

## **Useful Information for Volunteers.**

Q. How do CVSG define Vulnerable?

A. official Government definition is "A person who is 18 years of age or over, and who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him/herself, or unable to protect him/herself against significant harm or serious exploitation."

It is the element re " may be unable to take care etc....." that we are focusing upon with our scheme. The question to ask is has Covid19, itself or consequences of protective measures, created or highlighted a temporary circumstance where Copthorne Village Volunteer Support, albeit within the scope and advice document parameters can help either specific or systemic matters.

ESCALATION.

In the case of not being able to resolve a circumstance yourself or by reference to another volunteer, coordinator or the Resource Centre please feel free to contact any member of the CVSG Steering Committee. Contact numbers are below: If contacted the Steering Member will try and help resolve the issue with you immediately or involve other Committee Members before getting back to you.

Trevor Hodsdon	01342 716481 Mob 07771 810220
Gwyn Cheesmur	07517 148564
Janette Burke	07816 523144
Chris Mayor	07710 039277
Chris Phillips	07957 148923
Tony Dorey	07802 359123
Sue Williams	07889 660900
Merry Wood	07766 252387
Wim Mauri.	07799 076690

### **General Information.**

Haywards Heath Police Station, 1b Bolnore Rd, Haywards Heath RH16 4BL	01273 475432
Open Monday to Friday	10.00 to 14:00 15.00 to 118:00
Crawley Police Station, Northgate Ave, Crawley RH10 8BF	01273 470101
Open	10.00 to 20:00
Poundhill Surgery	01293 540620
Out of hours 111 or web <a href="http://www.111.nhs.uk/">http://www.111.nhs.uk/</a>	
Open Monday to Friday	08.00 to 18.30

### **Vulnerable Person Issues.**

For Issues regarding their application for 'vulnerable person' support from the uk.gov site.  
The contact number is : 01243642121  
Email: [socialcare@westsussex.gov.uk](mailto:socialcare@westsussex.gov.uk)

Link to Healthwatch West Sussex: [Heads Up](#)  
for information.

**Sussex Mental Healthline:**

for telephone support and information 0300 5000 101

click link for more info [Sussex Mental Healthline | Sussex Partnership NHS Foundation Trust](#)

**YoungMinds Crisis Messenger:** If you are a young person experiencing a mental health crisis, you can text the YoungMinds Crisis Messenger for free, 24/7 support. text YM to 85258

<https://youngminds.org.uk/find-help/get-urgent-help/youngminds-crisis-messenger/>

**Domestic Abuse Support:** 08082000247 <https://www.nationaldahelpline.org.uk/>

**Foodbanks:** TheTrussell Trust

Click link for find foodbank finder <https://www.trusselltrust.org/get-help/find-a-foodbank/>

**WSCC Community hub (COVID-19):**

Click link to follow

<https://www.westsussex.gov.uk/leisure-recreation-and-community/supporting-local-communities/community-hub-covid-19/#contact-us>

**Mid Sussex Voluntary Action (MSVA) E-Bulletin 29/04/2020**

Click the link to see latest information from this group

<https://mailchi.mp/b7c175d2a072/newsletter-march14-4849169?e=f8f083be8e>

**PPE (Personal Protective Equipment)**

Large amounts of PPE available at reasonable prices, made by UK community base business.

Call Denis at Community Connect 07949 605 558

[info@community-connect.co.uk](mailto:info@community-connect.co.uk)

**WSCC provided Facebook Links**

You may be asked to Login or create an account but choose Not Now at the bottom in small print to gain access.

Looking after your mental health and wellbeing from #EveryMindMatters. Support and resources are available

[https://www.facebook.com/618890171532707/posts/2958212994267068/?substory\\_index=0?sfn\\_sn=scwspmo&extid=TAgLFHPwDVKEBh31](https://www.facebook.com/618890171532707/posts/2958212994267068/?substory_index=0?sfn_sn=scwspmo&extid=TAgLFHPwDVKEBh31)

Sign up for the Carers Emergency Alert Card today. This FREE scheme helps identify you as a family or friend carer so the person you care for can be supported if you have an accident or are taken ill.

[https://www.facebook.com/618890171532707/posts/2958488187572882/?substory\\_index=0?sfn\\_sn=scwspmo&extid=58nTdB19gKhp11vV](https://www.facebook.com/618890171532707/posts/2958488187572882/?substory_index=0?sfn_sn=scwspmo&extid=58nTdB19gKhp11vV)

Waste Recycling Sites - We have developed a plan, subject to further government guidance, to safely reopen Household Waste Recycling Sites (HWRSSs) next week (week commencing 11

May). The date will be confirmed later this week when further guidance on managing the reopening of sites will be released by central government.

[https://www.facebook.com/618890171532707/posts/2965404120214622/?substory\\_index=0?sfnsn=scwspmo&extid=YzUODbXgomLTXUII](https://www.facebook.com/618890171532707/posts/2965404120214622/?substory_index=0?sfnsn=scwspmo&extid=YzUODbXgomLTXUII)

Crimestoppers have shared some tips and advice to help keep you safe from scams and fraud. If you believe you have been a victim of fraud or cybercrime, contact [www.actionfraud.police.uk](http://www.actionfraud.police.uk)

<https://www.facebook.com/105224117606609/posts/172412384221115/?sfnsn=scwspmo&extid=KrevT8b5xFrSOxHA>

Supporting family and friends - People are playing their part and providing essential support to their friends and family who are in isolation, to find out how to help others safely

[https://www.facebook.com/105224117606609/posts/172739420855078/?substory\\_index=0?sfnsn=scwspmo&extid=JW8oaw01fTyhdHz1](https://www.facebook.com/105224117606609/posts/172739420855078/?substory_index=0?sfnsn=scwspmo&extid=JW8oaw01fTyhdHz1)

How to deal with scam texts and emails:

[https://www.facebook.com/105224117606609/posts/174415580687462/?substory\\_index=0?sfnsn=scwspmo&extid=u9YryzoXC4bDKDPz](https://www.facebook.com/105224117606609/posts/174415580687462/?substory_index=0?sfnsn=scwspmo&extid=u9YryzoXC4bDKDPz)

Teens chance become cyber security agents - Virtual cyber school has been launched to give teens the chance to try out as cyber security agents from home

<https://www.facebook.com/105224117606609/posts/174438554018498/?sfnsn=scwspmo&extid=DwXnwypW5oLTDUoj>

Domestic Abuse - Practical Planning Steps to reduce the risk

<https://www.facebook.com/105224117606609/posts/174409737354713/?sfnsn=scwspmo&extid=HnoJhtV6VDmMHxd6>

## Food Suppliers

Adams Wholesale Food Suppliers

Delivering All over Sussex Next Day delivery

Includes meat, fruit, vegetables, bakery, cleaning products, dairy, frozen foods. Delivery 6 days a week (no Sundays) we deliver next day if you order before 11pm, we deliver free of charge on orders over £50 orders under £50 are subject to a £5 delivery charge. Registration is through the website, payment by card. Tel: 01903 282 220 or enquiry by email [homedeliveries@adams-wholesale.com](mailto:homedeliveries@adams-wholesale.com) Website: [www.adams-wholesale.com](http://www.adams-wholesale.com)

Jeff Cregor

Sales manager.

07568428520

01903 282220

[jeff.cregor@adams-wholesale.com](mailto:jeff.cregor@adams-wholesale.com)

@AdamsNextDayDeliveries

[www.adams-wholesale.com](http://www.adams-wholesale.com)

### **The Sussex Kitchen**

Our award-winning bakery goods are now available for home delivery. All ingredients are organic and sourced locally wherever possible, supporting local jobs and businesses. We bake everything to order onsite and deliver them fresh to your doorstep next day. Our product range now also covers the basics such as bread, milk, eggs, flour, cheese, and coffee. More items will be added over the coming weeks. We're here to help you through this difficult period as smoothly as possible.

<https://thesussexkitchen.com/>

### **The Llama Park**

Our food service is now available for you to pick up from The Llama Park. The service will operate from 10:00 – 16:00 every day until further notice. Go on-line, order your food from the comfort of your home, pay for it on line, collect it with NO CONTACT.

<https://llamapark.co.uk/llama-park-takeaway-food-service/>

### **EG Greengrocers**

So, it has been a month since we closed the stall and started delivering pre made fruit and veg boxes. In the beginning we became overwhelmed by the response, to ensure that we could supply to those most in need, we restricted our deliveries to only the elderly, vulnerable and those in isolation.

We are now able to offer delivery to anyone within the local area. (RH19 RH18 RH10 RH7)

Please send your order Via email-

[smith.goldsmith@mail.com](mailto:smith.goldsmith@mail.com)

With following details please:

Name

Full address inc post code

Box choice

Contact number

Payment choice (for pre pay we will call you back for payment)

Mixed fruit, veg and salad £20

Fruit box £20

Veg box £20

You can pay cash, card, contactless.

For a completely contactless delivery you can now pre pay for your delivery over the phone.

For collections, do not order. Just turn up at Queens Walk East Grinstead

Tuesday- Saturday 9-2pm

### **Forest Row Community Fridge**

Do you know someone who is struggling at the moment?

If so please contact us, we may be able to help in the form of a food delivery (Forest Row, Ashurst Wood, Sharpthorne, West Hoathly)

Please email us <mailto:frcommunityfridge@gmail.com> or call the Forest Row Helpline 01342 774882

Please ask your neighbors and friends too as we would like to reach those in need in these unprecedented times.

**Tulleys Farm DRIVE THRU FARM SHOP OPEN DAILY FROM 10AM TO 5PM**

They have fresh meat and fresh fish deliveries every day, also have a wide range of fruit and veg, plus essentials like eggs, milk, bread, jam, honey and flour. Plus - fine wines, ciders, gins and beer! And to keep to entertained at home they have 'Escape Room' games!

All the fresh goods can run low, but we hope to have enough of a daily delivery to supply most of our visitors.

In car queuing system....You don't need to get out of your vehicle! They try to stay remote from you as we take your order and card payment.

<https://www.tulleysfarm.com/drive-thru-farm-shop>

These came from MSOPC:

Handcross Butchers - <https://www.handcrossbutchers.co.uk/> - 01444 400 622

Upcountry Garden Centre - <https://upcountrystorehouse.com/>

**Lindfield Coffee Works** - Delivery of large coffee bags for home brewing - Free delivery within 8 miles of Lindfield <https://www.lindfieldcoffeeworks.co.uk/shop-1>

The Potato Man Sussex - Usually delivers to fish and chip shops but is now delivering locally to help. Agria potatoes in 12.5kg or 25kg bags (£9 or £15)  
<https://www.facebook.com/thepotatomansussex/>

**The Grape and Grain** - Free delivery to those that can't leave. Website is updated daily (and is more expensive but lovely produce) you can get things such as: Flour, Olive Oil, Cheese, Cold Meats, Wine, Beer, Coffee, Biscuits, Bread

**Pharmacies.**

**NOTE:** Re prescription filling.

If a client has their prescription filled elsewhere, the coordinator can contact the normal pharmacy who will redirect the prescription to Copthorne for collection by them.

If coordinators have a few prescriptions to collect then a single visit would help them.

Rivermead Pharmacy, Copthorne		01342 717828
	Open Monday to Friday	09.00 to 13.00 14:00 to 18.30

Hogarth Pharmacy, Smallfield		01342 844424
------------------------------	--	--------------

	Open Monday to Wednesday	09.00 to 18.00	
	Thursday	09:00 to 18:00	
	Friday	09:00 to 18:00	
	Saturday	09:00 to 12:30	
Kamsons Pharmacy, Pound Hill			01293 513336
	Open Monday to Friday	09.00 to 18.00	
	Saturday	09:00 to 13:00	
Geddes Pharmacy, Three Bridges			01293 524451
	Open Monday to Friday	09.00 to 18.00	
	Saturday	09:00 to 13:00	
Crawley Down Pharmacy, Crawley Down			01342 716970
	Open Monday to Friday	09.00 to 13.00 14:00 to 18:30	
	Saturday	09:00 to 13:00	
Lloyds Pharmacy, Horley			01293 773665
	Open Monday to Friday	09.00 to 19.00	
	Saturday	09:00 to 18:30	
	Sunday	10:00 to 16:00	
Kassam Pharmacy, Gales Drive, Crawley			01293 522919
	Open Monday to Friday	09.00 to 18.00	
	Saturday	09:00 to 16:00	
Boots the Chemist			
County Mall			01293 527158
	Open Monday to Saturday	09.00 to 17.00	
	Sunday	10:30 to 16:30	
County Oak Retail Park			01293 512322
	Open Monday to Friday	09.00 to 20.00	
	Saturday	09:00 to 19:00	
	Sunday	11:00 to 17:00	
Maidenbower			01293 888411
	Open Monday to Friday	08.30 to 18.00	
	Saturday	09:00 to 17:00	

Horley Late Night Victoria Road. 24-hour Fridays. ←=== add more data here

Well Pharmacy Gatwick Road, ??? Gatwick Airport ??

**Supermarkets.**

Tescos Hazlewick Ave, Crawley, RH10 1GY 0345 677 9179  
Open Monday to Saturday 09:00 to 22:00.  
Sunday 10:00 to 16:00.  
Pharmacy has additional 30 minutes each day except Saturday and Sunday.

Sainsburys Crawley Avenue 01293 616433

Open Monday to Saturday 08:00 to 22:00.  
Sunday 10:00 to 16:00.

Lloyds Pharmacy

Open Monday Saturday 07:30 to 09:00  
10:00 to 13:00  
14:00 to 19:00  
Sunday 10:00 to 13:00  
14:00 to 16:00

Support Available: There have been changes to all supermarket opening hours from Monday 23rd March. NHS ID holders have priority Monday to Saturday 07:30 - 08:00. Elderly customers, carers and disabled customers have priority Monday, Wednesday and Friday 08:00 - 09:00.

Asda Crawley includes Pharmacy 01293 663400

Open Monday to Saturday 08:00 to 20:00.  
Sunday 10:00 to 16:00.

Waitrose Horley 01293 820002

Open Monday to Saturday 07:00 to 21:00.  
Sunday 10:00 to 16:00.

Lidl Horley 0800 977 7766

Open Monday to Saturday 08:00 to 21:00.  
Sunday 10:00 to 16:00.

**Veterinary Clinic**

Copthorne Veterinary Clinic 01342 713957

Open Monday to Friday 08:30 to 17:30.  
Saturday 08:00 to 12:00.

**Local Shops:**

Kwik Mart, Copthorne Bank 01342 716242

Open Monday to Saturday 07:15 to 20:00.  
Sunday 07:15 to 20:00.

McColl's 01342 719242

Open Monday to Saturday 07:00 to 20:00.  
Sunday 07:00 to 20:00.

SPAR, Euro Garages Copthorne Road 01342 719540

Open Monday to Saturday 00:00 to 00:00.  
24 Hrs. suggest ring first  
Sunday 00:00 to 00:00.

Village Stores 01342 712810

Open Monday to Saturday 07:30 to 20:00.  
Sunday 07:30 to 20:00.

Shell / Costcutter Garage 01342 718750

Open Monday to Sunday 04:00 to 24:00.

**Local Repair Services:**

EG Repairs – Paul Mitchell 07793 555711 for more info call or see <http://www.egrepairs.co.uk/>



# The good grocery shopping guide

Hundreds of community support groups have launched nationwide during the COVID-19 outbreak – offering shopping and more to vulnerable self-isolating people.

Some supermarkets are also putting together grocery boxes of handy essentials so that vulnerable people needn't leave their homes at this time.

But a whopping 6.4 million people (10% of the total UK population) may have special dietary requirements.

There are many reasons why people may exclude foods from their diet. These include allergies, intolerances, autoimmune diseases, personal beliefs, and religious, philosophical and cultural beliefs.

It is vital that the national effort to shop for the most vulnerable considers these needs.

Here are some simple ways to help ensure that community grocery boxes are inclusive for all.

The free-from section in every supermarket will be worth checking out if you are shopping for someone following a special diet, especially those following a dairy-free, gluten-free or vegan diet.

## A VEGETARIAN BOX COULD INCLUDE:

canned baked beans, soup and pasta sauce; milk; dairy products, such as butter and cheese; bread; rice and pasta; vegetables, such as potatoes, carrots and onions; vegetarian proteins; essential household items.

**Vegetarian proteins could include:** dried or tinned lentils, chickpeas, baked beans, kidney beans, dairy products, eggs, meat replacement products such as Quorn, Linda McCartney, Fry's products, or supermarket own brand products and tofu.

A vegetarian box should be suitable for most **Hindus** and **Sikhs**, who often follow a vegetarian diet. Be aware that some Hindus may not eat eggs. Some Sikhs and Hindus do not consume alcohol so it's important to check first and check labels accordingly.



## A VEGAN BOX COULD INCLUDE:

canned baked beans+, soup+ and pasta sauce+; dairy alternatives, such as vegan spread, vegan cheese and soya or oat milk; bread, rice and pasta; vegetables such as potatoes, carrots and onions; vegan proteins, essential household items, ensuring these are cruelty-free and animal-product free.

+Check the packet to ensure that it's milk-free; not all brands of baked beans are. Soup and pasta sauce; again check the label.

**Vegan proteins could include:** dried or tinned lentils, chickpeas, baked beans, kidney beans, dairy alternatives such as soya milk or yoghurt, meat alternatives such as Quorn, Linda McCartney, Fry's products or supermarket own brand products (check the label to ensure these products do not contain milk/eggs and/or are labelled vegan) and tofu.

A vegan box could also be suitable for someone with a **milk** or **egg allergy** – though always check the allergy warnings. The vegan protein sources could be swapped for non-vegan if needed.

Plenty of biscuits are 'accidentally vegan', such as Lotus caramelised biscuits, most Oreos, most ginger biscuits, most bourbon biscuits, and many digestive, nice and rich tea biscuits.

For more information, see Vegan Womble [veganwomble.co.uk](http://veganwomble.co.uk)

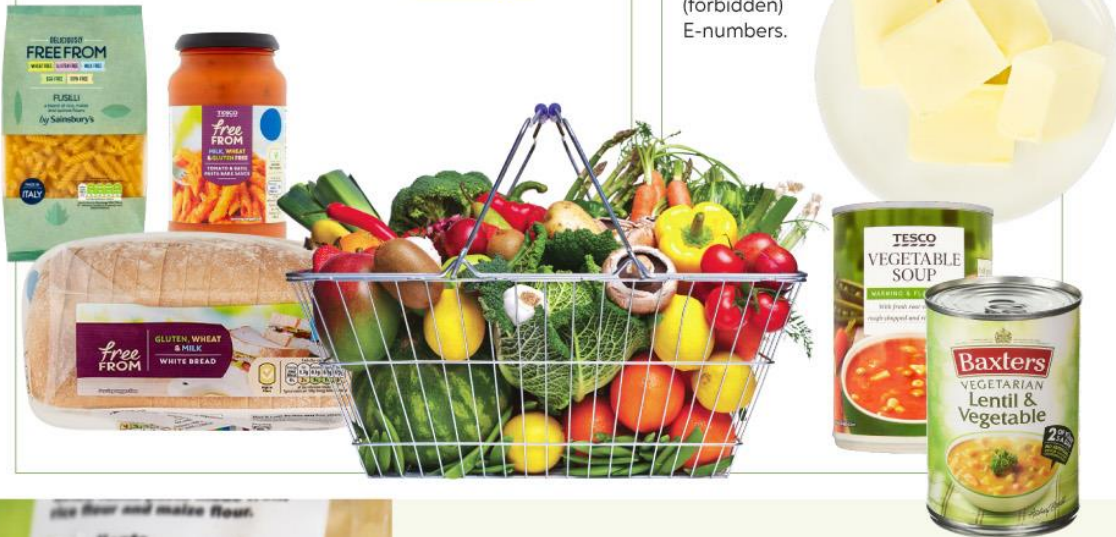


**A COELIAC BOX COULD INCLUDE:** canned baked beans\*, soup\* and pasta sauce\*; milk; dairy products such as butter and cheese; gluten-free bread; rice and gluten-free pasta; vegetables, such as potatoes, carrots and onions; vegetarian proteins\*; essential household items.

\*Check the packet to ensure that it's gluten-free; not all brands of baked beans are. Soup and pasta sauce; again check the label and ingredients. Vegetarian proteins can often contain gluten, so again check the label. Common products such as stock cubes and soy sauce are not gluten-free. For more information, check out Coeliac UK: [coeliac.org.uk](http://coeliac.org.uk)

**A HALAL BOX COULD INCLUDE:** canned baked beans, soup and pasta sauce; milk; dairy products such as butter and cheese; bread; rice and pasta; vegetables, such as potatoes, carrots and onions; halal protein sources; essential household items.

Check that products don't contain alcohol or any haram (forbidden) E-numbers.



## Look on the packet

Vegetarian products will usually be labelled, so look out for the V symbol, or the words 'suitable for vegetarians'.

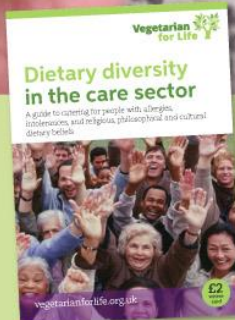
Products that are suitable for vegans are not always labelled as vegan, and may be labelled as vegetarian.

Look on the ingredients list for highlighted allergens such as dairy products. You also need to look out for honey and any E-numbers that would be unsuitable for vegetarians and vegans. This guide from The Vegan Society highlights some

of the common E-numbers to avoid: [vegansociety.com/whats-new/blog/how-avoid-buying-non-vegan-products](http://vegansociety.com/whats-new/blog/how-avoid-buying-non-vegan-products)

When shopping for those following a religious diet it is also important to check the label. Vegan products will usually be suitable for most as long as they don't contain alcohol.

Please don't make assumptions about people's diets. Always ask the individual that you are shopping for first. They'll be the best person to tell you what they do and don't eat.



For more information, visit [vegetarianforlife.org.uk](http://vegetarianforlife.org.uk) to download a free copy of [Dietary Diversity in the Care Sector](#). You can alternatively order a copy from the charity by calling 0161 257 0887. Hard copies of the guide are available for just £2.75, including P&P.

# Our support for you...

Nutrition during self-isolation

Mature Vegans and Veggies UK Facebook group

Veggie pen- and phone-pals scheme

Grants to support independent living

Meal support for vulnerable vegans and veggies

Self-isolation survival guide

Signposting to shopping, cooking, and isolation support

Vegetarian for Life

Vegetarian for Life

Vegetarian for Life

**for life begins at 50**

**Vegetarian for Life**

**Cooking FOR ONE**

**Cooking ON A BUDGET**

**Take V**  
Five-ingredient favourites that are low-cost, quick and easy-to-make

For further information or for a free copy of any of V for Life's guides, please visit [vegetarianforlife.org.uk](http://vegetarianforlife.org.uk) or call 0161 257 0887

Vegetarian for Life is a charity registered in England and Wales, number 1120687