

# Newsletter Issue 4



23 April 2020

## Welcome to the Healthwatch City of London newsletter.

As we enter a further period of lockdown, we are busy at Healthwatch City of London to make sure that we are providing you with the most up to date information on government advice and local health and social care services.

Given the current situation, we realise that many health and social care services are being delivered differently and will be so in the future. We are launching a series of surveys to gain a further understanding of your needs, views and experiences of the current, and future provision of services. Make sure your voice is heard by completing the surveys. More details of how to take part are below.

We've also relaunched our volunteer campaign. Volunteering with Healthwatch can help you develop skills, gain experience and make a difference to your community. Learn how you can become part of the team below.

Stay safe

Gail Beer, Chair Healthwatch City of London

## Latest information and advice for residents

We constantly update our website with any new [advice or information](#) pertaining to the City of London and our residents. Please make sure you check regularly for the up to date advice.

The City of London Corporation now have a dedicated page on their website. Here you will find the [latest advice](#) for residents of the city on Covid-19 and where to get help and advice.

### Financial support

Support is also available to residents who may be experiencing financial hardship

**City Advice** can help those who are struggling to pay bills or pay for essentials. They will give advice and help to apply for government benefits to help with rent, council tax and other costs. They will also see if an individual can get extra help from the City Corporation's [Emergency Support Scheme](#) or access to other emergency support.

If you are supporting someone having money worries, if they are struggling to buy essentials things like food, please advise them to contact **City Advice**.

- call **City Advice** from Monday – Friday 9am-5pm on **020 7392 2919**

- email [City Advice](#)

The [City Advice service](#) is a free, impartial and confidential service available to anyone who lives, works or studies in the City of London Square Mile (or lives in a City of London Corporation Estate).

### **Bereavement support**

The death of a loved one at any time can be a challenging and distressing time. In the event of a sudden and unexpected loss due to Covid-19, the impact of the loss can be even greater. Anyone experiencing loss, through Covid-19 or another cause, may experience increased trauma and be cut off from their usual support network. We've outlined a few places where you can access support, along with some practical advice for arrangements.

Information published by the Mayor of London's office for families and carers following a COVID 19 related death can be found [here](#). Further [guidance from Government on Covid-19-related deaths](#). This includes advice for the public who identify a death outside of a healthcare setting, for example, at home, and also guidance for communities managing a death (including for those organising a funeral).

Counselling services are available across the City.

City and East London Bereavement Service provides free counselling to clients living in the City of London whose family member died in a Barts Trust Hospital. For more information, visit the [City and East London Bereavement Service website](#), or email [sheridan.parsons@celbs.org.uk](mailto:sheridan.parsons@celbs.org.uk). Cruse Bereavement provides a range of free confidential support for adults and children, as well as a list of [organisations and sources](#) of help relating to bereavement, including other telephone hotlines.

### **Dental services**

We have been advised by our CCG that the following can be accessed if you require emergency dental care (please note that we are constantly working with the CCG to find the most up to date and local service provision):

Newham [Newham Family Dental Care](#), 2 Burges Road, E6 2BH (in and out of hours care Mon to Sun)

Newham [East Village Dental](#), 3 - 5 Mirabelle Gardens, E20 1BX (in and out of hours care Mon to Sun)

Havering Newham Family Dental Care Ltd, Collier Row, RM5 3NR (in and out of hours care Mon to Sun)

## **Become a volunteer**

Volunteers play a vital role in helping people have their say on health and social care. Volunteering with Healthwatch can help you develop skills, gain experience and make a difference to your community. Volunteers support us in many different ways. From speaking

to local people to find out what they think about health and care, to using these views to influence those who run services, volunteers play an important role at Healthwatch. If you'd like to find out more please visit our [volunteer pages](#).

## Healthwatch City of London surveys

Our sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf. We focus on ensuring that people's worries and concerns about current services are addressed and we work to get services right for the future. Given the current situation, we realise that many health and social care services are being delivered differently and will be so in the future. We are launching a series of surveys to gain a further understanding of your needs, views and experiences of the current, and future provision of services. Make sure your voice is heard by [completing the surveys](#). Future surveys will cover mental health, home schooling, returning to work. [Let us know](#) if there are any areas you think we should be looking into.

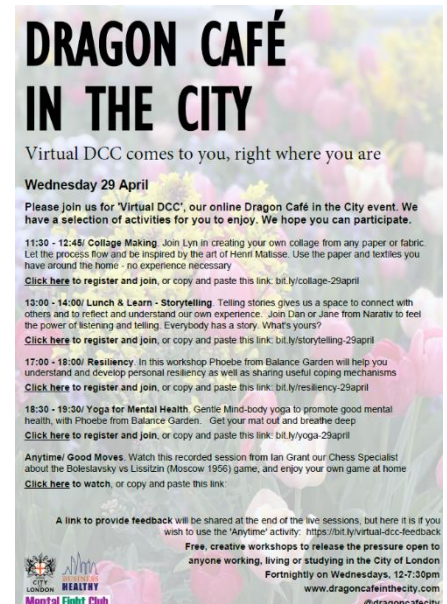
## Dragon café in the City (virtual)

In our last newsletter we gave you advice on how to stay physically and mentally fit during this period of lockdown. We are delighted to tell you that the next, wonderful, virtual Dragon Café in the City session, is taking place on Wednesday 29 April.

The award-winning Dragon Café in the City is free and open to anyone working or living in the City and provides a space for them to release the pressure, take a break from their busy routines and engage in creative activities designed to foster positive mental and physical wellbeing.

Here is the programme of events which is also available [here](#).

The NHS offers [advice](#) regarding mental wellbeing

A poster for the 'Dragon Café in the City' event. The title 'DRAGON CAFÉ IN THE CITY' is in large, bold, black letters. Below it, the text 'Virtual DCC comes to you, right where you are' is in a smaller font. The date 'Wednesday 29 April' is highlighted. The poster lists several activities with their times and registration links. At the bottom, there is a link to provide feedback and logos for the City of London, Healthy Mental Fight Club, and the event's website and social media handles.

**DRAGON CAFÉ  
IN THE CITY**

Virtual DCC comes to you, right where you are

**Wednesday 29 April**

Please join us for 'Virtual DCC', our online Dragon Café in the City event. We have a selection of activities for you to enjoy. We hope you can participate.

**11:30 - 12:45/ Collage Making.** Join Lyn in creating your own collage from any paper or fabric. Let the process flow and be inspired by the art of Henri Matisse. Use the paper and textiles you have around the home - no experience necessary  
[Click here to register and join](#), or copy and paste this link: [bit.ly/collage-29april](https://bit.ly/collage-29april)

**13:00 - 14:00/ Lunch & Learn - Storytelling.** Telling stories gives us a space to connect with others and to reflect and understand our own experience. Join Dan or Jane from Narativ to feel the power of listening and telling. Everybody has a story. What's yours?  
[Click here to register and join](#), or copy and paste this link: [bit.ly/storytelling-29april](https://bit.ly/storytelling-29april)




**17:00 - 18:00/ Resiliency.** In this workshop Phoebe from Balance Garden will help you understand and develop personal resiliency as well as sharing useful coping mechanisms  
[Click here to register and join](#), or copy and paste this link: [bit.ly/resiliency-29april](https://bit.ly/resiliency-29april)

**18:30 - 19:30/ Yoga for Mental Health.** Gentle Mind-body yoga to promote good mental health, with Phoebe from Balance Garden. Get your mat out and breathe deep  
[Click here to register and join](#), or copy and paste this link: [bit.ly/yoga-29april](https://bit.ly/yoga-29april)

**Anytime/ Good Moves.** Watch this recorded session from Ian Grant our Chess Specialist about the Boleaslavsky vs Lissitzin (Moscow 1956) game, and enjoy your own game at home  
[Click here to watch](#), or copy and paste this link

A link to provide feedback will be shared at the end of the live sessions, but here it is if you wish to use the 'Anytime' activity: <https://bit.ly/virtual-dcc-feedback>

**Free, creative workshops to release the pressure open to anyone working, living or studying in the City of London**  
Fortnightly on Wednesdays, 12-7:30pm  
[www.dragoncafeinthecity.com](http://www.dragoncafeinthecity.com)  
[@dragoncafecity](https://twitter.com/dragoncafecity)

## Support for the Deaf community

The Deaf Health Charity, SignHealth and online interpreting company InterpreterNow, have together launched [BSLHealthAccess](#) which enables the provision of immediate, on demand access to British Sign Language (BSL) interpreters for communication with Deaf people in health settings free of charge during the current Coronavirus situation. More than 70,000 Deaf people across the UK use British Sign Language (BSL) to communicate as their first and preferred language. Deaf people often rely on asking family and friends to interpret for them but they can't do that with the current social distancing and stay at home policies.

## Get in touch with Healthwatch City of London

Visit our website for more information, news and events, have your say about your care, and spread the word about Healthwatch City of London.

[www.healthwatchcityoflondon.org.uk](http://www.healthwatchcityoflondon.org.uk) **email:** [info@healthwatchcityoflondon.org.uk](mailto:info@healthwatchcityoflondon.org.uk)

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Portoken Health and Community Centre, 14-16 Little Somerset Street, London E1 8AH