



## **Editors Introduction**

Here's our twelfth collection of information that might be of interest / use to you, your families, or colleagues whilst we are getting through the coronavirus pandemic.

Please remember to follow the government and NHS guidelines on how to keep safe and minimise the spread of coronavirus. For more information on services, remember that the website <http://www.dundeehealth.co.uk/content/coronavirus> is being regularly updated by the Community Health Team.

If you have anything you would like to contribute to our next extra update, or our regular bi-monthly issue (no item too small!) then please send it to me at [paul.davies@dundeecity.gov.uk](mailto:paul.davies@dundeecity.gov.uk). News on what is happening in your community would be particularly welcome. Until the next update, hoping you all stay safe and well.

Paul Davies  
Senior Community Planning Officer

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## AbilityNet

A service that can provide free assistance to older people with online issues. I spoke to them last week and sound like they may be able to assist the network with getting online to hold virtual meetings and take part in online classes which can be daunting if you have never done it before.

AbilityNet provide a free service delivered by volunteers (all who are PVG checked) to support anyone aged over 55, or anyone with a disability/medical condition or they also support carers free of charge.



They can help with things such as getting online, using WhatsApp and Facetime especially during this tough time and online shopping but can also help look at what help there could be for people with disabilities and health issues. They can also offer help on social media, zoom and other platforms for holding or attending virtual meetings and can provide training on this to organisations and charities free of charge if required.

The list really is endless. No question is a silly question.

Throughout Scotland many older people and people who have never used technology is being pushed online for many essential services such as Internet Banking, Online Shopping and Hospital Appointments and they want to help where we can.

They normally provide an IT Support At Home service, which understandably is suspended at the moment. Instead, they can provide remote support on a 'best endeavours' basis, being able to remotely access devices (with permission) which enables them to not only resolve problems, but also demonstrate how to do things such as online grocery shopping and video calls.

To find out more about Ability Net please visit <https://abilitynet.org.uk/at-home>. To request assistance you can call them on 0800 048 7642 or email [enquiries@abilitynet.org.uk](mailto:enquiries@abilitynet.org.uk).

Please share with your networks.

## Come Dine With Us Dundee

A new Undernutrition project called '**Come Dine With Us Dundee**' is now running for over 65's across the city.



We are taking referrals for older people who may be at risk of undernutrition as a result of the current situation who could benefit from a home cooked meal and some additional support.

As a result of calls to the Dial OP helpline and discussion with partner organisations we identified a number of older people at risk of



malnourishment, who were for multiple reasons struggling to cook for themselves and needing a little extra support to help them to eat well as a result of Covid19.

This project will provide that little bit of support during these uncertain times - a home cooked meal delivered by a friendly face.

We identified that whilst some older people were managing to get their shopping in, either they didn't have the energy or motivation to cook something for themselves or were not hungry all that often so were surviving on toast to keep them going. With many of these people on their own and without social networks or family to look out for them, they were missing out on a home cooked meal, support and were at risk of undernutrition.



'Come Dine With Us' was originally set up in the St Mary's community after community engagement work highlighted a lack of local evening activities for older people. Many older adults were socially isolated and rarely went out in the evenings. The work also highlighted that those adults on their own or who had caring responsibilities were at risk of undernutrition.

Pre covid-19, the project brought older adults together for an evening meal twice a month, in a friendly and social atmosphere. During the pandemic however, the partners felt that it was especially important to continue to provide the diners with a home cooked meal as most were unable to leave their homes and so started a weekly meal delivery service and have managed to deliver 3 meals per week to 35 older adults in St Marys at risk each week.

As a result of some funding from the Big Lottery Supporting Communities Fund we have been able to extend this project across Dundee that will help to not only provide a nutritious meal but our team will call diners weekly to check in on them too. This project will run for a period of 8 weeks and will provide valuable nourishment in order to keep people's strength up.



We are now taking referrals as we are able to deliver to an additional 30 older people across the City each Wednesday, providing 3 home cooked meals which will be delivered by a friendly face. We are delighted to also have Boomerang on board who are also able to provide a further 25 meals to older adults weekly in the Maryfield and Stobswell areas.

#### Criteria for support:

- Aged over 65 years?
- They are isolated and have no one delivering meals to them or looking out for them?
- They or someone that cares for them are worried that they have lost weight recently without meaning to?
- Their jewellery or clothes have become loose recently?
- They have lost their appetite or interest in food?

# Dundee Partnership

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# e-bulletin



Referrers should check that potential diners meet the above criteria for receiving this service before making a referral. If you would like to refer an older person who is struggling to eat well as a result of Covid-19, please contact Jordan Ward on [jordanward@dvva.scot](mailto:jordanward@dvva.scot) or 0798 370 6626 no later than Thursday weekly to establish if support can be provided. Jordan will also be able to signpost to the most appropriate support.



'Come Dine With Us' is a collaboration between St Mary's Community Church, St Mary's Community Engagement Worker, Dundee Volunteer and Voluntary Action, Dundee City Council, NHS Tayside Nutrition and Dietetic Service, Hillcrest, Boomerang, the Carers Centre and the Thomas Franks Catering Company and is supported by dedicated volunteers, without them it would not be possible to continue with the service.



It was always the partners' intention to set up local Come Dine With Us supper clubs, so Covid is providing us with the opportunity to identify potential future diners and partners to expand this project across the City. Organisations wishing to get involved in future clubs should contact Mia, Health Improvement Practitioner on [mia.gonzalez-noda@nhs.net](mailto:mia.gonzalez-noda@nhs.net)

Please share with your networks.

## Community Book and Jigsaw Delivery Service

Lots of the Older People's Network told us that they were looking for books or jigsaws to keep them busy during lockdown whilst the library service is unavailable. We are working with the HOPE Project, Grey Lodge Settlement and Dundee West Church who have these items available.

If you or someone you know would like to request a hard copy of a book or jigsaw, please contact Maureen and she will arrange a volunteer through our Get Local Support project to pick one up and deliver it to you. We are unlikely to be able to pick preferred authors for you due to limited supplies, so it will be more of a surprise!

Please note that these items should be quarantined for 48 hours for paperbacks or 72 hours for plastic covered books (like library books) and wiped down before use.

If you have any books or jigsaws that you would like to donate, please get in touch with Maureen.

For more information or to request a delivery please contact Maureen on [MMcLay@hillcresthomes.org.uk](mailto:MMcLay@hillcresthomes.org.uk) or call 0300 123 2640 extension 5731.

Please share with your networks.

Kindest Regards  
Nicola Mitchell  
Older Peoples Services Development Officer





Books & jigsaws available for delivery!

Referrals for this community service can be made to Maureen McLay, Helping Older People Engage (HOPE) on [MMcLay@hillcresthomes.org.uk](mailto:MMcLay@hillcresthomes.org.uk)

Donations of books & jigsaws welcome





## Scams Campaigns – Information from the Scottish Government

Hi All,

I hope you are well.

Here is an update on two scam awareness campaigns happening this month, which many of you will be aware of. To support partners in raising awareness of the collective good work being delivered in Scotland during this period, I have also attached a short note at the bottom of this email, which attempts to capture some examples of on-going stakeholder activities to support Scottish consumers in vulnerable circumstances who may become victim to this criminal activity. Please feel free to share with your respective networks as appropriate.



I hope this is helpful.

Pauline Scott | Consumers, Policy and Interventions Team | Consumers and Low Carbon Division | Directorate for Energy and Climate Change | T: 0141 242 0359 | Scottish Government | 5 Atlantic Quay | 150 Broomielaw | Glasgow | G2 8LU

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### National Scams Awareness Campaign

This year the annual scams awareness campaign is being delivered by Citizens Advice from 15-28 June. The 2020 campaign objective is to **reduce the risk and impact of coronavirus scams** by raising awareness and encouraging behaviour change amongst the public at a local and national level.

For further information, visit Citizens Advice website [Scams Awareness Fortnight 2020](#).

Please note that if you wish to participate in the campaign in Scotland and use the provided campaign materials – or if you receive any enquiries from stakeholders asking how they can get involved – we would advise that signposting to the following organisations is made clear in any communication. This will help to ensure Scottish consumers are directed to the most appropriate sources of information, advice and/or scams reporting helplines. The material provided by CitA refers only to contacts in England.

- If you feel threatened or unsafe, contact [Police Scotland](#) on **101** or **999** in an emergency.
- Report scams to [Advice Direct Scotland](#) on **0808 164 6000**.
- Online web-chat [Scams Action Service](#) Citizens Advice Scotland.
- Suspicious email? Forward it to the National Cyber Security Centre - Suspicious Email Reporting Service (SERS) [reporting@phishing.gov.uk](mailto:reporting@phishing.gov.uk)

### Shut Out Scammers Campaign

[Trading Standards Scotland](#) (TSS) are working in partnership with [Police Scotland](#) to coordinate the annual Shut Out Scammers campaign, which will run from 15-26 June. Shut Out Scammers recognises that as lockdown is now easing, doorstep crime is on the rise again and so too are nuisance calls that can lead to scam visits.



The campaign aims are:

- To reduce the impact of doorstep crime by providing information and advice on how to prevent falling victim to bogus callers
- To raise awareness of the issues surrounding doorstep crime and the organisations that are able to help
- To interact with vulnerable groups most affected by doorstep crime and revisit previous victims (virtually or by telephone), ensuring appropriate crime prevention advice is given
- To encourage reporting of doorstep crime
- To investigate all instances of doorstep crime and consider using enforcement activities in partnership with other agencies to target offenders.

Should you require any further information or details on the campaign, please contact Kirsten Halliday ([Kirsten.Halliday@eastrenfrewshire.gov.uk](mailto:Kirsten.Halliday@eastrenfrewshire.gov.uk)) or Shelagh Campbell ([Shelagh.Campbell@eastrenfrewshire.gov.uk](mailto:Shelagh.Campbell@eastrenfrewshire.gov.uk)).

For further information on nuisance calls, please refer to [mygov.scot](http://mygov.scot)

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Examples of On-Going Scams Prevention Activity supported by Scottish Government.

### **Cyber Resilience COVID-19 Bulletin**

The Scottish Government Cyber Resilience Unit are continuing to share important information on current cyber resilience issues. The bulletin is updated and shared weekly and we ask that you to circulate the information to your networks.

The bulletin is available on line and a link to the Trading Standards Scotland [Scam Share newsletter](#) can be found within the content. [Cyber Resilience COVID-19 Bulletin](#).

**Neighbourhood Watch Scotland** (NHWS) is a community led initiative to bring local people together to address crime and other community safety issues. With a reach of over 1.5 million homes across Scotland, the targeted '[Neighbourhood Alert](#)' system run by NHWS delivers targeted alerts and advice to the most vulnerable in society.

**Crimestoppers Scotland** have launched a new campaign from 1<sup>st</sup> April 2020 to raise awareness of doorstep crime and to encourage people to pass on any relevant information 100% anonymously. The campaign focusses on bogus callers and rogue traders. [Crimestoppers Scotland](#)

### **Scams Prevention Strategy**

The Scottish Government remains committed to delivering a new Scams Prevention Strategy for Scotland, when it is safe and practical to do so. Due to the impacts of the coronavirus, our priority at this time has been ensuring consumers have access to the right information and support to avoid the negative impacts of fraudulent activities that attempt to take advantage of these unprecedented circumstances.

Kind Regards

Pauline

Pauline Scott | Consumers, Policy and Interventions Team | Consumers and Low Carbon Division | Directorate for Energy and Climate Change | T: 0141 242 0359 | Scottish Government | 5 Atlantic Quay | 150 Broomielaw | Glasgow | G2 8LU



## **Safeguarding Vulnerable Adults**

The Dundee Health & Social Care Partnership and NHS Tayside have been working with the Speech & Language Therapy Department to produce a range of leaflets to help communicate important safety related messages to vulnerable adults. Attached alongside this E-Bulletin Extra are three leaflets covering;

- Safeguarding Adults during Covid-19
- Drinking Alcohol
- Domestic Abuse

Additional leaflets are currently being developed. Please feel free to share with anyone to whom they will be of use.