

# Information to help you stay well

The COVID 19 pandemic has affected everyone in different ways and we know that many people will be anxious as we live with on-going restrictions or start to return to more normal activity.

Whether its practical or emotional support, or information on services, activities and opportunities available. **There are local people, services, and organisations nearby.**

This booklet lets you know about some of them.

We want everyone to stay well and to have access to the information and support that they need to be physically healthy and mentally well.

This booklet is being made available electronically for those that can access the internet. Hard copies are also being distributed across the community.

If you are reading this and would like a hard copy, please email [abb.wellbeingtraining@wales.nhs.uk](mailto:abb.wellbeingtraining@wales.nhs.uk)



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Aneurin Bevan  
University Health Board



TORFAEN  
COUNTY  
BOROUGH



BWRDEISTREF  
SIROL  
TORFAEN

## Essential Supplies

All major supermarkets have an online service but for those without access to the internet; **Morrison's** offers a doorstep delivery service available to the vulnerable and elderly.

Please ring **0345 6116111** then press option 5 to place the order. Payment to be made by card only. You must be within 10 miles of a Morrison's store.

**Age Connects** shopping service costs £10 (plus the cost of your shop), delivers to your door and can unpack if needed.

For more information or to arrange contact: **01495 769264** or email: [\*\*widdershins@ageconnectstorfaen.org\*\*](mailto:widdershins@ageconnectstorfaen.org)

## Food Banks and Fare Share:



Across Torfaen there are volunteer led food hubs for those that are struggling financially.

There are also Fare Share hubs which redistribute food to ensure that it does not go to waste. You do not need to be referred or struggling financially as the aim is to avoid excess food going to landfill.

Find the full list at: [\*\*https://tvawales.org.uk/torfaenfoodbank/\*\*](https://tvawales.org.uk/torfaenfoodbank/) or call **01495 365610**



## Essential Supplies

Your local pharmacy may have delivery arrangements in place for prescriptions or there may be volunteers in your area happy to help.

For information on your local volunteer group head to **Covid19: Information | TVA - Torfaen Voluntary Alliance ([tvawales.org.uk](http://tvawales.org.uk))** or contact **Torfaen Voluntary Alliance** on **01495 365610**.



**Torfaen Council** can refer or signpost to support if you are unable to access from other sources. Contact **01495 762200** or download the **Torfaen Community Support App**



## Flu Vaccine

If you are eligible and haven't already received your flu vaccine, please contact your doctors surgery to arrange. If you are eligible for the COVID 19 vaccine, please wait to be contacted.

You only need to wait 7 days between the flu and COVID vaccines so there is time for both.

You may be asked to access your health and social care services differently but they are available to those that need it. Please do not put off contacting your GP or other service if you need support.



## Accessing Health Care

The opening of the Grange University Hospital in Llanfrechfa led to some changes in how you access health care. Please access the appropriate service for your needs.

More information can be found online

[www.abuhb.nhs.wales/files/clinical-futures/clinical-futures-information-booklet/](http://www.abuhb.nhs.wales/files/clinical-futures/clinical-futures-information-booklet/)



**CALL 999 OR GO TO  
THE GRANGE UNIVERSITY HOSPITAL**  
if you have a LIFE-THREATENING ILLNESS or SERIOUS INJURY



**GO TO A MINOR INJURY UNIT**  
at Nevill Hall, the Royal Gwent, Ysbyty Ystrad Fawr or  
Ysbyty Aneurin Bevan Hospitals, if you have a minor injury  
(Children under 1 year will need to go to The Grange University Hospital).



**CONTACT YOUR GP**  
if you have an illness or concern that is  
not immediately life-threatening.



**CALL NHS 111**  
if you are unwell, unsure what to do and need help.  
You can also call 111 for urgent GP care  
when your own Surgery is closed.



**TREAT AT HOME or CONTACT YOUR PHARMACIST**  
if you have a minor illness or ailment such as a  
sore throat, cough, skin irritation or common mild illness.

## Your home & your health

For free, impartial advice on energy efficiency, debt and how to ensure you are getting all of the income you are entitled to contact **Citizens Advice**

**Torfaen 01633 867121** (option 2) or email  
[\*\*reception@citizensadvicetorfaen.org.uk\*\*](mailto:reception@citizensadvicetorfaen.org.uk)



**Care & Repair** provide free home improvement advice & support to older and disabled people who are home owners or private tenants to help them remain in their own homes in greater comfort, warmth and security.

Call **01495 745910** or  
email [\*\*enquiries@crmon.co.uk\*\*](mailto:enquiries@crmon.co.uk)

For more information see

[\*\*www.melinhomes.co.uk/care-repair\*\*](http://www.melinhomes.co.uk/care-repair)



**AskSARA (Self Assessment, Rapid Access)** is an online assessment tool for living aids and equipment.

**AskSARA**

You will be directed through a series of questions and offered information on useful aids and devices to make living independently easier, such as cooking devices, bathroom equipment and visual aids. AskSARA -

[\*\*https://gwent.livingmadeeasy.org.uk\*\*](https://gwent.livingmadeeasy.org.uk)

## Keeping in Touch with Your Community

**Torfaen Community Connectors** provide support to anyone over 18 to find or access social groups and volunteering opportunities.

Call **01495 742397** or email

**[communityconnectors@](mailto:communityconnectors@torfaen.gov.uk)**

**[torfaen.gov.uk](http://torfaen.gov.uk)**

*TORFAEN  
COUNTY  
BOROUGH*



*BWRDEISTREF  
SIROL  
TORFAEN*

**The Silver Line** provides advice, information and friendship to isolated and vulnerable older people across the UK. Call **0800 470 8090** or visit **[www.thesilverline.org.uk](http://www.thesilverline.org.uk)** for more information.

  
**The Silver Line**

Reengage: **Call Companions** provide regular **telephone** chat and companionship offering a vital link with the outside world.

Call **0800 716543**, e-mail **[info@reengage.org.uk](mailto:info@reengage.org.uk)**  
or see: **<https://www.reengage.org.uk/>**



## Give

Acts of giving and kindness can help improve your mental wellbeing by creating positive feelings and a sense of reward or helping you to connect with other people. It could be small acts of kindness or more formal volunteering.

**Ffrind I Mi** is a befriending service that matches volunteers to people looking for some company. During the pandemic more of this has been on the telephone and we are looking for volunteers to help us to help others.



If you would like to find out more about being a volunteer befriender or receiving support please contact us on **01495 768645** or [Ffrindimi.abb@wales.nhs.uk](mailto:Ffrindimi.abb@wales.nhs.uk) . Find out more at [www.ffrindimi.co.uk](http://www.ffrindimi.co.uk)

If you are involved in volunteering in your community and are looking for advice and guidance on how to safely re-start activities, you can contact **Torfaen Voluntary Alliance (TVA)** on **01495 365610** or [info@tvawales.org.uk](mailto:info@tvawales.org.uk)



## Be Active



Torfaen  
Leisure Trust  
Ymddiriedolaeth  
Hamdden Torfaen

It isn't just about joining the gym or doing an exercise class, gentle walks, gardening and DIY are all good ways of being active.

**Torfaen Take A Stroll** organise walks across Torfaen starting from areas in Cwmbran, Pontypool and Blaenavon.

For a full list of walks see [\*\*Torfaen Take a Stroll\*\*](#) | or call **Torfaen Sports Development** on 01633 628936. The team can also provide information on other physical activity and sports opportunities across Torfaen. You can also find them on [\*\*Facebook\*\*](#) or [\*\*Twitter\*\*](#).

**Torfaen Leisure Trust** provide a range of activities including Tai Chi, Yoga, Pilates, Walking Football, Swimming and Gentle Exercise classes.

Membership options include off-peak, senior swim cards and pay as you go at Cwmbran Stadium, Pontypool Active Living Centre or Fairwater Leisure Centre.

They also deliver the [\*\*National Exercise Referral Scheme \(NERS\)\*\*](#) for adults with, or at risk of a chronic health condition. You will need to be referred via your GP or health professional for this service which provides regular physical activity sessions and consultations.

Find out more at [\*\*www.torfaenleisuretrust.co.uk\*\*](http://www.torfaenleisuretrust.co.uk), call **01633 627100** or email [\*\*enquiries@torfaenleisuretrust.co.uk\*\*](mailto:enquiries@torfaenleisuretrust.co.uk)

Find them on [\*\*Facebook\*\*](#) and [\*\*Twitter\*\*](#)

**TORFAEN  
COUNTY  
BOROUGH**



**BWRDEISTREF  
SIROL  
TORFAEN**



## Keep Learning

A range of adult learning courses are now available in a COVID secure environment at our learning centres.

Whether it's a skill you'd like to learn or something more formal, take a look at our courses

on **Torfaen Council's website** or contact us at **Croesyceiliog Community Education Centre (CEC)** on **01633 647647**.

Please note: advertised start dates may be subject to change due to COVID-19 restrictions.



## Get Online

Whether you are new to the computer or just want to brush up on your IT skills, there are free classes available at **Croesyceiliog Community Education Centre** every Tuesday 1pm to 3pm (term time only) provided in a COVID secure learning environment.

If you are interested, get in touch on **01633 647700** or contact Carole Murcutt: **01633 647647**.

Please note: advertised start dates may be subject to change due to COVID-19 restrictions.

**The Learn My Way Network** provides information and basic online courses that can be accessed on a mobile, tablet or laptop and has an audio option. To take advantage of these free courses individuals should register at **[www.learnmyway.com](http://www.learnmyway.com)** and include code 8006956.

# Helping you look after your mental wellbeing

Taking care of our own mental wellbeing, and that of our loved ones has never been more important.

When we take the time to look after ourselves, we feel better. We are more able to cope with the difficulties that life throws at us and are more able to look after others.

On the new 'Melo' website you'll find resources, courses and local opportunities to maintain and improve your mental and physical health. There's also important information about getting help for you or someone you know.

[www.melo.cymru](http://www.melo.cymru)



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Aneurin Bevan  
University Health Board

**melo**

If you need help to manage your mental health there is free support available. Take a look at [Mind Cymru](#) or contact **Torfaen & Blaenau Gwent Mind** on **01495 757393**

Remember, your GP can assist if you if you are worried about your mental health.

## Mental Health Helplines

**C.A.L.L.** Mental Health Helpline for Wales.

[www.callhelpline.org.uk](http://www.callhelpline.org.uk)

Call **0800 132737** or text "help" to **81066**.

**The Samaritans**

Call **116123** or email

[jo@samaritans.org.uk](mailto:jo@samaritans.org.uk)  
(response time: 24 hours)

**CALM** -Find help online or use webchat via

[www.thecalmzone.net](http://www.thecalmzone.net)

Call **0800 58 58 58**

**Young Minds**

[www.youngminds.org.uk](http://www.youngminds.org.uk)

Messenger Text (free) YM to

**83258** for urgent help

Parents Helpline

**0808 802 5544**

(9:30am - 4pm, Mon - Fri).

## Are you a carer?



Does your caring role leave you feeling lonely & isolated?

The Wellbeing Team at the **Gwent Carers Hub** can offer unpaid carers keeping in touch calls, information, advice and assistance as well as practical support around caring roles. Contact them on **01495 367564** or **[gwentcarershub@ctsew.org.uk](mailto:gwentcarershub@ctsew.org.uk)**

Our Carer Support Worker Louise can offer a variety of support including practical support such as introducing carers to local services or tackling long standing issues such as exploring small changes in the house to make caring easier, provide information, signposting, and helping to build up support networks.

All support provided is always tailored around the individual to ensure that the needs of the client are met. Louise can also advise on access to the carers small grants scheme.

For more information contact **[louise.hook@torfaen.gov.uk](mailto:louise.hook@torfaen.gov.uk)** or **07966 301108**



## Action on abuse

Abuse can take many forms, including financial, emotional, physical and sexual. If you, a family member, a friend, or someone you are concerned about, has experienced domestic abuse or sexual violence, you can contact the **Live Fear Free Helpline** for free advice and support or to talk through your options:

**Live Fear Free Helpline - 0808 80 10 800** or text **07860 077 333** / [\*\*info@livefearfreehelpline.wales\*\*](mailto:info@livefearfreehelpline.wales)



**Elder abuse:** As we get older, we should be able to live safely. Sometimes though you may feel at risk, or be concerned about another person. If this happens there are people you can speak to and there is help available.

Torfaen Adult Social Services **01495 762200** or [\*\*socialcarecalltorfaen@torfaen.gov.uk\*\*](mailto:socialcarecalltorfaen@torfaen.gov.uk)  
Action on Elder Abuse helpline: **0808 808 8141**



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Aneurin Bevan  
University Health Board



**TORFAEN  
COUNTY  
BOROUGH**



**BWRDEISTREF  
SIROL  
TORFAEN**