

Help to get you through the lockdown

If you are online, up-to-date information on local services can be found on Ross Online at <https://coronavirus.ross-on-line.co.uk>

GROCERIES	TELEPHONE	EMAIL / WEBSITE	DETAILS	Access if not online?
Ross Good Neighbours	01763 802046	help@rosscdt.org.uk www.rosscdt.org.uk	Order groceries by phone or online	Yes
Ross Garden Store	01989 568999	www.rossgardenstore.online	Fruit & veg supplies plus gardening goods	Yes
Field Fayre	01989 56683	enquiries@field-fayre.co.uk	Grocery delivery	Yes
Morrisons	0345 611 6111 (option 5)		Basic shopping from pre-set list delivered to your door; payment taken by card on delivery	Yes
READY MEALS				
Lodge Farm Kitchen	01989 764422	john@lodgefarmkitchen.com	Frozen ready meals	Yes
Rumbling Tum	07771 682786	gay@therumblingtum.co.uk	Meals on wheels	No
OTHER SHOPPING				
Essential Sewing Services Ltd	07971 603656	enquiries@essewing.co.uk	Fabrics & haberdashery, sewing machine sales & service, clothing & curtain alterations	Yes
Lainey Handbags & Accessories	07712 233401	laineyhandbags@gmail.com	Clothes, handbags, accessories & gifts	Yes
Silver Store	07712 233401	elaine@silverstoreroass.co.uk	Sterling silver jewellery	Yes
ADVICE & SUPPORT				
Ross Good Neighbours	01763 802046	help@rosscdt.org.uk www.rosscdt.org.uk	Befriending and welfare checks by phone	Yes
Ross-on-Wye & District Royal British Legion	07788 272500 07800 780386	graham_aplin@hotmail.com jane.a.bazeley@btinternet.com	For veterans: grocery shopping and medicines collected/delivered possible transport to hospital or surgery. Telephone buddy service.	Yes
The Ross-on-Wye Horizon Centre	01989 253131	maria@horizoncentre.co.uk	Adults with learning and other disabilities and their carers: shopping, activity/craft packs, hand wash/sanitiser, medication collection	Yes
Ross Baptist Church	01989 566966	admin@rossbaptist.org www.rossbaptist.org	Online groups: youth and children; midweek reflection; Sunday service; confidential prayer	No
Age UK	01989 763887	ageconcernross@ageukhw.org.uk www.ageuk.org.uk	Support for elderly including financial, legal, health also free weekly telephone calls.	Yes
Let's Talk	0800 073 2200	www.talk2gether.nhs.uk	Help, advice & support, including maintaining wellbeing through the COVID-19 pandemic	Yes
Mental Health Crisis Line	01905 681915 (24 hrs)	www.hacw.nhs.uk/urgent-help	Urgent mental health support	Yes
Women's Aid	0800 7831359	www.westmerciaiwomensaid.org	If you are worried or frightened by someone close to you.	Yes
Samaritans	116 123	www.samaritans.org	Day/night support for anyone struggling to cope or who needs someone to listen without judgement or pressure	Yes
Childline	0800 1111	www.childline.org.uk	We're here for all young people, no matter what you are going through	Yes
HEREFORDSHIRE COUNCIL				
Multi-Agency Enforcement Team	01432 261761	ethelpline@herefordshire.gov.uk	Confidentially report concerns over social distancing or social gatherings	Yes
Healthy Lifestyle Service	01432 383567	hlts@herefordshire.gov.uk	Free confidential support (16+) to help improve health & wellbeing (healthy eating, exercise, stop smoking, reduce alcohol intake)	Yes
WISH	01432 260101	wisherefordshire.org (search 'Ross-on-Wye') / info@wisherefordshire.org	Wellbeing Information & Signposting for Herefordshire	Yes

Finally: if you need a doctor's appointment, phone your surgery.

All surgeries offer a recorded message providing advice on how to seek medical help, whether Covid-19 related or other medical issues. If you think you have Covid-19 symptoms, DO NOT go to the surgery but dial 111 to seek advice.

Here to help you stay at home!

The advice from doctors and other experts is clear - **if you are over 70, or have a long-term health condition, you should not be going out to do your shopping.** Luckily there are many ways to stay safe and get shopping delivered to your door (see back page). The Ross Good Neighbours' grocery delivery scheme has now made over 300 deliveries in Ross and surrounding parishes to people in COVID isolation.



Photo: Caz Holbrook Photography

Above: some of our volunteers assembling groceries ready for delivery





Grocery deliveries by phone

We have a grocery list of over 120 items to choose from. If you do not have a computer, just leave a message on 01763 802046 and one of our friendly volunteers will call you back to take your order. Alternatively you can order direct via www.rosscdt.org.uk. Payment can be made by card or cash after your shop has been completed. There is a 5% delivery charge.

Our team of volunteers is ready to bring your groceries to your door, keeping you and your household safe.

Help with pet care?

Our pet team can help with:

-  Dog walking
-  Emergency pet care
-  Transportation to vet
-  Collecting medication

Some local vets are offering a delivery service so it is worth contacting your veterinary surgery first. If necessary, we can place animals in local kennels and catteries (but there will be a fee for this service).

We recently helped out a local resident who needed to isolate following cancer treatment by walking their little terrier, Blue (right) - pictured is one of our volunteers' sons enjoying an outing with Blue.

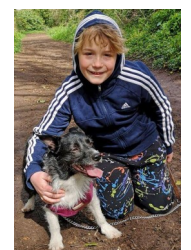





Photo: Caz Holbrook Photography


Get in touch!

 Call 01763 802046 - leave a message and we'll call you back

 Email us : help@rosscdt.org.uk

 Log on at www.rosscdt.org.uk

 Find us at www.facebook.com/rosscdt

 Follow us on Twitter @ross_cdt



“Phone Friends”

Do you know someone who is stuck at home and feeling all alone? The importance of keeping connected with others at this time is clear. For many it is an unsettling and difficult time.

The Ross Good Neighbours' Phone Friends are here to help. Our team of volunteers offers friendly and supportive telephone calls to those who would like to have someone to chat to.

This helps people feel connected in a simple, human and personal way.

If you or someone you know would like a friendly chat every week, every few days or even daily, do please get in touch with us on our Message Line - 01763 802046. One of our friendly volunteers will get back to you as soon as possible!




Prescription deliveries

Ross Lions, Ross Rotary and Ross Good Neighbours have together set up a volunteer delivery service for prescription medications. There is a daily delivery service from Cohens, Benjamins and Boots pharmacies, and to date we have delivered 369 items to 251 addresses.

If you need a prescription and are unable to collect it yourself, simply place your request with your sur-



gery or preferred pharmacist in the usual way and let them know that you need it delivered. Depending on demand, the delivery will normally be made within 24 hours.

Please do not call Ross Good Neighbours to place your request for you, as we are unable to do this.



Our volunteers

All Ross Good Neighbours are volunteers, we employ no staff. Ross and its surrounding parishes are so lucky to enjoy such great support. We have over 350 volunteers signed up, of which 222 are active participants and 123 awaiting references. If you are under 60 years of age, have no existing health condition and you are not in isolation, you could join the shopping delivery or Home from Hospital teams. Other volunteers may be found home-based tasks, for example sewing scrub bags for local care homes, or becoming a phone friend.



Photo: Caz Holbrook Photography

To volunteer for Ross Good Neighbours, go to www.rosscdt.org.uk or call our Volunteer coordinator Paul Cummings on 07970 315630. Also check our volunteer vacancies at www.rosscdt.org.uk/how-to-get-involved.



Ross-on-Wye working together

Ross Good Neighbours has had vital support from many local organisations.



Above: Town Council & Morrisons' staff helping our volunteers load the Town Council vehicle

We thank **Ross Baptist Church** for the use of The Venue, **Envi-roability** for the donation of fridges and freezers, and **Ross Town Council**, who have helped in many ways. But special thanks go to **Spar** and **Morrisons**, who supply our groceries, and whose cheerful staff always go the extra mile to help us and our customers.

We gratefully acknowledge the financial support of many individual donors, as well as grants from: Ross Mayor's Charity Fund; Ross-on-Wye Town Council; Ross-on-Wye Lions Club; The Eveson Charitable Trust; Herefordshire Community Foundation; Harrison Clark Rickerby Charitable Trust; and National Lottery Awards for All.



Above: Mayor Jane Roberts with staff from Spar

If you would like to support our work, you can make a donation at bit.ly/RGNDonate

“ ” What people say about us

My father-in-law is in his 80s and is unable to go out to get food. I put a grocery food order through for him - thank you to all your volunteers, he doesn't use the internet so this is brilliant for us to help organise and pay for him.

I just want to say thank you for our grocery delivery yesterday on Good Friday. This is a massive help in the situation we find ourselves in these difficult times.

My delivery arrived today with a smile and I would like to thank you all once again. Bless you all.



Call our Message Line
01763 802046



Email us
help@rosscdt.org.uk