Arranging home delivery of prescription medication

Whilst you are unable to leave your home we know that it is important that you have someone available to collect and deliver your prescription medication for you.

If you have a family member, friend or neighbour locally please ask them if they could collect and deliver your prescriptions for you.

You may already have been allocated an NHS Volunteer Responder through the Royal Voluntary Service who you can ask to collect and deliver your prescriptions.

If these options are not available to you, please don't worry, our Community Support Hub can help to arrange someone to collect your prescription and deliver it to your home.

- Contact the Community Support Hub
  - Email: **westberksbct@westberks.gov.uk**
  - Call: **01635 503579**

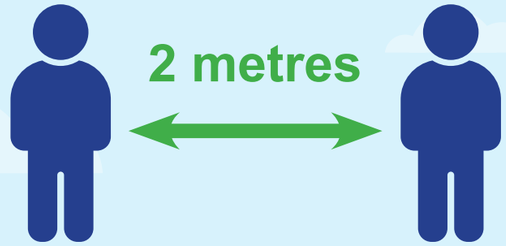
- They will need you to provide the following information
  - Your name and address
  - Which pharmacy has your prescription for collection
  - If you pay for your prescriptions or if you have an exemption which box should be ticked
  - When the prescription will be ready for collection
  - The date you need your medication by

- The Community Support Hub will connect you to a local community volunteer group or an individual volunteer who will be able to collect your prescription and deliver it to you at home

- You can arrange directly with the volunteer to collect and deliver future prescriptions

- If you have any concerns you should get back in contact with the Community Support Hub

Whoever is making the collection and delivery it is important that they observe the government social distancing advice when they arrive at your home.



After ringing the bell or messaging you to say that they have arrived with the prescription the person delivering should step 2m back from the door step before you open the door to get the package.

Advice leaflet for West Berkshire residents seeking extra support

We hope it helps you to feel reassured and know who you can contact for advice and support

West Berkshire COUNCIL

Introduction

This leaflet has been written by the council for our residents who for a variety of reasons require some additional support at the moment. This could be for a number of reasons. You may be self-isolating because you or a household member are unwell or because you are over 70 or have an underlying health condition.

Some of you may have received a letter from your GP or the NHS explaining that you are at a high risk of becoming seriously ill from coronavirus and how you can keep safe. You might have heard people refer to this as being **'shielded'.**

For our residents who are shielding the safest course of action is for you to stay at home at all times and avoid all face-to-face contact for at least twelve weeks, except from carers and health-care workers who you must see as part of your medical care. The people who care for you, together with the council, must put in place a range of support to enable you to stay at home at all times. This support includes delivery of food, medicines and other essential supplies to your home. These deliveries may be made by family, friends, volunteers or the council.

Whatever the reason that you require some extra support at this time, we hope the information in this leaflet provides you with information and ideas to help you look after your health and well-being. Most importantly we hope it helps you to feel reassured and know who you can contact for advice and support.

This leaflet has been developed with residents of all ages in mind and the activities may be of interest to you or any dependants in your household. If you are able to access the internet you can also find additional advice at

- West Berkshire Council's website **https://info.westberks.gov.uk/coronavirus-residents**
- The West Berkshire directory **https://directory.westberks.gov.uk**
- The West Berkshire Community Support Hub (contact details over the page)

If you live with family, friends or carers, do encourage them to read this leaflet.

Being active

We know that moving more is good for our physical and mental health. Being active can help improve how you feel, particularly if you are worried or are having difficulty sleeping. Try to avoid being sedentary (inactive) all of the time by undertaking some physical activity during the day and sitting less.

If you have been struggling with your mental health for several weeks and it is affecting your daily life, please contact the NHS 111 online. If you have no internet access, you should phone NHS 111. In an emergency call 999. A mental health emergency is as important as a physical health emergency.

Useful telephone numbers:

- Samaritans – **116 123** (Free 24 hour helpline)
- Mind – phone **0300 123 3393** (Monday to Friday, 9am to 6pm)
- Young Minds – Parents helpline: **0808 802 5544** (Monday to Friday, 9.30am to 4pm)
- Age UK Advice Line: **0800 678 1602** (8am – 7pm, 365 days per year).

Keeping mentally well checklist

Spend some time thinking about what makes you feel happy and healthy. You might find it helpful to tick which activities you are already doing and add your own answers as well (blank spaces provided).

1. I know that these things help me to feel happy….

- Speaking to family and friends (phone, post or online) ☐
- Talking about my worries to someone I trust ☐

- Getting some exercise at home ☐
- Drinking water ☐

- Making a list or setting goals ☐
- Doing things I enjoy (reading, cooking, listening to radio, watching TV, playing games, crosswords, jigsaws, painting) ☐
- Learning something new ☐

- Planning things to look forward to ☐
- Wearing bright comfortable clothes ☐
- Writing my thoughts down in a journal ☐
- Deep breathing ☐

- Phone someone I know ☐
- Thinking about 3 good things that happened each day ☐
- _____
- _____

2. These are some things I would like to try to see if they make me feel happier…

- Cutting down on how much alcohol I drink ☐
- Stopping smoking ☐
- Get more sleep (e.g. go to bed at the same time every day) ☐
- Eating food regularly, especially fresh fruit and vegetables, and food with lots of energy such as pasta and bread ☐
- Finding ways to relax (e.g. have a bath, listen to music) ☐
- Get some fresh air by opening a window or sitting in the garden ☐
- Planning what I will do each day ☐
- Limiting time spent on social media ☐
- Reducing the time spent watching, reading or listening to the news ☐
- Doing some simple stretches ☐
- Helping other people (e.g. calling a friend for a chat) ☐
- Thinking about 3 good things that happened each day ☐
- Having a shower every day and getting dressed ☐
- _____
- _____

3. I need to do these things every day to keep myself feeling as well as possible…

- _____
- _____
- _____
- _____