

LINLITHGOW CORONAVIRUS SUPPORT

What is Linlithgow Coronavirus Support?

It's a local short-term support service set up by all the local churches, Linlithgow Community Development Trust and the Community Council. It is staffed purely by local volunteers.

What does it do?

It offers support to anyone who is self-isolating because of the coronavirus crisis and hasn't got anyone to help them. This includes practical support, such as buying food or collecting prescriptions, or emotional support for those who might need someone to talk to.

Who is it for?

Anyone in Linlithgow or Linlithgow Bridge who is self-isolating according to Government advice, whether because of age, illness or someone in their household is showing symptoms, and can't call on friends, family or neighbours to help them. It's a safety net, and not a replacement for friend, family and neighbours. At times like these, it is important to retain and strengthen community links and networks, and we don't want to disrupt that.

How does it work?

You simply email or phone one of the contact points below and give your name, phone number and a brief description of the help you require. The messages will be picked up at 9.00am and 1.00pm each day and passed to a team leader who will call you back.

For food requests and prescription collection, we will need a list of the food, or the medicines, you require. The team leader will ask one of the volunteers to get it for you and deliver it to your door. No money will change hands at that point - for food shopping the volunteer will pay for the items themselves and give you the till receipt. They will be reimbursed by St Michael's Parish Church, and St Michael's will contact you to ask you to pay for your shopping.

That's great. Can I put in a weekly food order?

I'm afraid not. If you need our help more than once, the best way is to call us back each time you need something and you have no other person to ask.

I can't get a delivery slot for Tesco/Sainsbury's. Can I use this service?

It's 'no' again, I'm afraid! This service is for people who have no other way of buying their food, and it is not fair to ask our volunteers to put themselves at risk if you could go yourself.

And what about emotional support?

This is a very worrying time, and it is only natural to be concerned. But some people will find the increased isolation very difficult and might find it helpful to have a friendly voice to speak to. Again, though, this isn't a substitute for speaking to friends and family.

How do I pay for my food?

Once the volunteer has sent us a copy of your till receipt, St Michael's Church will write to you (by email or by post) to ask you to pay the amount. This is easiest done if you use online or telephone banking, but other methods will be offered in the letter.

Will the service continue once the crisis is past?

Sadly not. Once things get back to normal we hope you will be able to get back to your normal routine, and normal care and support networks should resume. Our volunteers are all ordinary members of our local community and will have to get back to their normal work again. It will seem very strange when this is all over, but it is important to get back to 'normality' again.

How do I get in touch?

Please leave us a message with your name, email and phone number, stating the help you require.

Email: linlithgowcoronacare@gmail.com

Phone: 01506 200838