

**DOWN YOUR**

**Street**



Older Persons Housing  
Tenants' Magazine

# Stay Home Stay Safe

[www.fife.gov.uk](http://www.fife.gov.uk)  
[www.nhsinform.scot/coronavirus](http://www.nhsinform.scot/coronavirus)

# Contents

Welcome	3
Information for tenants	4
Fire safety checklist	6
Tenant information	8
Be scam aware	10
Pet's corner	11
Mrs Doyle's Kitchen lockdown larder	11
Age Scotland	12

## Get in touch

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If you need to get in touch about this issue, you can contact us in the following ways:

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☎ 01383 602220

@ tenantparticipation@fife.gov.uk

www.fife.gov.uk/tp

All information aims to be accurate at time of print. Advice subject to change - check government guidance regularly.



@fifecounciltp



# Sudoku




Why not try our challenging sudoku puzzle over a cuppa?

Enter numbers into the blank spaces so each row, column and 3 x 3 box contain the numbers 1 to 9 without repeats.

		4		8	5		9	6
	5			6	9			
3						2		8
		7			8			
		2				7		
			4			5		
7		1						3
			9	3			4	
9	3		7	1		8		

## WELFARE & ASSOCIATED COUNCIL PROVISION

[www.fife.gov.uk](http://www.fife.gov.uk)

'Emergencies'	Business as usual support lines	COVID Community Helpline		
<div><div>'Emergencies'</div><div>03451 55 00 99</div><div></div><div>Housing Repairs Registration Statutory Services</div></div>	<div><div>Money &amp; Payments</div><div>03451 55 00 44</div></div> <div><div>Social Work</div><div>03451 55 15 03</div></div> <div><div>Community Alarms</div><div>Response Service</div></div> <div><div>Welfare Fund</div><div>0300 555 0265</div></div> <div><div>Homeless</div><div>0800 028 6231</div></div>	<div><div>Food requests</div></div> <div><div>Welfare Support</div></div> <div><div>National Assistance Burial requests</div></div> <div><div>Fuel Poverty</div></div> <div><div>Foodbank referrals</div></div> <div><div>Medication/ Prescription requests</div></div> <div><div>Combatting Isolation</div></div> <div><div>Request to Volunteer</div></div> <div><div>Support for Carers</div></div>		



**The Scottish Government**  
Riaghaltas na h-Alba



**Fife Health & Social Care Partnership**  
Supporting the people of Fife together



**Fife COUNCIL**

## COVID Community Helpline

☎ **0800 952 0330**

Open: Monday to Friday 9am to 5pm

✉ [covid.communityhelpline@fife.gov.uk](mailto:covid.communityhelpline@fife.gov.uk)

**Dear Tenants,**

This special edition of Down Your Street shares essential information about the Coronavirus Covid-19 pandemic.

Social isolation is challenging so positive news stories and fun activities have also been included.

This is a worrying time, but the message is clear: stay home and stay safe. We will try our best to help you do this.

Staff are working hard, and I ask for your patience and understanding. Thank you to my team who are delivering services and going above and beyond to help.

I wish everyone the best. We will get through this together.

Take care,

**Paul Short** - Service Manager



## Word search

Find the following words on the theme of caring for each other

SHARE

LISTEN

CONNECT

PLAY

COOPERATE

GENEROUS

CARE

KIND

HELPFUL

CHAT

E	R	A	H	S	W	K	B	N	E	K	U	W	O	Q
Y	L	A	S	V	W	B	F	M	R	X	Q	K	C	U
C	X	D	F	F	K	F	N	N	R	J	G	D	O	F
K	O	J	L	X	L	M	F	C	E	E	L	M	L	J
S	X	N	L	C	I	Q	O	D	N	T	G	Z	L	Z
T	G	H	N	P	R	O	D	E	L	L	S	U	T	Q
O	H	Q	R	E	P	W	R	A	T	M	F	I	E	F
R	H	M	T	E	C	O	T	N	H	P	Z	D	L	E
P	B	G	R	W	U	T	O	A	L	G	Q	C	E	I
U	L	A	I	S	U	A	T	E	H	V	U	K	G	T
F	T	A	H	X	R	C	H	T	H	C	L	U	N	C
E	J	K	Y	E	I	G	S	K	C	S	S	J	B	U
W	K	R	I	V	L	Q	O	Q	Z	A	C	B	F	X
W	E	O	U	N	V	Z	E	I	Q	F	R	K	E	M
U	A	K	C	S	D	W	S	L	L	M	Z	E	G	I

# Information for tenants in Older Persons Housing

**A coronavirus is a type of virus. COVID-19 is a new form. Symptoms include: a high temperature or fever; a constant cough; and shortness of breath.**

As a tenant in Older Persons Housing, you are at higher risk of severe illness due to age and/or underlying health conditions. Please follow the advice and guidance in this special edition of Down Your Street.

Fife Council are making changes to how Older Persons Housing operates based on current Scottish Government guidance. This may be adjusted as government announcements develop. The aim of all temporary changes is to ensure you are kept safe.

## Advice

Follow social distancing measures strictly and stay at home to reduce the spread of coronavirus (COVID-19).

- Only go outside for food, health or essential work reasons
- If you must go out, always stay 2 metres (6ft) away from other people
- Wash your hands regularly
- Do not meet others unless essential – even friends or family

Social distancing protects everyone, including staff. If there is an emergency and staff need to visit your home, please give them the space to carry out essential work safely by staying at least 2 metres (6ft) away.

Please follow current government advice. Stay home. Protect the NHS. Save lives. This is a serious situation – you can spread the virus even if you don't have symptoms. Make cautious decisions.

## Staffing

Face-to-face contact is limited to reduce risk of infection. Staff will contact you by telephone or community alarm intercom. You may notice different staff in your complex – additional resources have been sought to help during the outbreak.

## Family & Visitors

During this time, no visitors are permitted unless essential. Essential care includes help with washing, dressing, or preparing meals. If rules are not followed, police enforcement will be sought.

## Communal Lounges

Due to government restrictions on social congregation, all communal lounges are closed until further notice.

## Laundry Facilities

Only one household is permitted to use communal laundry facilities at a time.

## Lifts

Only one person should use lifts at a time. If you require assistance, please keep numbers to a minimum.

## Cleaning

Additional cleaning has been organised to minimise risk of infection.





### **Additional Services**

We understand this is a worrying time. Additional services are being developed:

- Help with collection of shopping and prescriptions for those who have no other source of help.
- Additional welfare calls where a staff member will phone you for a chat to help combat loneliness.

**Please call the staff member on-site for further information.**

**Your help and understanding is essential in this challenging time. These measures are to ensure all tenants in Older Persons Housing are safe in their home. Thank you for your co-operation.**

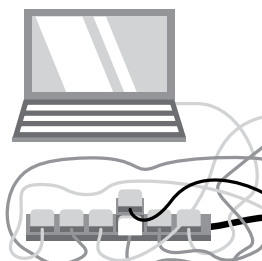
# COVID-19 Home Fire Safety Checklist



**With all of us spending more time at home due to COVID-19 there can be an increased risk of fire.**

**Here are some steps to help you stay safe in these challenging times:**

- ☐ **Don't leave cooking unattended** and don't cook if you're tired, under the influence of alcohol or drugs or on strong medication.
- ☐ If you smoke, **smoke outside**, at an open external door or window and never while under the influence. **Always use an appropriate ashtray.**
- ☐ Using a laptop? Make sure it's placed on a hard surface **to prevent overheating.**
- ☐ **Always turn** computers and laptops **off at night.**
- ☐ **Don't overload** electrical sockets.
- ☐ Make sure all common areas and exits are **kept clear** of any combustible materials and don't leave any items in escape routes.
- ☐ With bin collections reduced at this time it is important that flammable items like cardboard or paper are **safely stored.**



# COVID-19 Home Fire Safety Checklist



## At night when you go to bed:

- ☐ Ensure white goods such as washing machine, dishwashers or tumble dryer are **switched off**, and **never used while sleeping or out**.
- ☐ **Switch off** all electrical appliances not designed to be left on overnight.
- ☐ **Don't leave** chargeable items like phones and tablets **charging overnight**.
- ☐ **Turn off** portable heaters and put a fire-guard around the fire place.
- ☐ Keep mobility aids and any methods of calling for help **accessible** for a cared for person.
- ☐ Before going to bed, check any candles and cigarettes are **extinguished**.
- ☐ Make sure the main door keys are **accessible and in a safe place**.
- ☐ **Close all the internal doors** before going to bed.



## And finally:

- ☐ Make sure you have **working smoke alarms**. Test them **once a week**.



# Tenant information

## Emergency Repairs

Only emergency repairs are currently being carried out. To report an emergency repair, call 03451 55 00 99 and someone will be available 24/7 to take your call. Please advise if you are self-isolating.

You can report emergency housing repairs 24/7 using MyAccount via [www.fife.gov.uk](http://www.fife.gov.uk), without having to call the contact centre and wait in any lengthy queues. The form is short and can be completed at a time that is convenient for you.

## Gas Servicing

Gas servicing is experiencing disruption. If you have an appointment and the engineer does not arrive as expected, please do not contact Fife Council. A new appointment will be sent to you as soon as possible.

## Bin Collections

- 4-weekly brown bin collections are continuing. Please place excess food waste in your blue landfill bin.
- Grey bin collections resumed from Monday 20th April.
- Some properties in East and West Fife will have green bins collected on a different week to manage resources.
- Only put bins out for collection that need emptied (more than half full).

Please check your bin calendar regularly at [www.fife.gov.uk/bincalendar](http://www.fife.gov.uk/bincalendar) or ask the staff member present at your development for advice.

We're trying to provide the best service with the resources available - thank you for your understanding.

### What goes in each bin

- **Blue** General landfill waste
- **Grey** Paper and cardboard
- **Green** Plastics and cans
- **Brown** Garden and food waste

## Rent

It is important that those in a position to pay their rent keep doing so. This money is needed to provide vital housing services. All normal methods of payment remain at present and Direct Debits will be taken as normal.

Revenues Officers have suspended all recovery action against households with rent arrears. Recovery action will not be taken against households who fail to pay their rent as a result of sudden financial hardship in relation to the current Covid-19 crisis. No reminder letters will be issued if tenants are unable to pay their rent for the foreseeable future and all recovery methods will remain suspended meantime. Eviction actions for rent arrears have been suspended for at least the next six months.

If you are unable to meet your rent payments as the result of the Covid-19 crisis or if there is a delay in your Universal Credit claim, funds have been set aside to assist. To discuss what advice and support is available, please call 03451 55 00 44. Households identified as having missed a payment will be contacted to offer support and advice.





# Tenant information

## Hand Washing & Hygiene

Wash your hands regularly with soap and water for 20 seconds – especially before eating and drinking, and after coughing, sneezing and going to the toilet. Avoid touching your face, eyes, nose and mouth to prevent infection.

## Stay Connected

Now, more than ever, people need to find smart ways to keep in touch. Stay connected with friends and family via technology. Phone calls, video calls and social media are great ways to socialise and interact safely.

## Feeling Lonely?

Later life can bring times when you need someone to listen. Age Scotland provides information, friendship and advice. Call Age Scotland's free and confidential helpline on 0800 12 44 222 for a friendly chat (open Monday – Friday 09:00 – 17:00).

## Clap for Carers

Across the UK, people have taken part in 'Clap for Carers' to thank NHS and key workers during the Coronavirus pandemic. People have been clapping from their front doors, gardens, and windows to show their support. This event is expected to take place every Thursday at 8pm.

# Acts of Kindness

## Food donations

In these challenging times, it is positive to see such kindness in our local communities. **Morrisons** in Cowdenbeath kindly donated food parcels to Older Persons Housing complexes in the local area. Thank you, Morrisons!

## Singsong

Tenants at Balfour Court in Dunfermline have been enjoying singing with their Retirement Housing Officer over the phone. Since social distancing measures began, they have been singing 'We'll Meet Again' during morning calls. Why don't you join in with your own sing-along at home? Our favourites are 'Somewhere Over the Rainbow' and 'Here Comes the Sun'.



## Pipers

Young pipers, including **Callum Rae** and **Daniel Stennett** from Kelty and Blairadam Pipe Band, have kindly visited their local Retirement and Very Sheltered Housing complexes to play for elderly tenants. Talented pipers each stood outdoors and played pieces including Highland Cathedral and Amazing Grace. Tenants enjoyed listening from their homes.

## 100th birthday

Best wishes to **Mrs Margaret Morgan** who will be celebrating her 100th birthday on 27th May. Margaret has stayed at Jubilee Grove Very Sheltered Housing in Glenrothes since September 2013 and plans to celebrate with her friends and family (and lots of tea and cake!) when it is safe to do so. Congratulations, Margaret!



# Be Scam Aware

Criminals are exploiting fears about COVID-19 to prey on members of the public, particularly older and vulnerable people who are isolated from family and friends.

Be aware of online and doorstep scammers and remain vigilant at all times. If something doesn't feel right, trust your instincts. You can refuse requests from charity collectors, salespeople or any other unsolicited callers. Genuine traders offering real products or services will not pressure you into anything.

Do your research before committing to buying anything you weren't previously intending to and pause for thought before providing any payment details or personal information.

If you are unsure about any unsolicited communication you have received, contact Advice Direct Scotland on **0808 800 9060** for advice on scams. Access advice and information on issues relating to the COVID-19 pandemic, including employment, housing, benefits and consumer matters at

**[www.coronavirusadvice.scot](http://www.coronavirusadvice.scot)**



**coronavirusadvice.scot**



# Pets Corner

Hello from our furry friends!

**Muffin**



**Dave**



**Crunchie**

(Clapping the carers)



**Cammy**



**LOCKDOWN LARDER**



## Water Cake

*No milk, butter or eggs required – a simple sweet treat using cupboard staples!*

- 370g self-raising flour (if using plain flour, add 2 teaspoons of baking powder)
- 140ml oil (vegetable/sunflower/olive)
- 260g sugar (any type)
- 1 teaspoon vanilla extract (or substitute with grated zest of 2 lemons or oranges)
- 4 tablespoons cocoa powder (optional)
- 380ml water

1. Pre-heat oven to 180c/360f/gas mark 4 – place baking tray on middle shelf
2. Mix all ingredients, except the water
3. Slowly add water and mix/whisk until smooth
4. Transfer to cake pan and bake in middle of oven for 30 minutes
5. Add any other ingredients such as nuts, chocolate chips, fruit and dust with icing sugar

This cake keeps for five days in the fridge or an airtight container.



Got an animal welfare issue or query relating to Coronavirus? Call the Scottish SPCA's animal helpline on 03000 999 999.

# **Age Scotland Helpline**

# **0800 12 44 222**

## **Scotland's helpline for older people**

**The Age Scotland helpline is a free, confidential phone service for older people, their carers and families in Scotland.**

**Age Scotland provide information, friendship and advice.**

**The free helpline is available Monday - Friday 9-5pm.**

### **Call Age Scotland about:**

- **local services and opportunities**
- **benefit entitlements**
- **care rights**
- **housing options and heating**
- **legal issues such as Power of Attorney**

**Age Scotland can also signpost or refer you to a specialist or local service which can help you.**

