

Community Volunteer Information

Version 2

28 April 2020

#TeamCaerphilly
BETTER TOGETHER

This information sheet is provided to help link people in communities to support available - locally, on-line or through telephone helplines. Whilst every attempt is made to ensure the information is accurate, some services may be changing on a daily basis. Please check.

We've included details of local businesses that have come forward to offer support – but it's certainly not a definitive list! These are simply the ones we've been made aware of across our local area so far. The list is growing all the time, so if you know of a local business that is offering similar support but isn't on this list, please let us know and we'll certainly add them.

On-line information search services:

DEWIS CYMRU <https://www.dewis.wales/>

Search engine for local and national services based on postcode/town search and keyword

INFOENGINE <https://www.gavo.org.uk/infoengine> or <https://en.infoengine.cymru/>

Directory of third sector services available in Wales based on postcode/town and keyword

CAERPHILLY COUNTY BOROUGH COUNCIL <https://www.caerphilly.gov.uk/Coronavirus>

Statutory Services and agencies:

Aneurin Bevan University Health Board

<https://abuhb.nhs.wales/>

Getting Messages to our patients: MessagesfromHome.ABB@wales.nhs.uk

Following the difficult decision made to close all our Hospital Sites to visitors, we have implemented a new 'Messages from Home' service. This service is available for families and friends to keep in contact with their loved ones in Hospital via a dedicated E-mail address, so that they can communicate their well wishes. Each message received will be printed by a member of staff and passed to the patient's Clinician's team from Monday to Friday, and assistance in reading messages will be provided if required. Anyone wishing to send a message to a friend or loved one should e-mail their message, along with the patient's full name, Ward Number and Hospital Site.

GP Attendance:

We are aware that some people are feeling worried about contacting their GP Surgery for advice and care, or contacting them much later than they would normally if they are unwell. We want to assure you that your GP Surgery still expects and wants to hear from you if you need them- not just for Coronavirus related symptoms.

If you have any concerns please don't hesitate to telephone your surgery, but please don't turn up there in person. You will be offered a telephone or video call with the relevant Health Professional and if they feel it is necessary, you will be invited in for further assessment. If you have symptoms of Coronavirus and need to be seen, this will be in a designated area.

Ffrind I Mi - Befriending Service:

01495 768645 ffrindimi.abb@wales.nhs.uk <https://www.ffrindimi.co.uk/>

Support service for people affected by isolation and / or loneliness working with Community Connectors (see CCBC listing) and existing volunteer befriending services. A temporary role for existing and new volunteers to provide support during the COVID-19 outbreak. Key Tasks:

Driving as part of the role, telephone befriending of hospital patients or isolated individuals in the community, including informal welfare checks "How are you?". Signposting to community groups, Transporting of items between departments or hospitals, General administrative support e.g. posting information/letters. Visitor Checks- front door (for those Volunteers not in the at risk category'), End of Life Companions (for those who have been trained and not exposed to the virus- COTE RGH only) Support 'Food Banks' and local community mobilisation initiatives. Various requirements for DBS checks and screening will apply. Contact Ffrind i Mi or sign up on the Volunteering Wales website.

Integrated Well-being Networks redeployed to ABUHB PHW Community Response

David.Llewellyn@wales.nhs.uk <https://www.facebook.com/groups/IWNCV/about/>

Supporting the ABUHB Community Response
Facebook information page updated on a daily basis
Links to local organisations providing support and information

National Business Response Network (Business in the Community)

wales@bitc.org.uk <https://businessresponsecovid.org.uk/>

Connecting business support to community need during Covid 19. Set up to invite requests for support and offers of assistance as a matching service by Business in the Community. BITC's support hub enables organisations who are in need of support because of Covid-19 to be matched with a business who is offering to help. We have regional leads ready to process your requests and help match up with the support you need.

Team Rubicon

Telephone: 0300 330 9488 info@teamrubiconuk.org

https://www.teamrubiconuk.org/?gclid=EAlaIQobChMIraCZp-OA6QIVle7tCh2bOA4CEAAYASAAEgLOA_D_BwE

Team Rubicon are an emergency/disaster response team of ex military personnel and veterans. They are providing response to the Covid 19 pandemic through Op Re:ACT working alongside the UK Government, British Armed Forces and the UK Voluntary and Community Sector.

Social Care Wales

<https://elinkeu.clickdimensions.com/m/1/89545613/p1-b20112-e1ff8c83070c4862b72cd489b868d3da/1/6/fef85585-20b2-4713-aec8-96d57b5ec046#English%20bulletin>

[@SocialCareWales @GofalCymdeithasolCymruSocialCareWales](#)

Information for social care workers including access to the letter to supermarkets for priority shopping via the social care card and links to Covid 19 information. Also link to temporary register for social workers who have left the service returning to work during Covid 19.

Welsh Water

https://www.dwrcymru.com/en/Covid19.aspx?fbclid=IwAR17KWuGR9gFWsW0RwFhrjsjAi-bZmnbS2mIJ2Gn0h_aPDQlbrSi7twgSWM

Providing support for anyone concerned about paying water bills and information about services during Covid 19 outbreak.

Working Wales / Careers Wales

Telephone: 08000 284844 <https://workingwales.gov.wales/>
email: workingwales@careerswales.gov.wales

Vital careers advice available digitally

Telephone Helplines – National, Regional and County

Action on Hearing Loss

Telephone: 02920 333034 information@hearingloss.org.uk

Textphone: 0808 808 900 <https://beta.actiononhearingloss.org.uk/coronavirus-response/>

Information service for people who are deaf or hard of hearing and their families. Includes on line chat line for information during Covid 19 outbreak.

Age Cymru – Check in and Chat

Telephone 08000 223 444 enquiries@agecymru.org.uk

Anyone over 70 in Wales can register with Age Cymru, free of charge, to receive regular telephone calls from the charity in either English or Welsh. All you have to do is call the Age Cymru Advice Number.

Bereavement Support After Death – information factsheet

Alzheimer's Society

Dementia Connect support line on **0333 150 3456**. Welsh-speaking support line **03300 947 400**. Alzheimer's Society can answer all your questions about dementia. We can also give you tips if dementia makes it difficult to follow NHS or government advice about coronavirus. We cannot offer personalised medical advice. But we will direct you towards other reliable sources.

Anxiety UK

Phone: 03444 775 774 (Monday to Friday, 9.30am to 5.30pm)

Text Service: 07537 416 905

<https://www.anxietyuk.org.uk/coronanxiety-support-resources/>

Charity providing support for anyone diagnosed with an anxiety condition. Dedicated Coronavirus resources.

Asthma UK

Telephone: 0300 222 5800 (Mon-Fri 9-5) Info@asthma.org.uk

Whatsapp chat: 07378 606728

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

Support for asthma sufferers and their families.

Bereavement Support Network

Telephone: 08080 168 9607 www.bereavementadvice.co.uk

Advice when someone dies (free phone service)

British Deaf Association

SMS: 07766600597 cao.wales@bda.org.uk

<https://www.britishdeafnews.co.uk/navigating-self-isolation/>

Ensuring deaf people receive Covid 19 information

British Heart Foundation

Telephone: 0300 330 3311

National helpline.

Carers Trust South East Wales

Telephone: 01495 769996 info@ctsew.org.uk

Gwent Carers Hub T: 01495 367564 E: gwentcarershub@ctsew.org.uk

<https://www.ctsew.org.uk/our-services-during-the-coronavirus-crisis>

Providing care services for people in their own homes and a carers small grant scheme as well as information, advice and support for carers over the phone on online. Continuing care services to current clients including shopping and collecting prescriptions.

Christians Against Poverty

Telephone: 0800 3280006 Free calls 9:30am–5:00pm Monday–Thursday and 9:30am–3:30pm on Fridays

CAP are still operating via telephone and online. Provides information and support to people in debt. Due to the ongoing coronavirus (COVID-19) outbreak, we have made the difficult decision to temporarily stop booking appointments with our Debt Centres and group services. Risca Debt Centre.

CISWO (Coal Industries Social Welfare Service)

Regional Contact: John Anderson 01443 485233

UK-wide charity providing free support to former coal miners and their families. Personal welfare service accepting referrals from individuals themselves, family members and other agencies.

Citizens Advice – Caerphilly and Blaenau Gwent

Advicelink Cymru 03444 77 2020 Textphone: 03444 111 445

For help claiming Universal Credit Phone: 0800 144 8 444 Textphone: 1 8001 0800 144 8 444

Citizens Advice have limited their face to face advice and drop in sessions and outreach services but can be contacted via the advice lines above. For general advice – you can access online advice via the website: <http://www.citizensadvicecbg.org.uk/get-advice/online/>
There is also a link for help with immediate debt.

Community Advice and Listening Line (C.A.L.L.)

0800 132 737 (open 24/7) <http://www.callhelpline.org.uk/Default.asp>
text 'help' followed by a question to 81066.

24hr mental health helpline offering a confidential listening and support service
Offers emotional support and information/literature on Mental Health and related matters to the people of Wales.

CRUSE Bereavement Care

National Helpline & Hope Again: 0808 808 1677 Gwent: 01633 251082
www.cruse.org.uk www.crusegwent.org.uk <https://www.hopeagain.org.uk/>

Primary role of providing bereavement support over the telephone both locally and nationally. Any bereaved person in Gwent who would like to access telephone support (only) is encouraged to contact the usual referral number above or contact the Cruse National Helpline. Hope Again: Local Cruse provide bereavement support to children, young people and adults throughout the Aneurin Bevan area, free of charge.

Deaf/Blind Cymru

Telephone: 01733 358356 Text: 07950 008870 info@deafblind.org.uk

During the Coronavirus they have a helpline and wellbeing services Tel: 0800 132 320

Practical help about how to look after yourself and stay safe, as well as emotional support if you find yourself more isolated than usual.

Dementia UK Helpline

0800 888 6678 helpline@dementiauk.org

Mon–Fri 9.00 to 9.00, Sat–Sun 9-5 Free

The Admiral Nurse Dementia Helpline is for anyone with a question or concern about dementia and Alzheimer's disease. This includes providing critical emotional and practical support to carers affected by the coronavirus (COVID-19).

Diabetes UK

Telephone: 0345 123 2399 Mon-Fri 9-6 https://www.diabetes.org.uk/about_us/news/coronavirus

Get specialist information and advice on all aspects of living with diabetes. Call us for answers, support or just to talk to someone who knows about diabetes.

Disability Advice Project (DAP)

Telephone: 01633 485865 info@dapwales.org.uk www.dapwales.org.uk

@DisabilityAdviceProject

Disability Advice Project (DAP) provides an extensive Disability Advice Service across Gwent which includes welfare benefits advice to disabled people, their families and carers. Form filling service with DAP staff and volunteers. Currently continuing the service via phone or video by caseworkers working remotely.

Disability CanDo

Telephone: 01495 233555 info@disabilitycando.org.uk
<https://www.disabilitycando.org.uk/>

Staff are contactable for remote support via email or mobile phone. Form filling service is suspended as is transport service.

Advocacy: John.miles@disabilitycando.org.uk 07979 795786
Sandra.burton@disabilitycando.org.uk 07399 592018
Training: Les.dobson@disabilitycando.org.uk 07377 891292
Darren.wilcox@disabilitycando.org.uk 07553 926955
Toni.jones@disabilitycando.org.uk

Disability Wales

Telephone: 029 20887325 info@disabilitywales.org Facebook @disabilitywales Twitter @DisabilityWales
<http://www.disabilitywales.org/covid-19/>

Information and resources for people with disabilities

Dying Matters

<http://lbforum.org.uk/news-and-events/covid-19-useful-bereavement-links-and-resources/>

Dying Matters #BeforeTheirTime hashtag to share resources and offer support for anyone who loses a close friend or relative at this time, especially if it's sudden or earlier than expected (eg, covid-19 related)

Epilepsy Wales

Lesley@epilepsy.wales

Telephone and email support for people with epilepsy and their families.

HMRC (HM Revenue and Customs)

Telephone: 0300 060 3000

Set up a help line specifically for the self-employed and businesses for help and advice about COVID-19 + advice on tax and any benefits you are entitled to.

HAFAL

Telephone: 01792 816 600/832 400 Email: hafal@hafal.org <http://www.hafal.org/>

Helps people in Wales with serious mental illness and their families to work towards recovery. Services include employment training, general support, information, advice and groups.

Hourglass Cymru (previously Action on Elder Abuse)

Telephone: 0808 808 8141 <https://www.wearehourglass.org/>

Hourglass Cymru has a helpline available to anyone worried about or affected by the increased risk of abuse and neglect of older people at this challenging time, whether that abuse is perpetrated by loved ones, paid professionals or strangers. A newly-established action group is working to make sure that older people at risk of harm have the information they need about where they can go for help as the Coronavirus and the subsequent lockdown has resulted in some older people in Wales potentially being at greater risk of domestic (or other forms of) abuse, neglect or of being targeted by criminals.

Live Fear Free

Telephone: 0808 80 10 800 Text: 076860 077333
info@livefearfreehelpline.wales <https://gov.wales/live-fear-free>

Help and support advice on domestic abuse, sexual violence and other forms of violence and abuse

Macmillan Cancer Information and Support Line

National helpline: 0808 808 000 Monday - Friday between 9am-5pm
ABUHB area: 07583 047205 Mon-Sun from 9 am to 7 pm

www.macmillan.org.uk

Macmillan nurses, doctors and other health professionals up and down the country are continuing to support people living with cancer whilst doing all they can to help alleviate the immense strain put on the NHS by coronavirus. Comprehensive cancer information and support is available on the Macmillan Cancer Support website, including guidance on how coronavirus, and our online community continues to provide invaluable emotional and peer support.

The Macmillan Cancer Information and Support Service based in Aneurin Bevan University Health Board is still operational during this time to provide a confidential service for anyone affected by a cancer diagnosis who needs practical and emotional support or would welcome a chat during this time of self-isolation. Can arrange for cancer information materials and booklets to be sent to people, as well as offering telephone support, along with being able to signpost people to a dedicated Macmillan Cancer Support team of local Welfare Benefits Advisers.

Meic Cymru

Telephone: 0808 802 3456. Text: 84001 Web: www.meiccymru.org

Free help and advice for children and young people in Wales. Open 8am until midnight

Mencap Cymru / Wales Learning Disability Helpline

Telephone: 08088 000300
<https://wales.mencap.org.uk/>

Contact line for families with disabled children: 0808 8080 3555

Wales' Learning Disability Helpline are here to answer any questions about covid-19, if you are worried or would simply like a chat.

MIND Cymru

Infoline: 0300 123 3393 Text: 86463 Legal line: 0300 466 6463

<https://www.mind.org.uk/about-us/mind-cymru/>

Elefriends: <https://www.mind.org.uk/information-support/support-community-elefriends/>

Mind Cymru is here to support you, whether you're living with a mental health problem, or supporting someone who is. Visit our website for information on mental health conditions, treatment and where to get help: MIND Services. Our Infoline provides an information and signposting service. We're open 9am to 6pm, Monday to Friday (except for bank holidays).

Support with: being detained under the Mental Health Act (sectioning); mental capacity; community care; discrimination and equality. Note: We do not provide information on welfare benefits, housing or clinical negligence, mental health problems; where to get help near you; treatment options; advocacy services.

Our Legal line provides legal information and general advice on mental health related law. We're open 9am to 6pm, Monday to Friday (except for bank holidays).

RELATE

www.relate.org.uk

Live Chat Information: <https://www.relate.org.uk/relationship-help/talk-someone>

The UK's largest provider of relationship support. The coronavirus outbreak is leading to big changes in the way we live our everyday lives. Our relationships will be hugely important for getting us through this but self-isolation, social distancing and other concerns may also place them under added pressure. Here you can find blogs, advice and tips for helping your relationships stay healthy during the pandemic.

RNIB CYMRU

Telephone: 02920 828 500 <https://www.rnib.org.uk/wales-cymru-1>

Email: cymru@rnib.org.uk

RNIB Cymru is Wales' largest sight loss organisation. We provide a wide range of services and support to blind and partially sighted people across Wales, as well as campaigning for service improvements and to prevent avoidable sight loss.

SAMARITANS

Telephone (free) 116 123

On hand day or night, 365 days a year for anyone in crisis.

Silver Line

Telephone: 0800 470 80 90

Supports older people worried about loneliness and isolation. Open 24 hours a day and 7 days a week

Stroke Association

Telephone: 02920 524400 Email: info.cymru@stroke.org.uk

Support for people and families affected by strokes.

Local Support Services – Caerphilly County Borough Council

Caerphilly County Borough Website - <https://www.caerphilly.gov.uk/Coronavirus>

Latest information on Council services and Government advice during the Coronavirus outbreak can be found on the website. This includes information on accessing:

CCBC Financial Support Line

Telephone: 01443 866534

Help with COVID related financial concerns

Caerphilly Youth Services Support – The Basement – Youth4U

Call or text on 07876 358034 Mon - Fri 12.00 until 8.00 pm.

Email: thebasement@caerphilly.gov.uk

Gemma and Dan, youth workers at the Basement and Lansbury Park Youth Centre are offering information, support and advocacy service by telephone or text. Or just a chat if any young person wants to talk. The Basement is also home to the dedicated LGBTQ+ group #CGNP

Carer Support

01495 233218 / 01495 233234 / 01443 864658 Email: carers@caerphilly.gov.uk

General support for unpaid carers

Childcare provision for key workers: application form on the website.

Community Connectors

Telephone: 0808 100 2500 Email: asdit@caerphilly.gov.uk

Advice and information for people who are isolated from their community or family, people who have low confidence or individuals who appear lonely. Provide information, advice and

assistance; help people remain as independent as possible; help people improve their sense of wellbeing; help people feel less lonely; help people feel part of their community.

Free School Meals

Telephone numbers on the website bridgesintowork@caerphilly.gov.uk

Free school meals delivered, frozen, for eligible children.

Foodbanks in Caerphilly County Borough (Trussell Trust)

If an individual needs a food bank parcel by referral or to self-refer, there are two options to contact: 1. CommunityRegen@caerphilly.gov.uk 2. 07825634157 or 07720948030

A temporary system has been put in place for Caerphilly county borough to support current provision with food bank vouchers, donations and delivery. This support aims to help existing individuals or families that are currently in crisis, **please note that this is not for those that are social distancing or self-isolating and unable to access food.**

This will lead to a discussion with a triage worker, who will assess the current needs and connect the individual to a local voucher distributor if needed to make the referral. The Food Bank will then prepare parcels ready for dedicated staff to pick up the parcel and deliver to door steps.

Meals Direct - Meals on Wheels: 01443 864055 See CCBC website for details

Supporting People

Telephone: 01443 864548 Text: housupport to 81400 Email: supportingpeople@caerphilly.gov.uk
www.caerphilly.gov.uk/supportingpeople

Housing related support programme. E.g. Setting up and maintaining a home plus -

- Preventing evictions/rent arrears/bedroom tax/council tax arrears/TV licence fines
- Accessing education/volunteering/training/employment
- Claiming benefits/maximise income/benefit appeals/grant applications
- Budgeting/managing money/debt management
- Preventing homelessness

Services – Businesses, third sector and community support

The following information includes regional and local organisations providing specific or additional services to support the community during Covid 19, or have adapted their current services. The listing includes local businesses providing delivery or click and collect services. This is not an exhaustive list, more and more organisations are coming forward to help or are having to change their services due to social distancing and changes in Government guidance. Please check.

Regional and Borough-wide Services – Businesses, third sector and Covid 19 groups

Gwent Association of Voluntary Organisations

www.gavo.org.uk info@gavo.org.uk

<https://www.facebook.com/GAVOHQ/>

<https://www.facebook.com/CaerphillyVolunteerCentre/>

<https://gwent.volunteering-wales.net/vk/volunteers/registration.htm>

Supporting the third sector, providing advice on safe volunteering during the Covid 19 outbreak, recruiting volunteers to support the #Team Caerphilly Community support response. All staff are

working to support communities during this crisis, telephone numbers and email addresses can be found on the website.

https://gwent.volunteering-wales.net/vk/volunteers/my_opportunities_info_ur.htm?pid=10155836&fbclid=IwAR3EkFHf-9Pg4O1KnXys5sfOLcQjgVzGaa1rnl6xHwESJEaCojc-Uvn6r40

4 x 4 Response South Wales

Telephone: 02921 281821 email: southwales@4x4responsewales.org
Pick up medication/urgent supplies

Age Cymru Gwent – Hospital Discharge Service

hdscaerphilly@agecymrugwent.org www.agecymrugwent.org

We are using a temporary mobile number instead of our landline office number for the time being to assist with homeworking. If you need to speak to us please call us on 07899 992185.

Age Cymru Gwent, Hospital Discharge Service (HDS) provides free, temporary, extra help and support for older people following their discharge home from hospital for up to six weeks. Anyone aged 50 years plus living in the Caerphilly Borough that has recently been discharged from hospital can receive our service. Just a reminder that our service is still up and running during this time and we are continuing to provide shopping support, over the phone benefit checks, monitoring telephone calls and advice, to over 50's who have recently been discharged from hospital living in CCBC. This support also extends to Carers, partners and other family members who are caring for or living with the person that has been discharged, or who's loved one has sadly passed away whilst in hospital.

Aldi – local business – across borough

Tir-y-Berth, Blackwood Gate Retail Park, Crossways Caerphilly, Interchange, Risca
(no published telephone numbers) <https://www.aldi.co.uk/>

Opening hours all stores Mon-Sat 8-10, Sun 10-4

NHS, emergency & key workers - early access on Sunday, priority over queues with ID; 30 min early opening Mon-Sat for vulnerable people/over 70s. Online shopping and deliveries, including food parcels for those vulnerable/self-isolating but not full range of food products or general public food delivery.

ASDA – local business – Caerphilly and Blackwood
029 2088 4774 Caerphilly 01495 231550 Blackwood

<https://www.asda.com/feeding-the-nation>

Open 8-10 - reduced opening hours; NHS/Carer hours Mon, Wed, Fri 8-9 and Sun 9-10 for browsing.

Operates click and collect, Scan and Go, deliveries, and Asda Volunteer shopping cards by post or download.

ASW Motors – local business, borough-wide

07917 806957

Mobile mechanic

British Red Cross – Community Reserve Volunteers

24hr number: 0300 023 0700 for immediate deployment of volunteers

Telephone: 07912 080 899 Email: ERWales@redcross.org.uk

Providing telephone outreach which will include information, emotional support, befriending and needs assessment to those most affected Delivering supplies and items to those assessed in most need (whilst observing official guidance on social distancing)

C37 – local business, borough-wide

Telephone: 01443 810687

<https://www.facebook.com/C37ystradmynach/>

<https://c37.online/home-deliveries>

Delivering pre booked lockdown boxes - cake boxes from shop in Ystrad and bakery in Bedwas Specific postcode areas on different days. Orders via Facebook page. Check if your area is covered.

Caerphilly Borough MIND

Telephone: 01443 816945 Email: info.cbmind@yahoo.co.uk

<http://www.caerphillymind.co.uk/>

During this time of crisis, we are here for you. You can still contact us by phone and email. To ensure the safety of our staff and the public we will not be able to provide face to face interventions and all our groups are postponed. They will resume as soon as the emergency is over. We will reply as soon as possible but with a reduced staff team this may take longer than usual. If you leave a message on our answerphone please state your telephone number clearly and we will get back to you as soon as we are able. Services provided: Advice and Information, Benefit advice, Volunteer opportunities, Training, Counselling

Caerphilly People First

Telephone: 07970 748277

Email: caerphillypf@hotmail.co.uk

Self-advocacy for people with learning disabilities

Four Seasons Catering – local business

07305799113

feedme@four-seasons-catering.co.uk

Ready cooked Meals. Create your own dinner packs, Afternoon Tea Boxes, super tasty soups, Sweet treats and Sunday lunches all delivered to your door. Free delivery to Bargoed, Newbridge, Caerphilly and surrounding areas.

Groundwork Wales

Telephone: 01495 222605

Email: wales@groundwork.org.uk

<https://www.groundwork.org.uk>

Groundwork is a federation of charities working locally and nationally to transform lives in the UK's most disadvantaged communities through environmental action. Groundwork manages the Tesco Bags of Help fund which is currently focussing on Covid 19 relief.

Working with partners, funders and other organisations to explore how we can make the best use of the resources at our disposal to support vulnerable members of our community through this challenging time. We remain committed to supporting communities wherever and however we can. Where possible we are adapting our services so that they can be offered online or by phone.

Gwent Defibbers

Telephone: 07407474723 Email: mike.morgan0@gmail.com
www.gwentdefibbers.wordpress.com

Advice and guidance on living with an ICD (Implantable Cardioverter Defibrillator). The website provides up to date information from medical professionals. Telephone support and regular updates from British Heart Foundation and NHS nurses.

Helping Kids Shine

Telephone: 07305929433 Email: hello@helpingkidsshine.co.uk
<https://helpingkidsshine.co.uk/>

Online and face to face Occupational Therapy business for children and young people aged 0-25 covering South Wales.

Hospice of the Valleys

Telephone: 01495 717277 Email: enquiries@hospiceofthevalleys.com

Patient and family support (clinical, psychological, emotional and financial) more over the phone with visits to priority patients.

Lidl – local business – Caerphilly, Ystrad Mynach, Risca

No published telephone numbers.

Donating fruit and veg bags to NHS workers in partnership with the Royal Voluntary Service. No specific opening times for vulnerable groups or key workers.

Menter Iaith Caerffili

Telephone: 07931435160 <http://www.mentercaerffili.cymru/>
bethanjones@mentercaerffili.cymru morganroberts@mentercaerffili.cymru

Welsh language coffee morning on Tuesdays and Thursdays @ 10am and an afternoon cuppa on Wednesdays 3:00pm Via Zoom calls.

Morrisons – local business, Bargoed, Caerphilly, Risca

Telephone: 029 2088 0689 Caerphilly 01633 895724 Risca 01443 341340 Bargoed

<https://groceries.morrisons.com/content/important-update-on-coronavirus-94110>

NHS hour 6-7 am Mon - Sat, 9 - Sun

Providing a Gift card or ecard for volunteers shopping; deliveries <https://morrisons.cashstar.com/>
Also introduced essentials boxes. Please note: Morrisons App currently turned off.

Newport Mediation

Telephone: 01633 858441 Email: Newport_mediation@yahoo.co.uk
<http://www.mediationinwales.org/>

Phone mediation and conflict support for residents of housing associations - Newport City homes / Melin homes/ United Welsh.

Smartmoney Cymru

[029 2088 3751](tel:02920883751)

info@smartmoneycymru.co.uk

Credit Union working remotely by telephone with customers to ensure they can access their savings, transfer money and apply for loans. Encouraging members to set up online accounts.

Sparkle (South Wales) Limited

Telephone: 01633 748092 Email: Carla.hopkins@wales.nhs.uk

Family.liaison.abb@wales.nhs.uk

Web: sparkleappeal.org

The Serennu Centre Charity, supporting families with children with disabilities. We are still able to offer support to parents and carers, through our fantastic Family Liaison Officers, Jayne and Melissa.

Specsavers – local business, Blackwood and Caerphilly

Telephone: Caerphilly - 02920 880066 Blackwood - 01495 229 460

We've suspended all routine eye and hearing tests but we ARE open for essential care.

PLEASE NOTE: Opening hours stated may vary during the COVID-19 crisis. We advise you to call your store first using the store number for advice and support, info about remote services or to book an appointment to see one of our clinicians for urgent and essential care. If you are over 70 years of age, vulnerable or a key worker we can prioritise your care. Call us on the store phone number. If you call out-of-hours, leave your name and number and we will call you back the next day if not sooner.

Tesco Superstores (not Tesco Express) – local business, Caerphilly, Ystrad Mynach

Telephone: Caerphilly Crossways - 0345 674 6479 Ystrad Mynach - 0345 677 9752

<https://www.tesco.com/help/covid-19>

Monday, Wednesday & Friday 09:00 am - 10:00 am shopping hour designated to vulnerable and elderly. NHS priority shopping times - Sun, Tues, Thurs 9-10. Additional support includes deliveries for those self-isolating in plastic bags to reduce contact, 80 item limit on online purchases, priority delivery slots for WG vulnerable list, 0800 917 7359 number to get onto list Click and collect Ystrad Mynach - 8-7, 10-4 Sun

The Parent Network

<https://www.facebook.com/pages/category/Charity-Organization/The-Parent-Network-352111561543070/>

(Supporting the Parent Forum Groups across the borough by phone and email)
Supporting the FairShare Foodbank provision. Resources and support for parents.

Caerphilly Borough – North

Bargoed Coronavirus Community Help – Bargoed

<https://www.facebook.com/groups/813269219172008/>

This group is to let the local community share information in relation with Covid-19 and to support each other with practical things like shopping and keeping people from feeling isolated during any period of isolation.

Bargoed RFC - Bargoed

Tel: 01443830053 <https://bargoed.rfc.wales/news/456a2374-b8a4-46cc-bbfe-e17ebc84cd35/coronavirus---community-support-bargoed-rfc>

Bargoed RFC are supporting the local community through the Coronavirus pandemic with players and staff in the Bargoed area, helping out some of the local community, particularly some of the more elderly people in the club, and Supporters Club members. We're also reaching out to others in the local community, who don't have support around them in their time of need. It may only be doing some shopping or picking up medication, but we want to support the local community as much as we can, as they support us on and off the field, in the good times and bad. We have contacted some of our older members who may not be on social media via the Bargoed Supporters Group. If you need assistance, please contact us by direct message with a telephone contact number or e-mail.

Billy Bananas – local business – Bargoed, Aberbargoed, Pengam, Gilfach

Telephone: 07971876186

Fresh fruit and vegetable deliveries on orders over £15. £1 delivery fee added on orders under £15.

Clive's Bakery – local business – Aberbargoed

01443 831510 Facebook: @clivesbakery

Remains open, 1 customer at a time. offering a delivery service for people who have to self-isolate, the elderly and the vulnerable. We have a mobile card machine that can be used instead of cash, is left on the doorstep where we can shout instructions for use and is sanitised after each use.

Deri and Groesfaen Good Neighbours Group (Facebook Group)

<https://www.facebook.com/groups/DeriandGroesfaenGoodNeighbours/about/>

For neighbours offering to complete one or more of the following:
Getting urgent supplies, a friendly phone call to ease loneliness , posting mail

Hills Community Church - Aberbargoed

<https://audaciouschurch.com/live>

Online live church service. Sundays 10am, 12pm and 5:30pm Available on YouTube and Facebook

McDonnell Stores, Bargoed

Telephone: 01443 835155

Home deliveries, cash only.

Radford's Milk, New Tredegar

Telephone: 07974115592 / 07985304308

Delivery of milk and other essentials

Relay Taxis, Bargoed and Blackwood

Telephone: 01495 422422

Transport for essential journeys & essential shopping collection and delivery to the door

St Gwladys' Church, Bargoed - Crisis and Isolation Support – Bargoed area

Telephone: 01443 836600

Email: miriam@stgwladys.org info@stgwladys.org neil@stgwladys.org

@stgchurchhall www.stgwladys-churchhall.org

Help with food supplies for the vulnerable and the elderly. Continuing to support vulnerable members of the St Gwladys community by telephone and online. We are arranging to shop for individuals who cannot navigate online shopping or get out to the shops themselves. We are accepting donations from local residents to distribute food and toiletries to households in need.

Terry's General Store, Pontlottyn

Telephone: 07772751133

Grocery delivery - Minimum £5 order - no delivery charge

The Bapcave Cafe– local business – New Tredegar

Telephone: 07704652017 <https://www.facebook.com/bapcave/>

Hot and cold food delivery including Sunday lunches to New Tredegar, Rhymney, Bargoed, Pontlottyn, Fochriw, Aberbargoed, Brithdir & Blackwood. No delivery fees for over 65's. Maximum £3 delivery fee

The Church Inn – local business - Bedwellty

Telephone: 01443 836357 www.church-inn.co.uk

Collection of pre booked Takeaway of homemade meals. Delivery to vulnerable people in Bargoed, Aberbargoed and Markham at present. Menu available online via website

Victoria House Café, Rhymney

Telephone: 01685840396 or, 07491577798

Rhymney, Abertysswg, Pontlottyn and Fochriw area

Tray meals £2 each. Please see menu on Facebook for prices. An additional £1 fee will be added for all deliveries in Rhymney and £2 for Pontlottyn, Abertysswg & Fochriw to cover petrol fees. You can pay buy contactless on delivery.

Mid

Ashburne Fabrics – local business - Ystrad Mynach, Gelligaer, Hengoed, Nelson, Bargoed, Blackwood, Oakdale

Gerard Lewis

07550 078537 or 07550 076457

Will collect and deliver washing, duvets, bedding for vulnerable individuals in the community (washed, dried, folded in a bag - can also provide ironing)

Chris Hayman Butchers – local business - Hengoed

01443 812162

Contactless Delivery

Fish Kitchen – local business - Maesycwmmmer

info@fishkitchen1854.co.uk

Support for food banks where possible

Maesycwmmmer Stores local business - Maesycwmmmer

01443 812165

Home delivery - a 5 mile radius from the store. Due to the demand and vast area we will be covering there maybe a £2 delivery charge depending on distance. All you need to do is call the store on 01443812165, place your order and we will get it out to you as soon as possible. Card payments can be taken over the phone or cash on delivery Monday - Saturday 5am-9pm Sunday 6am-9pm No delivery service available on Sundays

Noel's Butcher – local business - Ystrad Mynach

01443 814017

Offering Delivery service to local areas

New Foundations – local business - Ystrad Mynach

<https://www.facebook.com/newfoundationsbeauty/>

Delivery Service Monday-Friday 9:00am-12Noon. Shop sells a variety of goods including Toiletries, toilet roll, washing powder and pet supplies.

Penpedairheol Covid 19 Support Group – Penpedairheol

https://www.facebook.com/groups/577390389529582/#_=_

This group is for volunteers who can offer their help to the vulnerable people that are self isolating from the coronavirus e.g. elderly people that are on their own and single parents that may need help getting essentials for them or to collect medication for them.

Plastics Station – local business - Ystrad Mynach

02922409421/ 07507636149

Local UPVC supplier offering to collect shopping and medication and deliver within 3-5 mile radius of Ystrad Mynach, free.

Spar – local business - Ystrad Mynach

01443 814029

Offering Home delivery service excluding Wednesdays. Phone orders must be made between 8am-11am

Tir-y-Berth Helping Hands – Tir-y-Berth

<https://www.facebook.com/groups/1021153374672131/>

Local group providing local support and information.

Veg of Evans - local business - Ystrad Mynach

01443 858140

Fruit, veg and salad delivery, priority on elderly people in the community, also supplies from the shop for people shopping on behalf of those who are isolated.

South

Abertridwr Square Café, Abertridwr

Sqchippy.com

Home delivery hot food service

Aber Valley Community Support

<https://www.facebook.com/groups/3220650427959871/>

Local Group providing information and support.

Bethel Baptist Church, Bedwas

pastor@bethelbedwas.org

07549 863710 02920881101 (answerphone)

Shopping, Foodbank delivery/Food Parcel supply/ Food Parcel Supply/ Prayer

Caerphilly Rugby Club, Caerphilly

<https://www.facebook.com/caerphillyrugby/>

In these unprecedented times we are here for our members and the wider community that need our help. Anyone in our community, if you need support please get in touch. Someone to talk to by phone / FaceTime, shopping picked up, prescriptions collected... Caerphilly RFC is here to help! Please comment or send us a message. #togetherasone

Caerphilly Miners Centre for the Community

Telephone : 029 2167 4242

secretary@caerphillyminerscentre.org.uk

<https://www.facebook.com/CaerphillyMinersCentreForTheCommunity/>

Whilst the Centre is shut volunteers have been mobilised to support the community. Facebook page has a list of volunteers willing to help.

CARE (Church Assistance Request in an Emergency) Machen, Bedwas, Trethomas, Rudry

02921 880 212 (option 0) 9:00am-3:00pm Monday-Friday

Website: rudry.church

People can request assistance with prescription collection, food collection for any "Click and Collect" orders, telephone call if lonely, food packages from food donations all from St Thomas Church (hub) - online system for help needed.

Casa Mia Restaurant, Caerphilly

02920 886123

Takeaway or Delivery Monday to Sunday 5pm - 9pm

Fisherman's Rest, Bedwas

Johnny Harris jon.harris@zerodrytime.com 07398 262984

Food Deliveries and collections (made meals) between 11am - 7pm. Please call to place an order, payment can be made over the phone (card) or on collection (cash or contactless). If delivery is requested the order will be left on your doorstep.

Micks Meats, Indoor Market, Caerphilly

07969368705

Home deliveries

Orbis, Caerphilly

Nicola Mason 02920 810901 / 07789925717

Offering staff to be on the volunteer list, to assist elderly and vulnerable people. Use of their vehicle

Piccadilly Fish Bar, Caerphilly

02920 868 549

Home delivery service of hot food and sandwiches

Ship Deck Takeaway, Trethomas

02920 850088

No contact collection and delivery service 5-9pm

Spar, Trethomas

02920 888266

We're now offering a home delivery service at this store for the vulnerable and elderly. Please contact us directly to book a slot. Thank you.

SYDIC (Senghenydd Youth Drop-in Centre), Aber Valley

<http://www.sydic.org.uk/>

<https://www.facebook.com/officialsydic/>

Using Zoom to keep in touch with members. Video drop in sessions.

Quarry Garage, Caerphilly

02920830321

Free pick up and drop off service available for MOT's, Services and vehicle repairs. Payments can be made over the phone

East and South East

Amici Restaurant – local business - Blackwood

01495 239866

info@amiciblackwood.co.uk

<https://www.facebook.com/amiciblackwood/>

www.amiciblackwood.co.uk

Providing delivery and takeaway service for Italian food Wednesday to Sunday 3pm-9pm. Delivery is free within a 4 mile radius of Blackwood. Cash and Card payments are accepted. Menu available on Website and FB page

Charlie's Walks – local business – Abercarn, Blackwood, Newbridge

07523 972478 Woodward0149@aol.com

Pet medication – transporting pets

Feet First Mobile Footcare – local business - Risca

07535 727069

Qualified mobile foot care health assistant

Hollybush Community Group

<https://www.facebook.com/groups/2258244890883837/about/>

Local Group providing information and support

Markham / Argoed Covid 19 Help

<https://www.facebook.com/groups/638357946739280/>

This group is for people who live in Markham, Argoed and surrounding areas who would like to keep up to date on the corona virus news and to reach out if you or someone you know may need help in buy food or medication and so on. Hoping to encourage everyone to look out for one another.

Mutual Aid Oakdale and Blackwood

<https://www.facebook.com/groups/783307942178825/about/>

This is a mutual aid group for the Blackwood/Oakdale and surrounding areas. A place to ask for and offer support.

Nanny's Kitchen – local business - Blackwood,Oakdale, Cefn Fforest, Pengam & Aberbargoed

07764824415

Home-made hot food deliveries to Blackwood,Oakdale, Cefn Fforest, Pengam & Aberbargoed

Park Shop – local business - Risca

Telephone 01633 601108

Greengrocer – home deliveries

Pontywaun Covid 19 Group

<https://www.facebook.com/groups/577390389529582/#> =

Aiming to deliver volunteer cards offering support with shopping and pharmacy collections, kindness telephone calls and administrative tasks, posting letters etc.

Risca Community Choir – Risca

<https://www.facebook.com/groups/564606347669929/>

Virtual community choir for the people of Risca via Zoom. Monday's at 7:00pm

Sainsbury's

01495 337500

<https://stores.sainsburys.co.uk/2225/pontllanfraith>

Between 8am and 9am on Mondays, Wednesdays and Fridays, the store will be dedicated to serving elderly and disabled customers. Between 7.30am and 8am Monday - Saturday, the store

will be open to NHS and Social Care workers with a relevant pass or ID. Sainsbury's have developed a volunteer e-gift card to allow people to purchase e-gift cards to allow others to do their shopping cashless without the need to complete bank transfers. Priority given to vulnerable customers for delivery services via online or telephone from NHS/Gov UK list. Normal delivery service for current delivery pass holders only. Expanded click and collect service.

Tabernacle Baptist Church, Newbridge

Peter Cho on 07949 943139 or via www.tabernacle-newbridge.org.uk

A group of younger, active members to stand by to assist older church members and friends and, potentially, people in the local community with shopping, collecting medication needs etc. This group is being co-ordinated by the Revd. Peter Cho. We are also liaising with a local trader at Newbridge (Ian Rosser of The Bank Post Office and Coffee Shop).

The Bank Coffee Shop & Post Office – local business - Newbridge

07753576646

Home delivery of basic food supplies and post office duties, utility bill payments. Basic food supplies will be delivered chosen by customer. £2 delivery fee will be added to orders -Operating within a 5mile radius of Newbridge.

The Cross Oak – local business - Penmaen

01495 222264 <https://www.facebook.com/thecrossoak/>

Cold takeaway for heating at home. Telephone ordering from Friday 11-4. Collection only.

Trinant Primary School / Friends of Trinant Primary – Trinant

Contact the school.

Preparing and delivering food parcels for the over 70s locally. For residents known to them.

Ty Sign and Risca East Group

<https://www.facebook.com/groups/282004488965431/about/>

A group to share news, events and issues affecting our community.

Ynysddu Hotel – local business – Ynysddu

01495 200281

Offering Homemade Takeaway Sunday roasts

ONLINE ACTIVITIES

@Crossmaths

Free live Secondary School Maths maths lessons daily at 11am on **Instagram**. Monday = Year 7, Tuesday = Year 8, Wednesday = GCSE Foundation, Thursday = GCSE Intermediate, Friday = GCSE Higher. Lessons are available 24/7 once they have been aired.

BBC Bitesize

BBC Iplayer and BBC Red Button

A variety of lesson on Geography, History, Maths, Music and Science. These will be taught by celebrities David Attenborough, Brian Cox, Liam Payne, Ed Balls and DannyDyer.

Caerphilly National Exercise Referral Scheme

<https://www.youtube.com/channel/UCw1UGfGG1YLTuqhs0aEU2Xg>

Free online exercise tutorial

Chatterpack

<https://chatterpack.net/blogs/blog/list-of-online-resources-for-anyone-who-is-isolated-at-home>

A huge list of free, boredom busting resources. You can sign up for a free monthly newsletter. Has a list of virtual tours and live webcams, virtual tours of museums and galleries, oceans, animals and birds. There are also links to on-line learning.

Cooking with Jamie Oliver

<https://www.jamieoliver.com/features/category/get-kids-cooking/>

Learn to cook with Jamie Oliver, aimed at cooking with children

Dance with Darcey Bussell

<https://twitter.com/diversedancemix/status/1241098264373592065>

<https://diversedancemix.com/>

Dysgu Cymraeg/Learn Welsh

<https://www.facebook.com/learncymraeg/>

Learn welsh every weekday at 3pm. 10 minute daily session for beginners

Free Virtual Tours of Museums, Zoos, Landmarks and more

Dozens of sites offer virtual tours along with learning content, so that you can explore museums, zoos, landmarks and attractions all over the world from your home.

<https://www.playpennies.com/free-things-to-do/free-virtual-tours-of-museums-zoos-landmarks-more-186130>

<https://www.dayoutwiththekids.co.uk/blog/virtual-fun-best-zoo-webcams-and-virtual-museum-tours>

GAVO Early Language Team

Facebook page offering support for families with very young children to encourage talking and learning

<https://www.facebook.com/GAVOEarlyLanguage/>

Goldies Cymru

Because Goldies Cymru sessions have been suspended, they are holding weekly Goldies Mini Sing & Smile sessions every Thursday on their Facebook page (<http://www.facebook.com/goldiescymru>), to stop people feeling isolated and help them feel connected. They want to encourage everyone who can to tune in, join in and sing-along. If you, or any groups find it difficult to stream Facebook, the videos are being saved and can be forwarded separately. To receive these, please get in touch with Goldies

Cymru: rachel@goldiescymru.org.uk cheryl@goldiescymru.org.uk

Home Economics with Theo Michaels

<https://www.instagram.com/theocooks>

Learn to cook with Theo Michaels Mon/Wed/Fri

Information for children and young people

<https://weneedtotalkaboutchildrensmentalhealth.wordpress.com/2020/03/27/tips-to-share-with-children-to-help-them-cope-with-the-new-normal/>

<https://weneedtotalkaboutchildrensmentalhealth.wordpress.com/2020/03/29/2and-getting-through-lockdown-together-with-teenagers/>

The current social distancing measures have impacted on all of us. Those of us living in family groups are less likely to feel isolated than people living on their own, but there are different challenges. The two blogs below have been written by a Child Psychologist and consider the issues children, teenagers and their parents/ carers are facing. The first one focusses on younger children and the second one on teenagers.

Islwyn Art Project

islwynartproject@gmail.com

<https://www.facebook.com/IslwynArtProject/>

Virtual Art group every Tuesday at 12noon. Using mainly paper and pencils/pens to try and ensure everyone can join in.

Kids Cook with Theo - with Theo Michaels

<https://www.instagram.com/theocooks>

https://www.youtube.com/channel/UC8H6UEpLLLmvRhG5ldYIL_A

Learn to cook with Theo Michaels Mon/Wed/Fri or streamed on YouTube

Maths with Carol Vorderman

www.themathsfactor.com

Maths at home with Carol Vorderman online.

NHS – Mindfulness Resources

It can be easy to rush through life without stopping to notice much.

Paying more attention to the present moment – to your own thoughts and feelings, and to the world around you – can improve your mental wellbeing. Some people call this awareness "mindfulness". Mindfulness can help us enjoy life more and understand ourselves better. You can take steps to develop it in your own life.

<https://www.nhs.uk/conditions/stress-anxiety-depression/mindfulness/>

Paid-for things they've made FREE – box sets, audiobooks, fitness classes, wellbeing apps and more

To help the millions of people having to stay home, one of the uplifting aspects of the current crisis is a number of companies have made stuff free that you normally pay for, both for kids and grown-ups. A round-up of some of the best freebies can be found at: <https://bit.ly/2JdsLXd>

PE for Children with Joe Wicks

<https://www.youtube.com/channel/UCAxW1XT0iEJo0TYIRfn6rYQ>

Live PE lesson for children 9.00 Monday to Friday

Pili Pala Arts Wales

Beth Ryland works with care homes, people over 50 and people living with dementia to promote dance and movement and to show how keeping active can enrich lives. Because of the situation around Coronavirus, Beth has been putting together daily

updates of warm-ups, dances like cha cha cha and salsa as well as seated dances and exercises that people (including kids!) can do at home to keep active and entertained.

These updates are available on her You Tube Channel:

https://www.youtube.com/channel/UCrXHCGGgsHdX435_jWkhZtA

Science with Professor Brian Cox

<https://cosmicshambles.com/stayathome/upcoming-schedule>

Weekly events

Sensory Spectacle

<https://www.facebook.com/sensoryspectacle/>

Support and online training for parents/guardians and teachers for children with sensory difficulties

Sofa Singers

<https://www.thesofasingers.com/>

Live weekly singing event on social media to bring people together who are socially isolated – live choir rehearsal.

Storytelling with David Walliams

<https://www.worldofdavidwalliams.com/elevenses/>

English storytelling 11.00 am Monday to Friday

The Staying Inn

<https://caneadventures.blog/the-staying-inn/>

A virtual pub connecting disabled and non-disabled people in a new inclusive online community

Wildlife and Geography with Steve Backshall

[Steve Backshall \(@SteveBackshall\) · Twitter](#)

<https://www.youtube.com/channel/UCm-URP49TgSgyIU1rgh2m7A>

Weekly at 9:30am on Wednesdays

If you receive this information sheet and find any of the information is inaccurate, or if you have more information we can add, please get in touch.

teamcaerphilly@caerphilly.gov.uk