meeting is taking place with a core group of agencies who regularly catch-up and sit on various boards/partnerships. A number of areas were discussed regarding current delivery and concerns, alongside some positive developments with BCC and Birmingham Children's Trust regarding Early Help.

This group will meet (virtually) again in about 2 weeks and want to extend the offer to join to anyone who delivers services to children, young people and families and are able to contribute to this agenda. Please contact Lisa Martinali to discuss further if interested.

## Food

Karen Creavin updated the group yesterday and had a request for feedback in relation to the hot food issue. AWS want to collate evidence of need and also ensure that everyone is aware of the support that there is in place.

For those wanting help with food or befriending please refer people to:

<https://theaws.co.uk/relief/> or call 0121 7287030 (8-6 Monday to Saturday, 9-4 Sundays including bank holidays).

There is no element of needing to 'ration' who we can help through food or calls at the moment - albeit we are triaging levels of need for the befriending follow up call to ensure the caller has the correct level of expertise to be able to help. We are a city wide wellbeing service. Our food is being sourced by and delivered with a wide range of partners from the food theme group, including

Fareshare, TRJFP, and a wide range of faith and community organisations. We are working with a wide range of lovely people all offering their services on a voluntary basis too.

Please let Karen know if you are aware of additional hot food needs that are not being met so that I can pick this up with the food theme group.

## Bereavement

BVSC think that this is an area that we need to add the thematic approach and we have approached a lead who we will confirm next week. We have had information from the hospices which we will share once finalised and we have had information from Cruse.

Cruse Bereavement Care Birmingham provides free bereavement support and counselling to anyone living in the Birmingham area.

Our aim is to promote the well-being of bereaved people and to enable anyone suffering the after effects of a death to understand their grief and cope with their loss.

Read article: [Hoping for the Best, Planning for the Worst](#) (UpdateBrum)

## Coronavirus update

For the safety of all clients, volunteers and staff our offices are closed. Existing clients are being offered telephone support.

We are accepting new referrals for telephone bereavement support but our waiting time has increased.

General Enquiries - 0121 687 8011 is open Monday - Friday 10.00 am - 4.00 pm

Self-referrals - 0121 687 8010 Please leave us a message and a Bereavement Support Volunteer will aim to get back to you within 2-4 working days.

If you are in need of urgent support please call our free national helpline on 0808 808 1677.

## Faith

Update from Dr Peter Rookes

At a time when we face a crisis in our lives, many people who do not regularly attend a place of worship, seek to make sense of what is happening, through prayer, reflection, and by receiving the spiritual and pastoral support from an appropriate person of faith. This is particularly true during the current Covid 19 pandemic, during which physical distancing adds to the sense of isolation. Most places of worship, of all faiths, have a website which contains their contact details. If anyone experiences difficulty in contacting a place of worship please text or email the Birmingham Council of Faiths and we will do our best to assist, e-mail [pjrookes@gmail.com](mailto:pjrookes@gmail.com) or 07703336088

I am making a list of volunteers willing to provide support if required.

Mahmooda Qureshi and I host our Connecting Communities radio programme on Unity FM 93.5 at 4.0pm on alternate Mondays. In the last programme Prof Justin Varney and Brian Carr dealt with our response to the Covid 19 pandemic. This can be accessed on:-

[www.mixcloud.com/UnityFM/connecting-communities-talking-coronavirus/](http://www.mixcloud.com/UnityFM/connecting-communities-talking-coronavirus/)

[www.mixcloud.com/UnityFM/connecting-communities-talking-coronavirus-part-2/](http://www.mixcloud.com/UnityFM/connecting-communities-talking-coronavirus-part-2/)

The next programme will be broadcast on Mon 13th April, when Cllr John Cotton will be discussing our services for Rough Sleepers.

## Migration & Communication

There has been some concern about access to resources for people who do not have English as their first language and I have compiled some info below:

**For survivors of domestic abuse** <https://www.womensaid.org.uk/covid-19-coronavirus-safety-advice-for-survivors/>

**Language interpretation-migrant health guide** <https://www.gov.uk/guidance/language-interpretation-migrant-health-guide>

**Communication insights around empathy and messaging**  
<https://www.persado.com/2020/04/covid-19-communication-resources/>

**British Sign Language Resources** <https://www.isleofwightccg.nhs.uk/health-and-services/covid-19-british-sign-language-resources.htm>

## BCC Helpline

Sent on Behalf of Prof Graeme Betts – Birmingham City Council Making sure we support the most vulnerable citizens: key helpline launched.

Colleagues,

The council has launched an emergency response hub to ensure access to support is available for our most vulnerable citizens.

The service will prioritise those in critical need who have received a letter from NHS England stating they are in a priority group; or those that are self-isolating for shorter periods but are unable to rely on family or friends for adequate practical support. This may be in relation to:

- emergency food supplies
- social contact

We will be signposting and connecting vulnerable citizens who have no assistance from family or friends and need help from voluntary organisations and community groups for support, which may be provided by the council or the voluntary sector.

If people are able to use existing help and support from family and friends, we're asking them to please continue to do this, so we can focus on our most vulnerable citizens.

Please spread the word to appropriate people on how to access this support:

- Online information: [https://www.birmingham.gov.uk/coronavirus\\_advice](https://www.birmingham.gov.uk/coronavirus_advice)
- Online support request: [here](#)
- By phone: 0121 303 1116 (Mon-Fri:9am-5pm)

## AOB

We are actively involved with the Adult Safeguarding - Health and Social Care Weekly Update and now participate regularly in this Zoom meeting. The links below are CCG advice for professionals on a huge range of relevant topics and was shared by colleagues from Safeguarding.

<https://www.birminghamandsolihullccg.nhs.uk/your-health/coronavirus-advice-for-professionals>

<https://www.birminghamandsolihullccg.nhs.uk/your-health/coronavirus-advice-for-professionals>

**Notes from WMCA Covid-19 Faith Conference Call:** <https://www.wmca.org.uk/media/3847/faith-conference-webinar-summary-010420.pdf>