

Involvement Network

Issue 1
May 2020

Personal and Public Involvement (PPI)  Involving you, improving care

Welcome

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Welcome to the first edition of our Involvement Network newsletter which has been designed to keep you up to date with involvement opportunities and to tell you about some of the amazing work you have been involved in. We also wanted this newsletter to be a way of connecting with you during this uncertain time and to bring the information I feel I have been bombarding you with together in one place. For that reason, the following pages will focus on the support and information available to help you through these uncertain times.



Before we go any further let me introduce myself, my name is Lynda Elliott and I have been working in the Equality Unit now for 16 years. For the last 3 of those years I have been the Personal and Public Involvement (PPI) Co-Ordinator supporting service users, carers and staff in the fabulous world of involvement.

The word on everyone's lips - Coronavirus (COVID-19): what you need to do

The message remains the same—Stay at home:

- Only go outside for food, health reasons or work (but only if you cannot work from home)
- If you go out, stay 2 metres (6ft) away from other people at all times
- Wash your hands as soon as you get home
- Do not meet others, even friends or family. You can spread the virus even if you don't have symptoms.

Hand Hygiene

Protect yourself and others from getting sick

Wash your hands

- after coughing or sneezing
- when caring for the sick
- before, during and after you prepare food
- before eating
- after toilet use
- when hands are visibly dirty
- after handling animals or animal waste



World Health Organization

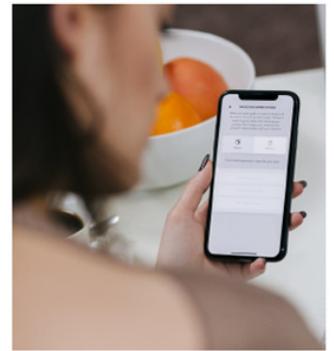
COVID-19 Community Helpline

Supporting vulnerable people, the COVID-19 Community Helpline is available daily from 9am-5pm, 7 days per week.

Telephone: 0808 802 0020

Email: covid19@adviceni.net

Text: ACTION to 81025.



SuperValu and Centra stores providing home delivery

SuperValu and Centra stores across Northern Ireland are supporting people in local communities during the Covid-19 pandemic, with the introduction of a new home delivery service. The full list of stores is now online and will be continually updated, as new stores come on stream. Customers are asked to contact their local store for details on how delivery services work in their area and local stores will be happy to help.

For further information, visit: supervalu.co.uk/home-delivery or centra.co.uk/home-delivery

Diabetes helpline

A new Diabetes helpline and email support service has been launched in response to Coronavirus (COVID-19) by the Diabetes Network for NI. This new helpline service will run seven days a week including bank holidays from 9am until 3pm and operate for 12 weeks until the end of June initially, staffed by clinical specialists.

People living with diabetes with concerns about COVID-19 can contact the service through the following:

Helpline Number: 028 9536 0600

Marie Curie Support

Marie Curie has recently expanded its Information & Support service to support people who are terminally ill & those who have recently lost a loved one, who will be particularly impacted by the Covid-19 crisis.



The Marie Curie support line (**0800 090 2309**) has extended its opening hours to be open seven days a week and are updating their information pages on a daily basis to ensure they are up to date with latest government guidance.

There is a huge range of information available, from visitation rules and funeral arrangements during the crisis to how to access financial and other forms of support.

Because this is a time for isolating and shielding those we care for there is a check-in and chat service running, where people can be befriended by one of the Marie Curie volunteers.

Support Line: 0800 090 2309
www.mariecurie.org.uk

Age NI

Age NI offers an advice and advocacy service which provides older people with information, advice and support.

You can contact them on:

Tel: 0808 808 7575

Email: info@ageni.org

or visit its website
www.ageuk.org.uk/northern-ireland/



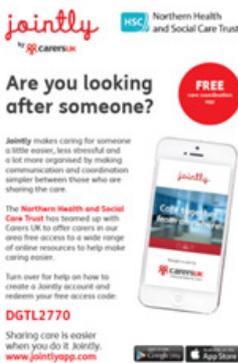
Support for Family Carers

As we are faced with the challenges and changing situation of COVID-19 we are aware that this will be a really anxious time for family carers. While we can't offer face-to-face support at the minute via the carer support programme we want to highlight the support that is still available for carers from Northern Trust.

Carer Hub

The Northern Trust Carer Hub is a central contact where you can be signposted to local support or receive other information. The Hub is available Monday to Friday 9am to 5pm on 02827661210 or email carers.coordinator@northerntrust.hscni.net

Carers Digital



For further specific online support relating to the caring role, carers should visit the Northern Trust carer website www.carersdigital.org (information attached), create an account to log-in using the FREE access code DGTL2770. This is a designated website for carers where you can download resources, guides and the 'Jointly' app for free using the access code. There is also e-learning, nutritional advice and other sources of information.

Carer Mailing List

Family carers can be kept up to date by signing up to the Northern Trust Carer Mailing List – contact: carers.coordinator@northerntrust.hscni.net

Named Worker

Clients known to services will have a named worker, this may be a social worker, community support worker, specialist nurse or Occupational Therapist. Any concerns regarding the cared for person, the first point of contact should be their named worker. The named worker will know the family situation best and is therefore best placed to assess any changes or developments.

For more information contact:

Carer Hub: 02827661210

Email: carers.coordinator@northerntrust.hscni.net

Take 5 Steps to Wellbeing

Based on the Take 5 steps to wellbeing, this leaflet offers tips on supporting your mental and emotional wellbeing while staying at home during the current coronavirus outbreak.

Further information is available on:
<http://pha.site/WHO>

HSC Health and
Social Care

Take5

steps to wellbeing

Looking after your mental health while you stay at home

To support the fight against Covid-19, we have been advised to
stay at home.

With our usual social activities on hold for the moment, it's very important that we look after our mental and emotional wellbeing.

As we begin this journey together we ask you to listen to the public health guidance and stay safe, look out for each other and look after your mental health.

This is temporary and there are brighter days ahead!

Here are some tips to help you look after your mental health during this current situation.

Connect



Connect

Connect with the people around you. We are all in this together. Keep in touch with family, friends, colleagues or neighbours through calls, text or video links like FaceTime, WhatsApp, Messenger or Skype. Arrange a daily telephone call, especially with those who may be at home alone.

Be active



Be active

Exercising makes us feel good mentally and physically. We have to be a little creative in our new situation. Gardening or housework count as physical activity. Maybe try an online exercise video. The NHS website

<http://pha.site/workout> has a range of options, or there are a number of fun videos available free on YouTube for all ages and different levels of ability.

Take notice



Take notice

Stop, pause and take a moment to be still and look around you. Reduce your time watching the news and browsing social media. Let go of what none of us can control right now and focus on what you can control. Acknowledge your thoughts and feelings and be kind to yourself. It is normal not to feel 'normal' during this time. Listen to gentle music or try relaxation apps and videos. Know that this is temporary and things will get better. Take notice of your habits. Avoid smoking or drugs, and try not to drink too much alcohol. It can be easy to fall into unhealthy patterns of behaviour that end up making you feel worse.

Keep learning



Keep learning

We are all learning how to do things differently for now; learning new ways of doing things and how to enjoy ourselves. Use this time for some discovery. Learning new things gives us a sense of achievement, increased confidence and enjoyment. Use this as an opportunity to teach your children new skills or maybe sign up to an online course.

Give



Give

We are all helping our community and our health service by staying at home. This is the greatest gift you can give right now.

Guide Dogs - How they are continuing to support people who are blind or partially sighted

Guide Dogs have launched a COVID-19 Sight Loss Information line on 0800 781 1444. The information helpline is available between 10am and 4pm, Monday to Friday. This national helpline will provide support and information relating to Covid 19 to people living with sight loss including information on community support networks in NI held on our local database.

Guide Dog service users are being contacted and supported by phone, and in the event that a guide dog owner becomes unwell and is unable to look after their dog, we will support them with alternative dog care arrangements.

They have replaced the My Guide volunteer service with phone or online contact that is appropriate to each service user which will be delivered by volunteers and staff.

Habilitation Specialists are in contact with parents and will continue to be so, and are actively developing new and innovative ways of offering ongoing support to children and their families.

Sight Loss Information line on 0800 781 1444

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

If you are in distress or despair, you can call Lifeline on 0808 808 8000 where you can speak to a trained counsellor. This service is available 24/7 and is free from all NI landlines and mobiles.



**CORONAVIRUS
COMMUNITY SUPPORT
FOR THOSE AGED 50 YEARS
AND OVER**



Do you, or someone you care for, need support through the Coronavirus outbreak?

Support might include:-
Grocery & Prescription Pick-ups?
Meal Delivery? Dog Walking?
Befriending Telephone Calls?

If so, contact MEAAP!

We are co-ordinating help and support for the older people who need it most in partnership with local groups, businesses & agencies.

Call 028 2565 8604

Monday - Sunday

9:00am-9:00pm

(Temporary extended business hours)

Email admin@meaap.co.uk

www.facebook.com/meaapni | www.twitter.com/meaapni



Department of Health COVID-19 app

The Department of Health has launched a new COVID-19 information app. The new app is dedicated to providing people across Northern Ireland with immediate advice and links to vital trusted information, as the situation with the pandemic evolves the Department of Health will keep the app up to date.

The app includes guidance on the symptoms of the coronavirus infection and supports individuals to identify whether they might potentially have the infection. It will also provide advice on what actions people should take if they think they may have coronavirus. The information provided will also help people decide if they need advice from a health or care professional and how best to access that advice should they need it. People can ask specific questions through the app with an Advice Search 'chatbot' that automatically reviews all the guidance to find a response to match individual queries.

To download the Covid-19 NI app - search for Covid-19 NI on the Apple app store.

Community Navigator



If you are concerned about an older person in your community BCRC Community Navigator Service for Older People 50+ can be accessed via telephone.

Contact Bronagh:

Tel: 07593130700

Email: communitynavigator@theresourcecentre.org

1+1 Bi-Lingual Mental Health Support

BCRC 1+1 Bi-lingual Mental Health and Well-being support for Ethnic Minorities can be accessed via telephone.

Please contact Michalina:

Tel: 07922020044

Email: micha.one.plus.one@gmail.com



Bi-lingual Support—Essential Services

BCRC bi-lingual support for essential services for Ethnic Minorities can be accessed via telephone.

Please contact marzena:

Tel: 07922020044

Email: gosia@theresourcecentre.org



Contact & Connections in the Community



**We, at the Inter Ethnic Forum, are here
to help you at this difficult time**

For help/advice contact our advisers as below:

**Boryana - Bulgarian Bi Lingual
Advocate 028 2564 8822**



**Anca - Romanian Bi Lingual Advocate
07544 489 310**

**Anna - Slovakian Bi Lingual
Advocate 028 2564 3605**



**Michalina - 1+1 Mental Health Support
Worker 075 444 892 18
(Monday/ Wednesday/ Thursday)**

**For any other assistance contact
Ivy Goddard on 07525 142205
or Natasha Taylor 07776 844876**

Your local Community Networks are supporting community groups and volunteers in the emergency response to the COVID-19 crisis.

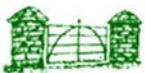
**COVID-19
Coronavirus**



**Are we
reaching
everyone?**

Is everyone receiving essential services? Are there areas and people ***not*** receiving grocery deliveries, where ***no*** prescriptions are delivered and there are ***no*** family, friends or neighbours to help?

Please contact us if there are people or areas where support is needed.



**NORTHERN AREA
COMMUNITY NETWORK**

Northern Area Community Network

T: 028 2177 2100 E: info@nacn.org



Building Communities Resource Centre
For the community, by the community, with the community

Building Communities Resource centre

T: 028 2766 5068

E: info@theresourcecentre.org



Causeway Rural and Urban Network

Causeway Rural & Urban Network

T: 07971444934 E: ann@crun.org

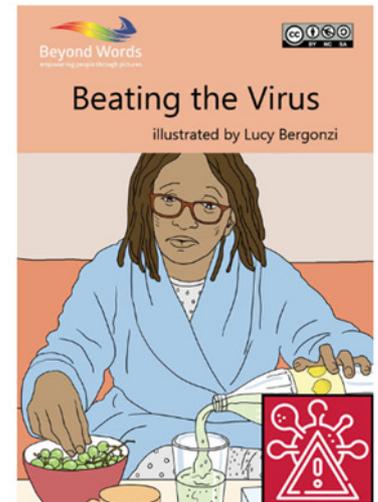


Beyond Words is a charity that provides books and training to support people who find pictures easier to understand than words. Whether supporting

somebody with a learning disability or communication difficulty, these resources empower people through pictures. They have developed a number of wordless books to support people through the pandemic.

Below is the link to the website:

<https://booksbeyondwords.co.uk/>



Psychological First Aid (PFA)

Psychological First Aid is critically important both during and immediately after a crisis. It is used all over the world. The ELearning will help you and those you are in contact both during and after the COVID 19 pandemic by:

- Addressing basic needs and concerns and providing practical support
- Connecting them to information, services and social supports
- Offering comfort and helping them to feel calm
- Reducing distress and fostering adaptive coping
- Protecting them from further harm

The eLearning is excellent and can be accessed by using a guest log in via the following link: <https://www.hslearning.com/course/view.php?id=1042>

What you are thinking is directly linked to how you are feeling, so if the pandemic is all you can think about right now how is this making you feel?

Remember we are all in this together and you might not be able to change what is happening, but you can change the way you feel about it. Work backwards for a change and focus on how you want to feel :)

Useful Helplines

Information for pregnant women attending/admitted to hospital during No Visiting Period
We realise that this is an extremely stressful time and we want your families to know that even if they can't be with you, our staff are, and they will support you through all of this.

For more information on birthing partners and visiting at Antrim Area

Hospital: <https://crowd.in/6JwwIT>

Maternity Services: <https://crowd.in/P3o7WK>

Please note: You cannot give birth at Causeway Hospital.

HSC Northern Health and Social Care Trust

COVID-19

Helpline *for pregnant or postnatal women including staff*

 **028 9442 4859**

Monday - Friday | 9AM - 5PM
Saturday - Sunday | 9AM - 1PM

It will also support managers to complete risk assessment for pregnant staff in the workplace.

25/03/20

Stay safe with Diabetes

If you have diabetes and you are unwell, your blood glucose may be affected. Please view this guidance leaflet for advice: <https://crowd.in/9ETgPI>

For more information and advice lines visit: <https://crowd.in/tN70ab>

HSC Northern Health and Social Care Trust

COVID-19

Diabetic Foot Emergency

Is your foot **red, hot & swollen**?
Is there a **new break to the skin** on your foot?
Is an existing foot wound **deteriorating**?

If so, contact Podiatry services on **07768 142189** 

Useful Helplines



Concerned about the Welfare of a child? Do not hesitate to contact us.

Contact our Referral Gateway Team:



030 0123 4333 or
028 9442 4459



SPOE.Referrals@northerntrust.hscni.net

After 5PM on weekdays, weekends and public holidays contact
Regional Emergency Social Work Service: 028 9504 9999



COVID-19

Service Postponed

Northern Adult Autism Advisory Service is postponed until further notice.

1st Tuesday of each month

1:30PM - 4:30PM

You can still contact the service:



028 2766 1335



naaonline@nas.or.uk



HSC Northern Health and Social Care Trust

COVID-19

NHSCT School Nursing Helpline

Antrim Team 028 9447 1009	Ballymena Team 028 2563 5344	Ballymoney Team 028 2766 1823	Carrickfergus Team 028 9331 5828	Coleraine Team 028 7032 5469
Cookstown Team 028 8672 3826	Larne Team 028 2826 1951	Ballyclare Team 028 9334 3514	Magherafelt Team 028 7936 6981	Newtownabbey Team 028 9083 1454

Monday - Friday 9AM - 5PM

01/05/20



HSC Northern Health and Social Care Trust

COVID-19

NHSCT Health Visiting Helpline

	Carrickfergus Team 028 93 379707	Newtownabbey Team 028 90 831450	Larne/Ballyclare Team 028 28 261 988	Antrim Team 028 94 413965
Ballymena Team 028 25 635694	Magherafelt Team 028 79 365 012	Cookstown Team 028 86 723890	Ballymoney Team 028 27 660311	Coleraine Team 028 70 325469

Breastfeeding Helpline 028 90 831408	Email Helpline HV.helpline@northerntrust.hscni.net
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30/03/20

Useful Helplines

 Northern Health and Social Care Trust

COVID-19 **General Numbers**

Pregnancy Helpline 028 9442 4859	Podiatry Helpline 07768 142189	Donations 028 9442 4673	Diabetes Helpline 028 9536 0600
Macmillan Information & Support Services 028 9442 4000 Ext 333 079 / 334 046	Paediatric Autism Helpline 028 2563 3777	Breastfeeding Helpline 028 9083 1408	

More info at <http://www.northerntrust.hscni.net>

 Northern Health and Social Care Trust

COVID-19 **Inpatient paed**

Please remember, as a temporary measure in support of COVID-19 pandemic planning,

A paediatric doctor will only be on site at Causeway Hospital from:

Mon - Fri	9AM - 9PM
Sat - Sun	12PM - 5PM

If you have concerns about your child outside these times contact GP Out of Hours service for advice or go straight to Antrim Area Emergency Department where the paediatric team are available 24/7.

Haematology Helpline



Do you feel **unwell**, have a **high temperature** or a **new persistent cough**?



028 9442 4201

Monday - Friday
8:30AM - 4:30PM
(Laurel House)

028 9442 4473

All other times or
Public Holidays
(Ward A6)



NORTHERN EMOTIONAL
WELLBEING SERVICE

If you are feeling anxious, low in mood or suffering from mild to moderate mental health difficulties, we're here to help.

To set up an appointment for telephone or video counselling, complete our online referral form at:

www.linkscounselling.com/NEWS

Or give us a call on 028 3834 2825

Stayed connected and stay safe, but don't journey alone.

**This service is for people living within the Northern Trust Area and is fully funded by The Northern Health and Social Care Trust*

Useful Helplines

 Northern Health and Social Care Trust

COVID-19

Drop off & pick up for patient belongings

 Antrim Area Hospital, All Wards	 Monday - Sunday 1:00PM - 3:00PM
 Causeway Hospital, All Wards	 Monday - Friday 2:00PM - 3:30PM
 Mid-Ulster Hospital, All Wards	 Monday - Sunday 11:00AM - 11:30AM

 Northern Health and Social Care Trust

COVID-19

Helpline

for families of children & young people with Autism or those waiting assessment

Monday - Friday 9:30AM - 4:30PM

 028 2563 3777	 PaediatricAutismService@northerntrust.hscni.net
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 Northern Health
and Social Care Trust

Children's & Young People's Service

For support during the COVID-19 pandemic, please call:

Monday - Friday 9AM - 5PM

 **028 7936 5097**

For those currently receiving Trust support, please speak to your allocated professional in the first instance

What we can offer:

- Emotional support to children/young people and parents/carers
- Links and information to practical services within the community
- A listening ear to those who are socially and/or emotionally isolated
- Signpost families to available services in their local communities- food banks, pharmacy, home deliveries



Need someone to talk to? Meet our friendly Chaplain Norman. Patients, families & staff can call the Chaplains on Tuesdays, Thursdays & Fridays 9:30am-12:30pm on 028 9448 1709. Resources are also available at <https://crowd.in/suExQv> or Facebook: <https://crowd.in/PGa7WJ>

 Northern Health
and Social Care Trust

COVID-19

Donations

Persons wishing to donate **PPE & equipment** will be asked to provide details i.e. the product name. This will allow the Trust to determine if the equipment can be accepted & used.

To make a donation, contact our Corporate Governance Department:

028 9442 4673 or donations@northerntrust.hscni.net

 The NHSCT has been overwhelmed by the generosity of businesses, local communities & the general public.

We are incredibly grateful.



Now let's see what you have been involved in

Involve Fest a week long celebration of involvement and a first for Health and Social Care in Northern Ireland, held 18-23 November 2019.

Carers Information Fair

On Monday 18 November, we kicked the week off with an information fair which we held alongside our colleagues the Community Care Division and our Carers Support Team. We had an excellent turn out of exhibitors who work within Northern Trust and from the Community and Voluntary Sector. This was a great networking event which received positive feedback from everyone involved. The fair was well attended by carers who had the opportunity to glean information from each of the exhibitors.





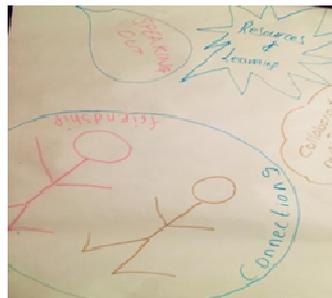
Lets' Celebrate Involvement

On Tuesday 19 November 84 Service Users, Carers and Staff attended our 'Let's Celebrate Involvement' event. The event was a fun morning where we took the time to share experiences and thank everyone for their commitment to the Northern Trust. The morning highlighted the benefits of involvement for services users, carers and staff - it really does make a difference to the services provided when they are designed by those who use the services.



We used the morning to chat with everyone and find out their top tips to being involved and also how we could promote our involvement opportunities. We also gave people the choice to capture in pictures what they valued and enjoyed about co-production and involvement with NHSCT services.

We ended the event with some laughter yoga and mindfulness which left everyone feeling relaxed and rejuvenated for the year ahead.



“Information to help us have a voice”



“Networking and making connections”



Special thanks to Thelma Dillon, Chair of the Older People’s Panel for speaking at our event.



Carer Hub Launch

On Carers Rights day, 21 November 2019, we officially launched our Carer Hub, a central point of contact for carers and staff for signposting and support. We did a lot of work in preparation for the opening and it wouldn't have been possible without the support and guidance from our carers and the members of our Carer Pathway Steering Group. The theme for Carers Rights Day was "Helping you find your way" which is what we aim to do for you.

Helping you
find your way

Thursday 21 November 2019



carersUK

We had fantastic support at the launch and were joined by the Chief Executive, Chairman, Non-Executive Director, local MLA, staff and colleagues in community and voluntary organisations and last but not least some VIPs - our amazing carers. We would like to say a special thanks to everyone for giving up their time to attend and to those who spoke at the event.



Gail Workman, a carer who has always emphasised the importance of a central point of contact spoke at the launch and reminded everyone why having one telephone number is so valuable. Often carers don't know who to call when they are looking for advice or guidance and can make numerous calls before they get through to the right person. We understand the frustration this can lead to and hope that having a central point of contact within our organisation can make things easier.



The Carer Hub has its own designated telephone number which is available Monday-Friday from 9am-5pm. Since the launch we have seen an increase in telephone calls with carers and staff being signposted to the relevant support. So that we can best signpost our callers we have been networking with community and voluntary organisations to ensure that the information we hold is up-to-date and accurate. This work is ongoing as we strive to increase our knowledge of the services available to carers.



Volunteer Appeal



Let's #HelpEachOther: Volunteering to Support Covid-19

If you, or someone you know, is interested in providing volunteering to support those who need it most you can register at <https://www.volunteernow.co.uk>



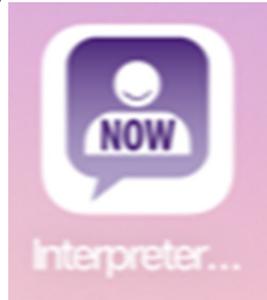
Northern Trust Services

To access more information and advice regarding COVID-19 (Coronavirus) in Northern Ireland please visit the Northern Trust website. We have a dedicated section specifically for this information -

<http://www.northerntrust.hscni.net/2020/02/25/covid-19-coronavirus/>

Communication from a distance

To keep our service users, staff and interpreters safe we have put in place a new remote interpreting service. It means service users can access a sign language interpreter 24/7 and telephone the helpline numbers, as well as contact their GP and all health and social care services. All they have to do is download the Interpreter Now app from the app store and register with the service.



Let's be creative

Did you know there are loads of different ways to get involved with the Northern HSC Trust however in this uncertain time we need to be creative and think outside the box. How can we engage with you effectively while maintaining social distancing. Have you any great ideas that you would like to share with us, or have you experience in other methods you think we should know about? Please get in touch, I would love you hear from you.

Lynda x



For further information about our Involvement Network please contact:

Email: ppi.coordinator@northerntrust.hscni.net

Tel: 028 2766 1453