

# HEADS UP

## OUR SERVICE DURING A PANDEMIC



The Heads Up team receiving delivery of 70 Easter Eggs donated by Kevin Newton and Zoe Newton, The Swan Hotel.



The view from the Heads Up Greenhouse.

## An Easter Treat!

APRIL 2020

On the 10<sup>th</sup> April our super team at Heads Up worked tirelessly distributing and delivering 70 Easter Eggs to our wonderful Clients and Carers throughout Mendip. The Easter Eggs were kindly donated by Kevin Newton and Zoe Newton of The Swan Hotel, Wells. Such a generous gesture, highlighting not only their support during these times but showing their continued support of Heads Up. We are so very grateful to The Swan Hotel as are our Clients and Carers. While on the note of thanking local businesses for their support of Heads Up, it's important to give mention and thanks to the team at Daniel's Cafe and Sandwich Bar, Wells who kindly prepared a delightful tray of Bacon sandwiches for our Heads Up team. The sandwiches were a rare treat, under the circumstances and provided much needed fuel for our team delivering Easter Eggs!



Some of our Clients receiving their Easter Eggs!

## An Update on Our Work

JUNE 2020

We hope that you are keeping safe during these unprecedented times. We very much appreciate it is a difficult time for many; stepping away from our routines and social norms continues to place an extraordinary amount of pressure on all of us. We wanted to keep you updated with what Heads Up, as an organisation, has been doing and to reassure you that we are heavily involved in the co-ordinated effort to support vulnerable people during this difficult period. Some of our team remain based at Heads Up on weekdays where we have been answering the many phone calls we have been getting - mainly about concerns of where to go for help with shopping and/or medicine collection, for support around managing wellbeing and sometimes for a friendly chat to help relieve isolation and loneliness.

We continue to contact our many Clients and Carers by telephone to provide support around managing wellbeing and mental health during these times. Where appropriate we are working

closely with families and professional teams to ensure that those, we support are receiving the help they require. Our team also remain in telephone contact with our important Volunteers. Heads Up are part of the Wells Coronavirus Network (Help Wells) providing support and advice and are in regular contact with Mendip Health Connections to build up a contacts list of neighbourhood help so that we can signpost individuals to their nearest coronavirus support networks. In addition, we have linked into other neighbourhood coronavirus support networks in Mendip to ensure that everyone, wherever they live, has the support they need.

More recently, as lock down restrictions have started to ease we have been able to extend our outreach support by meeting our Clients in the community. In addition, we have been able to go for a walk with some of our Memories Clients which has created a much-needed respite period for their Carers.

## PROJECT PEN-PAL

APRIL 2020

April saw the launch of our new Heads Up ‘pen-pal project’. A link between children in our local community and our Dementia Clients and Carers. The initiative aims to reduce isolation, encourage community engagement and to simply raise a smile and bring some joy during these difficult times! Sally Dempsey, our business manager has been rolling out the project by matching each child with one of our Dementia Clients and Carers. Some of the first to send cards, letters or pictures were Lilly, Phoebe and Jacob who were very excited about the initiative and keen to get started on being creative. The scheme also promotes home learning and can include writing, drawing, reading and exercise etc.



Phoebe age 9 and Lilly age 9, both participants of our Project Pen-Pal.

## Mental Health Awareness Week

MAY 2020

Mental Health Awareness Week was the 18-24th May. The Mental Health Foundation chose ‘**kindness**’ as the theme this year. Usually we would have planned a whole host of activities however this year we had to think differently. Kicking the week off we thought it would be fitting to say a big ‘thankyou’ to our huge range of Supporters. Whether you are carers, volunteers, clients, staff, trustees, patrons, a small or a large business, a statutory or voluntary sector service, someone who has donated or anyone else (there are just too many to mention!) who supports us we would like to say a big **THANKYOU** for your ongoing **SUPPORT** and **KINDNESS**.



Mandy Loxton (left), Deputy Manager of Heads Up pictured with Jo Smith, SASP.

## SASP’s Active at Home Packs

APRIL 2020

Our Deputy Manager, Mandy Loxton has continued to uphold Heads Up’s work with SASP (Somerset Activity and Sports Partnership) during these difficult times. During April Mandy took receipt of some of SASP’s Older People Active at Home Packs from Jo Smith (SASP). Heads Up delivered these packs to some of our Clients and Carers to help to maintain activity during these times. This particular project has received funding from Sport England.

## VE Day Celebrations

MAY 2020

Our Service may currently be closed due to circumstances beyond our control however we didn’t want to let the 75th anniversary of VE Day pass without showing our mark of respect and acknowledgment. In true Heads Up style our Trustee Carolle Skeates baked and baked some more!! Dozens of beautiful cakes were delivered by Carolle and the team to some of our Clients and Carers in the local community.

## Fosso Lounge

MAY 2020

We are privileged and proud to announce that the Fosso Lounge have been supporting us by donating 50p from every burger and main meal sold from their takeaway menu to Heads Up. They have a takeaway menu available to view on their website <https://thelounges.co.uk/fosso/>

In just three weeks they have raised a magnificent £737 for us ☺ Thankyou Fosso Lounge!

## More on Mental Health Awareness Week

### MAY 2020

Daniel's Cafe and Sandwich Bar spent the morning of May 20<sup>th</sup> 2020 cooking, donating and delivering breakfasts to some of our clients in the local Wells area in support of Mental Health Awareness Week.

The breakfasts were very much enjoyed and appreciated!

We would like to say a 'BIG' thankyou to the Daniel's Cafe and Sandwich Bar team who have been tremendously supportive, generous and kind throughout these challenging times and have shown enormous support, not only to Heads Up but to our wider community.

Another local business who supported our plight to promote Mental Health Awareness is Burns the Bread.

In the true spirit of 'kindness' Burns the Bread kindly donated 65 muffins and danish pastries to Heads Up, which were delivered to our Clients and Carers in the community by our Trustees and Staff.

It was lovely to see so many faces; we hope that you enjoyed the delicious cakes as much as we enjoyed saying 'hello.'

Thankyou Burns the Bread for your ongoing support especially at this difficult time. Your donation was very much appreciated by not only Heads Up but by our Clients and Carers.



Clients and Carers receiving their cakes!



## Volunteers Week 1<sup>st</sup>-7<sup>th</sup> June

### JUNE 2020

To celebrate Volunteers Week local business 'Alright its Cake' kindly donated boxes of beautifully crafted cakes for our team to deliver to some of our volunteers (unfortunately we just couldn't get to everyone.) Usually, to celebrate this important week we would be busy with various events however we haven't been able to this year. It was therefore lovely to be able to share such an extremely kind donation with some of our volunteers. Thankyou 'Alright its Cake' for your ongoing support of Heads Up and **THANKYOU** to **ALL** of our wonderful Volunteers who support us all year round in our service, our workshops and with our fundraising.

Pictured left: Volunteers receiving their cakes!

## Looking After Our Wellbeing

### MAY 2020

Our team have recently completed a four-part zoom course funded by Somerset Skills and Learning 'Looking After Our Wellbeing.' The course has enabled staff to support our clients to consider their own wellbeing and has established ways our team can help with this.

The course was hosted by our Trustee Vanessa Gordon, a retired Mental Health nurse and Mental Health First Aid trainer. Part one focused on 'being creative' and explored the importance of having a project or a plan for the next day which gives a vital focus during these unprecedented times.

Part two concentrated on 'relaxation and good sleep hygiene.' It provided a great opportunity to explore ways in which we can relax our brains such as making sure we have a change of scenery or focusing on our breathing.

'Food for the mind' was the focus of part three. The course gave consideration to different food types that are good for the mind taking into account the main meals throughout the day. Incorporating foods such as blueberries, strawberries, fish, leafy greens, avocados and tomatoes (to name a few) can make a difference by giving our mind an extra boost.

The final part of the course took the team through a 'guided relaxation' session and breathing exercises which was delivered by Melanie Kelly from MK Wellbeing.

Melanie is a fully qualified and experienced wellbeing instructor and practitioner in various practices of Yoga, Reflexology and Massage. The course was both stimulating and thought provoking, and encouraged continual thought and refreshing practices by setting small pieces of homework each week.



An illustration highlighting the ever important 'Five Ways to Wellbeing.'

## Carers Week 8<sup>th</sup> – 14th June 2020

JUNE 2020

It was our absolute pleasure to deliver boxes of goodies to our wonderful Carers during Carers Week.

In acknowledgment of Carers Week, we worked with others to put together beautiful boxes of fruit, cake, green leaves and bunches of sweet peas which were delivered to 30 Carers. It was so lovely to catch up with so many familiar faces and we very much hope to see you all soon!

We would like to give special thanks to Alright its Cake and Daniels Café and Sandwich Bar who kindly donated 30 delightful Muffins; they looked delicious!

A big thankyou to Russ Crocker who donated enough fruit for our team to prepare 30 fruit boxes. The fruit created such a beautiful range of colour!

Also, a big Thankyou to Lee-Anne, our gardening co-ordinator who worked hard with one of our volunteers preparing bags of green leaves and bunches of sweet peas both grown in our Heads Up Healing Garden.

We wanted to share our recognition of the many, many Carers in our Community and further afield that provide support and care to loved ones. It is vital to recognise that Carers too, need support, respite and help.

Our Carers Groups and Carers Pamper Days are currently suspended however we should emphasise that we are still on the end of the phone to provide any advice and support that Carers may need.



## Thankyou Mask Force, Wells

JUNE 2020

Mask Force – Wells have kindly donated 10 washable masks to the Heads Up staff team.

Mask Force – Wells are a group of volunteers, sewing face masks for Carers, shielded people, key workers and others. Their aim is to protect people while reducing demand on official PPE lines.

Mask Force – Wells do not charge but suggest a donation to ‘Love Musgrove Covid-19 Response’ which is raising money for NHS staff counselling equipment and for patients in isolation. Thankyou Mask Force – Wells for your kind donation to Heads Up and to the wider community.

## Grant Awarded from SCF

JUNE 2020

Heads Up are extremely grateful to have received a grant for £2200 from Somerset Community Foundation (SCF). The grant was made from the Somerset Coronavirus Response and Recovery Fund, which is made possible due to local donations to the Somerset Coronavirus Appeal alongside money from the National Emergencies Trust.

Business Manager, Sally Dempsey expressed our gratitude to Somerset Community Foundation “sudden loss of income has been extremely difficult to manage, as I’m sure is the case for many other Charities. Thanks to Somerset Community Foundation we have been able to continue supporting our clients and other vulnerable people in Mendip including Carers by providing telephone support, food parcels and more recently one-to-one meetings in the community.”

