



RE: PAUSING OF SHIELDING

Vale Heroes has been here to support you while you have been shielding and as lockdown restrictions are eased, the Vale of Glamorgan Council and our community partners are still here when you need us. We wanted to let you know about some of the services we have in place if you need to access them.

You should have by now received a letter from the Chief Medical Officer for Wales (CMO) letting you know that from the 16 August 2020 shielding will be paused.

The CMO has also announced that food boxes will stop being delivered after the 16 August 2020.

We are fortunate in the Vale of Glamorgan to have a wide range of both Council and Community services to help you. There is lots of information available on our Vale Heroes website and within the directory at the end of this letter:

www.valeofglamorgan.gov.uk/ValeHeroes

Accessing Food and Medicines

From 16 August 2020 the advice from the CMO is that you can go to a supermarket or shops to buy food, but you should stay 2 metres or 3 steps away from other people. If this isn't possible, there are other ways to access food:

- Shop online. Major supermarkets are continuing to prioritise orders from those who were previously asked to shield. You can register for delivery and click and collect services.
- Ask friends or family to shop on your behalf.
- Some voluntary organisations can help with shopping. Glamorgan Voluntary Services (GVS) have put together information on groups and services and these can be found in the Vale Heroes directory in the link above.

From 16 August 2020 you will be able to visit a pharmacy. However, if you are not able to do so and need essential medication these are ways to access it:

- If you have been having medicines delivered, consider if a friend or family member can now pick up your prescription. This will help pharmacies to prioritise medicine deliveries to patients who have no-one to help them. If you do not have anyone to help pick up your prescription, you can contact your pharmacy to ask them for advice on how to get your medicines. Some pharmacies can deliver medicines.
- You may also need to arrange any specialist medication prescribed to you by your hospital care team to be collected or delivered to you.
- Some voluntary organisations can assist with medicine collection and delivery where required.

Looking After Your Mental Wellbeing

Taking care of your mental wellbeing is important. Please refer to the letter you received from the CMO which contains important advice on looking after your mental health. If you need local support, you can visit the Council's Vale Heroes website or alternatively call the Council's Support Team (Vale Heroes) on 01446 729592.

Speak to us if you are in Crisis

If you are in crisis and need to speak to someone about any specific support requirements you have that cannot be met in any other way, please call the Vale of Glamorgan Council's Support Team (Vale Heroes) on 01446 729592.

The Vale of Glamorgan Telecare team are currently offering the free installation of Telecare services. Please find enclosed an information sheet. For more information or call the Telecare Team on 01446 700111 if you want to take up this offer.

Register for Important Updates regarding Support Services

Please email us at C1V@valeofglamorgan.gov.uk if you would like to register for regular updates about support services.

Yours Sincerely



Rob Thomas
Managing Director

