



As a Neighbourhood we are working together to make sure that key information is shared, to support vulnerable people during this time. Click on the web links embedded in the text below for further info.

Please **let me know** if there's any gaps in info needed at a Neighbourhood level, or any gaps or patterns that you are finding with the people you work with, or other relevant info to share.

If you have concerns that someone may be vulnerable, please contact:

- **Care Navigators**: self-referrals possible via [email](#) (referrals from organisations also by phone, 0300 303 9650) or **Be Well**: referrals now via any organisation, [email](#) or 0161-470 7120.
- **Manchester City Council's Community Response helpline** (food, medicines, company, fuel bills, online services for the most vulnerable) - 0800 234 6123 or [email](#).

### Mutual aid groups and volunteering

- **Covid mutual aid groups** are co-ordinating invaluable support at a local level for neighbours by neighbours. Info, support & guidance is available [here](#) and [here](#).  
[Rusholme & Moss Side Coronavirus Support](#) | [Hulme \(+ Britannia Basin & Castlefield\) | Redbricks/Bentley House housing estate](#) (in Hulme).
- Mutual aid group organiser/admin? [Share learning. ask & answer questions to other organisers.](#)
- **Manchester volunteers** for your VCSE group or organisation: [request/offer support](#) or request volunteers, equipment, funding or other resources via 0333 321 3021 (Tuesday-Thursday 10am-4pm), or [email](#). [Support on managing volunteers. capacity-building & more.](#)
- **National NHS Volunteer Responders**: an additional emergency resource to complement local provision in the current crisis, for patient & NHS equipment/medication transport. Where there is no [mutual aid group](#)/VCSE group & the MCC Community Response helpline isn't able to assist, also for community response & phone support for the lonely.

### Social isolation and mental health

- **Mental health information in many languages** from the Royal College of Psychiatrists.
- **Intergenerational befriending** is now being offered by [Manchester University Student Union](#), supporting people who are feeling isolated or lonely, or students struggling with their wellbeing. If you want to refer an older friend, neighbour or relative to this project, please talk to them about this scheme ahead of referring them. [Refer yourself or somebody else.](#) [Volunteer.](#)
- **Older/younger people befriending, Social Clubs at Home & outreach supporting the most vulnerable**: [Manchester Cares' projects have adapted](#), in addition to the previously mentioned [#AloneTogether pack](#). Get in touch or refer via [this form](#) or on 0161-207 0800.
- **NHS mental wellbeing audio guides**: coping strategies for low mood and anxiety.
- **Every Mind Matters tips, quizzes and mental health resources** and [apps](#) from the NHS.
- **Irish communities (settled & Irish or Roma travellers)**: support by [the CARA project](#) helps people stay safe, well & connected, many of whom are older, in poor health, and live alone far from family & friends. Use [this form](#) to volunteer (e.g. phone chats, prescriptions/groceries). Know someone isolated/needing a bit of support: fill in [this short form](#). Or call 0151-237 3987.
- **Muslim Youth Helpline** counselling volunteers 4-10pm every day, 0808 808 2008. [Mental health advice & support](#) from an Islamic viewpoint.

- **African Caribbean Mental Health Service (ACMHS)**'s usual [range of services](#) has [changed](#): to meet the need for support back in community for those struggling with severe & enduring mental health diagnoses, (self) referral by [email](#), 07511 608915, or [FB Messenger](#). Also contact ACMHS for a quick chat & help with strategies to manage anxiety, stress & depression.

### Partner updates

- **Healthy Me Healthy Communities** have called 100s of members and helped get emergency food to those most vulnerable through the MCC Community Response, as well as referring some to Be Well and the MUSU intergenerational befriending project. [A video has been launched](#) about the creation of a community café, charity shop and community grocer.
- **Be Well** supports adults to grow their skills, knowledge and confidence to take control of their own life, health and wellbeing. In addition to usual social prescribing services (isolation, mental health, managing long-term health conditions, lifestyle change, welfare rights support, employment, [staff can be referred](#) for practical or other support, there's a vulnerable client fund. [GP referral pack](#) | [General referral form](#) | [More details](#) in the Be Well update.
- **Manchester Adult Education Service** offers online resources & workshops to support locked-down families, including science, parenting, maths & English games, crafts and family wellbeing: [register](#), on top of their [usual range of at-home courses](#), including ESOL. For a callback, text 07307 810306. [Other free courses from the council](#).
- **Europaia**'s wide range of adapted services supporting European nationals, include phone (0161-826 3177 Monday-Thursday 10am-2pm) [support for Polish over 50s](#), [Roma/gypsy phone advocacy & signposting](#) (07561 366272 Monday-Thursday 9am-4pm), [art collective coronavirus response](#), [women's group](#) developing strategies to cope with stress due to self-isolation or long working hours during the lockdown, [welfare rights & housing advice](#), [legal & European Settlement Scheme assistance](#), [emergency £30-60 fund](#) to help buy supplies such as food and medicine (forms in [English](#), [Romanian](#), [Polish](#) & [Lithuanian](#)), as well as having kept busy translating covid resources for Doctors of the World.
- **Wai Yin Chinese Society** are actively supporting the older Chinese community via telephone support, general advice & info and translation support, signposting, parenting, digital literacy support as well as collecting medicines and addressing food needs. 07309 329 487 or [email](#).

### In other news...

- **Health inequalities:** more covid impact surveys - for [LGBT](#) communities and [disabled people](#) (11/5 deadline), plus reports on the [impact on mental health of young people](#) and [the impact on equalities and diverse communities](#). BBC Radio Manchester & Legacy FM presenter phone-in on [impact on BAME communities](#) (2 hours 4 minutes in). [Racism against BAME NHS workers](#).
- **Wider determinants of health:** [covid deaths twice as high in poorest areas](#); [almost a fifth of UK homes with children go hungry](#); [lowest paid most at risk](#); [Medact](#)'s 14th May [webinar](#) and [blog post](#) on a Just Response focussing on economic inequalities.
- **Digital exclusion:** the council is offering [support on getting online and using the internet](#) working with local organisations, available through the helpline. Through a national initiative, a [limited](#) number of devices is available for over 18s with no home internet access and who are: shielding or low income or over 70 or have an underlying health condition or disability or have no social support network. If you identify such a resident, [contact the team](#) though there may be a waiting list till more donations are received. [Stories and pictures](#) of local residents who have taken the plunge with digital.

- **Alternatives to cash** [policy review](#) & [updated cashless payment options \(including the Coop and cash delivery services\)](#).
- [COVID-19: Pandemics, Modelling, and Policy](#), UNESCO/Open University free course
- **Ramadan**: why social distancing is important, options for what people can do instead and how people can access help if they need it. Videos from a Manchester Imaam in: [English](#) | [Urdu](#). [#RamadanAtHome](#) - guidance from the [Muslim Council of Britain](#).
- **Helping older people stay active**, in your armchair: [from Irish Community Care](#).
- **Shielded patients** have been asked to shield until 30 June 2020 at least.
- Work with **young people that are with high level needs/multiple disadvantage**? [Odd Arts](#) are delivering Creative Packs around the 5 steps to wellbeing. Due to the [fundraised](#) cost, packs are prioritised for those with the highest level of need/vulnerability/deprivation and on a first come, first served basis for 10-16 year olds who are: refugees/asylum seekers, experiencing mental ill health, young carers, bereaved, in care and experiencing multiple disadvantage. [Forward their name & address](#) (with their or their parent/carer's consent).
- **Private Sector Tenants & Landlords** [info & advice](#) during the pandemic, including increased protection against eviction.
- **Activity sessions plus downloadable guides, including creative, health & wellbeing, and IT skills** in [The Virtual Village Hall](#), from the [Royal Voluntary Service](#).
- [Good visual resources](#) for the public regularly updated by the WHO, including protecting yourself & others, myth busting, caring for people at home, pregnancy, breastfeeding & stress.
- **NHS services have seen a reduction in patient** presentations for a range of conditions. [A Manchester GP says](#) "we are still here for you"; [more information on how to contact your GP](#). 'Here When You Need Us' [campaign resources](#).

### In previous updates...

Previous updates include information on homelessness; covid info & MCC helpline in English & community languages, improving accessibility to translations survey; VCSE funding, support, PPE & volunteering; mental health advice, support & grants; social isolation & loneliness; stress & mindfulness; counselling & relationship support in various languages; health inequalities; diabetes & Ramadan; welfare rights advice in various languages & for different communities; food provision; family support, for those with young babies & black single mums, home educators, talking about covid with children; domestic abuse; anti-social behaviour; substance abuse; bereavement support; kindness stories; community radio; accessing your GP; smoking cessation; digital health inequality; indoor air quality & air pollution link; mutual aid groups & volunteering; BAME communities impact survey; digital exclusion; period poverty; cashless payments for volunteers; plus partner updates.

### Keep in touch

Please keep sending me information gaps, patterns in needs, system challenges needing to be addressed. Also send me your updates and information for distribution, & any feedback.

[HMSR INT Facebook](#): please like and share.

Thank you everything you are doing to support each other and those most in need,

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