

Morvern Community Resilience Meeting

Meeting held 24th March 2020 via ZOOM with MCC, MCDC, Community Reps

Present: Morven Gemmill (MG) (chair MCC), Martin Sampson (MS), Alasdair Firth (AF), Angus Robertson (AR), Kenny McLaughlin (KM), Annie Tordoff (AT)
Jane Stuart-Smith (JSS)(chair MCDC), Lesley Jones (LJ), Sarah Jones (SJ), Dr Susan Taylor (ST), Nicki Jones (NJ), Rhian Evans (RE), Nick Tordoff (NT)
Apologies - Jenni Hodgson, PC Angie Campbell

1.0 Morvern Community Support Team

MCC members have been in touch with other local community councils and want to adopt the same Community Support team approach across Lochaber in order to provide a robust and sustainable support service for the community. Ballachulish, Sunart have this up and running and operates by having software backing a telephone number. The software allows other areas to answer our calls if necessary thus a team of volunteer coordinators can back up across all 5 community council areas. The system will be overseen in Morvern by full time volunteer coordinator (Kenny) and work as follows:

- 2 people will be dedicated to answering phone calls 9-5, 7 days per week at all times (in slots to be arranged when people are free).
- When a call comes in that will be passed immediately to the volunteer coordinator. The volunteer coordinator will then assign the task to one member of the group of volunteers to complete and on completion the group volunteer will check in with the volunteer coordinator to log the completed task.
- Out of hours the software will be logged by the software so that no calls are missed.
- To date we have had 26 volunteers register. If other interested volunteers could they please fill in the form posted by KC last Saturday on Localhline FB page.

Volunteers can help with deliveries, getting essentials, dog walking etc, help with form filling for government support etc. Self isolating well volunteers can ring others too e.g. develop phone buddy system etc. All present at the meeting supported that the scheme should be implemented and up and running ASAP and operate 7 days per week - KM to lead as volunteer co-ordinator, And in next 24 hours refine the information, purchase the software required, develop the training pack (draft images indicative and to be finalised). NT to set up IT required and start scheme in next few days - **ACTION NT/KM.**

Leaflets (prototypes in screen shots below) about the service to be delivered to every household in coming days with any additional information from surgery and shop - **ACTION ST.** Shop and surgery will be able to use Morvern support service too if needed.

All noted that good induction was important and normally PVG checks would be carried out when recruiting volunteers. We have 26 volunteers registered so far who the meeting thanked for coming forward. Knowing the warm community of Morvern and willingness to help a simple risk assessment tool is to be used to ensure both volunteers and residents are supported. **ACTION MG**

2.0 Other back up 'look out' methods.

The recent thumbs up/down noted to be a good initial step but not robust in terms of someone who may become ill who had not changed their sign. Thought that red signs only would be better for neighbours to see who could then help and/or signpost to Morvern Support Service. Other schemes, facebook etc have been well received but the Morvern Support Service would help to target people not on line who are older and therefore more vulnerable.

3.0 Surgery Appointment system up and running as advertised and Dr Taylor noted that the practice is not a dispensary therefore repeat prescriptions of non-registered patients will require to be dispensed at the chemist in Fort William. Emergency care remains available to all. PC Campbell asked MCC to strongly encourage all visitors to go home.

4.0 Shop Delivery system up and running in the shop and is working well. SJ stated that the shop is fully stocked, and she will try to get anything people want but to phone or message to ensure that people do not come into the shop in order to protect the health of shop staff which will in turn support the community. Whilst recognising the importance of the postal service particularly at the moment for communicating with family and friends discussion was held how to minimise footfall in the shop. Stamps can be ordered through the shop, parcels to be posted can be weighed and measured at home then left at the door - Sarah will keep the community updated - **ACTION SJ** All thanked Sarah and team for her efforts on behalf of the whole community. AF offered to do deliveries for Drimnin, AT for Achabeag, and shop will deliver in the village knowing that the shop can also contact the support service if needed. Electricity keys were discussed and a solution to be found - **action SJ with help from others if needed**

5.0 Keeping Connected. A Morvern Community ZOOM account has been purchased by MCC/MCDC and will be available for all local groups to use e.g. bookclub, MCC, and others. Rhian and Lilia identified as administrators - more information to follow on how groups can use this

6.0 Accomodation for key workers if required

JSS on behalf of Ardtornish offered currently empty cottages for key workers such as carers, visiting doctors or for key workers who need to self isolate from their families. All thanked Ardtornish for this offer. Criteria for use to be developed - **action JSS/ST**

7.0 Next steps - focus on setting up support service. KM to set up next meeting via Zoom for 31st April 7pm. It was noted that it is difficult for the bandwidth to support large numbers at meetings but MCC will endeavour find a solution to this to enable community members to join. In the first instance question and answer sheet to be developed and published after each meeting an- **ACTION AT**

**Next meeting scheduled for Tuesday 31st March 7pm via ZOOM
COULD ALL MEMBERS OF THE COMMUNITY WHO HAVE QUESTIONS PLEASE
EMAIL THEM TO moverncc@gmail.com**

Screen Shots describing Community Support Scheme (draft)

Hello, from Morvern Community Council

Morvern Community Support – a COVID-19 Coronavirus community response.
We want you to know we are here to help.

Do You Need Some Help?

If you are self-isolating and need support with:

- Urgent supplies (e.g. prescriptions)
- Posting mail
- A friendly chat on the phone
- Fetching fuel in for your fire
- Picking up shopping (Remember Localise Shop 01967 421220 will deliver groceries to your doorstep)

please call our Community Helpline & we will organise help & someone will contact you, or email us at morvern2020@gmail.com

We will need your Name, Address (if deliveries required), your phone number and your email (if you want to be contacted via email instead of phone.)

The Morvern Community Helpline¹ is 01967 XXXXXX

Lines open 9am to 5pm

If you need emotional support, or just feel like a chat, you can also call:
The Ewen's Room Helpline (Freephone): 0800 689 3317
Mon to Fri: 9pm to 10pm Sat & Sun: 12 noon to 10pm

Morvern Community Support -Covid19 Response

Induction for Helpline Volunteers

Thank you for volunteering. If your circumstances change (e.g. you get sick, want to come off the rota or have more time to volunteer let us know via morverncc@gmail.com or calling the Helpline on XXXXX XXXXXXX

****** IF YOU BELIEVE YOU MIGHT BE UNWELL (ESPECIALLY FEVER/ DRY COUGH), PLEASE ISOLATE YOURSELF IMMEDIATELY. *****

Currently (March 24th) we are **only taking calls for assistance in the Morvern Community Council Area**. If someone calls for assistance from Sunart, Ardgour, Achacrae, Salen or West Ardnamurchan please indicate we cannot help at this time. This situation may change however and the Coordinator will be in touch if we have coordinators for other areas to pass enquiries to.

Code of Conduct:

By agreeing to volunteer you are agreeing to abide by this Code of Conduct:

- All information shared on the helpline is confidential and only to be shared with the Community Coordinator, A.N Other (or depute.)
- Once your call log has been shared with the Coordinator during or at the end of your shift, and you have received an acknowledgement (verbally or email) please delete the email and any paper copies in the interests of privacy.
- Please do not share any personal information relating to callers with any other person.
- Do not offer any healthcare advice.
- Do not offer to assist the caller yourself without first logging the details with the Coordinator.
- If offering assistance involves a home visit please follow the protocols outlined in our Volunteer Induction for Home Visits/Deliveries. Keep your distance, stay 3 metres (10 feet)

Morvern Covid19 Response

Induction for Volunteers

Thank you for volunteering. If your circumstances change (e.g. you get sick, want to come off the rota or have more time to volunteer let us know via morvern2020@gmail.com or calling the Helpline on XXXXX XXXXXXX

Key Contacts

- A.N Other is the Morvern Community Council Volunteer Coordinator who will allocate volunteering tasks and will be your main point of contact.
- A.N. Other will be organising the Helpline Call Handling Rota each week.

****** IF YOU BELIEVE YOU MIGHT BE UNWELL (ESPECIALLY FEVER/ DRY COUGH), CEASE ALL VISITS IMMEDIATELY. *****

Finding a Delivery Address

If you are involved in food/prescription deliveries here is a useful website:

<https://osr.scot/portal/>

- allows you to search for any address using post code and puts them on a map.

Code of Conduct:

By agreeing to volunteer you are agreeing to abide by this Code of Conduct:

- All information shared from the helpline is confidential and only to be shared with the Community Support Coordinator, A.N. Other (or depute.) Please do not share any information relating to callers with any other person including your family members.
- The coordinator will know your destination and will be awaiting contact from you to confirm you have returned safely. You may want to inform someone in your household of

Morvern Community Support

Telephone Rota **Week Commencing Monday**

	9.00am to 11.00am	11.00am to 1.00pm	1.00pm to 3.00pm	3.00pm to 5.00pm
Monday 1				
Monday 2				
Tuesday 1				
Tuesday 2				
Wednesday 1				
Wednesday 2				
Thursday 1				
Thursday 2				
Friday 1				
Friday 2				

Volunteer list

Name	Mobile	Landline	Location	Offer	Notes	Email
A.N.Other	070000000	01967 000000	Kirk Brae	Helpline weekends	In isolation- in at risk category	a.n.other@email.