



New Services for you during COVID 19

While we can't be all together in our Day Centres worry not, we have introduced a new range of services to help during the COVID 19 crisis. You can choose as many of the services as you want and they are all included for FREE in line with your current payment agreements. Contact Area Manager Jenny Walsh on 07860 226682 or email jwalsh@headwayeastkent.org.uk to find out more and to book yourself on any of these great services.

1. Virtual Day Centres

Join us, and all the usual faces from your Day Centre, online with Skype from **10am to 2pm** Tuesday to Friday. We can help get you on line if you are unsure what to do. You'll get to see your friends smiling faces whilst our wonderful facilitators entertain you with quizzes, gardening activities, cooking sessions, wellbeing chats, and in fact anything you request. You can join in online every day regardless of the number of days you pay for. All these extra day centre sessions for free!

2. Day Centre Facebook Groups

Join your Day Centre friends on Facebook and keep connected with your pals **24 hours a day**. You can post photos, and share what you are doing to entertain yourself during the lockdown. Facilitators will upload quizzes, photos and stories to keep you busy. This is a safe Facebook group, which will be moderated by staff. It is only available to clients and/or their carer and cannot be viewed by anyone outside your day centre. This is your space.

3. Befriending

Our lovely volunteers are stuck at home too and would love to chat to you. They miss you! We also have had so many people contact us asking if they can help out. You can now be matched with a safety checked volunteer who will call you once or twice a week for a 30 to 45-minute friendly chat. You can set the pace of the number of calls and length of calls. Not only are you helping them but they can help you feel more connected to the outside world. **The calls are prearranged** and only if you request this service. Remember it's all included as part of your current pricing plan.

4. Day Centre WhatsApp group

Join your friends in a private group chat room via WhatsApp. Only clients and their carers (if needed) are able to join. The group is monitored by our Day Centre Staff from **8am to 8pm**. We don't plan to interfere, we just want to keep the group positive, supportive and as an essential way everyone can feel listened too.

5. CBT Counselling

We are really proud to be able to provide FREE phone or Skype cognitive behavioural therapy (CBT) for all existing clients. If carers wish to access this service it is £35 per session. Each session lasts **45 minutes once a week** with a trained and qualified BACP counsellor who is also trained and experienced in acquired brain injuries. These are difficult times for everyone and if you feel you are not coping, you can access counselling for between 6 to 10 sessions. It's confidential and a safe space for you to discuss how you feel.

6. Buddies

We understand that not all of you are social butterflies and for those of you who do not like group chats we have can pair you with another person from your Day Centre where you agree to just call each other **each day**. You get to stay connected and to hear a friendly human voice safely on the phone. Social distancing doesn't mean social isolation!



7. Keyworker Appointments

If you need additional support to access other services key worker telephone appointments can be made with Day Centre Facilitators. You can call the dedicated phone line from **Tuesday to Friday from 9am to 10am or from 3pm to 4pm**. We can help by providing information and advice on a variety of subjects, such as foodbanks, obtaining prescriptions and other services in your area.

8. Telephone Check-ins

If getting on line doesn't appeal to you, we can still do things the old-fashioned way and give you a **scheduled call every day**. Your Day Centre Facilitator can share tips and ideas on how to keep busy and positive during your self-isolation. We can be a friendly, confidential ear for any concerns you may have and provide advice if you need help in anyway. Our calls can help you keep safe by informing you of any new COVID 19 scams that fraudsters are trying to capitalise on. We can allay fears as sometimes the fear of something can be all consuming. Not everything needs to be online and baffle you, sometimes keeping it simple is best. This may also appeal to the introverts out there who may want to avoid group chats as we understand just how scary these can be for people.

9. Activity Packs

For those of you not getting on line in our Virtual Day Centres and accessing Facebook we can deliver activity packs to your door. These packs include some of the content that we will post on Facebook which you would miss. They include quizzes, raffles, competitions, art, puzzles, flower seeds, adult colouring and so much more. These exciting new packs will be delivered **twice a month**. For those of you wanting an activity pack as well as being online a charge of £10 per month (£5 per pack) will apply. Let's keep your brain active, alert and keep you happy during this lockdown.

Remember, you can choose as many of these online or off line activities as you want! Don't miss out.

These services are for our existing day centre clients that would normally attend our day centres.

If you are **not currently one of our day centre clients, but would like to access these new services, please contact**

Carolyn Wibrew Assessment Officer/Carers Support 07835188078 or email:

cwibrew@headwayeastkent.org.uk

Who can complete a telephone assessment with you and refer you to Social Services for the purpose of funding, or you could choose to pay privately.