

DOWN YOUR

# Street



**GOLD ACCREDITED**  
FOR EXCELLENCE IN  
TENANT PARTICIPATION

Older Persons Housing  
Tenants' Magazine



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



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## 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:

 01383 602220  
 tenantparticipation@fife.gov.uk



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

  @fifecounciltp

## Useful Numbers

Homeless (24 hr)	08000 28 62 31
Housing Repairs	03451 55 00 11
After hours and weekend	03451 55 00 99
Social Work	03451 55 15 03
Rent and Arrears	03451 55 00 44
Automated Payments	03451 55 00 55
Council Tax & Housing Benefits	03451 55 11 55
Recycling & Waste	03451 55 00 22
Births, Deaths & Marriages	03451 55 00 77
Scottish Welfare Fund	0300 555 0265

# Sudoku

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

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



### Alternative Formats

Information about Fife Council can be made available in **large print, braille and audio CD** on request by calling

**Alternative Formats line:**

**03451 55 55 00**



### British Sign Language

**please text (SMS) 07781 480 185**

**BT Text Direct:**

**18001 01592 55 11 91**

### Language lines

Arabic	خط هاتف اللغة العربية: 03451 55 55 77
Bengali	বাংলায় আলাপ করার জন্য টেলিফোন লাইন: 03451 55 55 99
Cantonese	中文語言熱線電話: 03451 55 55 88
Polish	Polskojęzyczna linia telefoniczna: 03451 55 55 44
Urdu	اُردو زبان کے لیے ٹیلیفون نمبر 03451 55 55 66



**Dear Tenants,**

This is the third special edition of Down Your Street magazine at this unusual time. This issue focuses on recovery. This is the phrase used to describe how we to start to get services running a bit more normally.

We have carried out a survey with tenants who have been shielding and self-isolating. From this survey we have found out what is important to people who have been doing this. The results suggest people fear going out into the community. During this period, we will provide advice as we receive it to ensure you feel more confident in making choices.

Many of you will welcome the return to a sense of normality. I would like to take this opportunity to thank you for your help in following the restrictions we had to impose during the lockdown period.

I would also like to thank all our staff who have worked hard to deliver services. Our deployed staff are now returning to their normal jobs, but we have been greatly helped by having them. I know from the survey how much you value your staff member on site – I would like to thank them for all their hard work.

I hope you continue to stay well.

**Paul Short** - *Service Manager*

**Word search**

Find the following summer-related words.

- BBQ
- FLOWERS
- GARDEN
- ICE
- OUTDOORS
- SANDALS
- SUNGLASSES
- SUNSCREEN
- SUNSHINE
- WARM

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

# Information for tenants in Older Persons Housing

**Coronavirus is a type of virus. COVID-19 is a new form that affects your lungs and airways. Symptoms include: a high temperature or fever; a continuous cough; shortness of breath and loss of, or change in, sense of taste or smell.**

As a tenant in Older Persons Housing, you are at higher risk of severe illness due to age and/or underlying health condition(s). Please follow advice and guidance.

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

## Advice

Follow physical distancing measures strictly and keep safe to reduce the spread of covid-19. Follow current government advice. Stay safe. Protect others. Save lives.

- F Face coverings in enclosed spaces**
- A Avoid crowded places**
- C Clean hands and surfaces regularly**
- T Two metre distancing**
- S Self isolate and book a test if you have symptoms**

## 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 pandemic.

Physical distancing protects everyone, including staff. If staff need to visit your home, please give them space to work safely. Don't be alarmed that they will wear PPE, where required.

## Visitors

Please follow latest Scottish Government advice regarding meeting with other households indoors and outdoors.

## Communal Lounges

Following safety guidelines, communal lounges are beginning to re-open where safe to do so (see page 9 for further information).

## Laundry Facilities

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

## Lifts

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

## Repairs

The housing repair centre has re-opened for all Council housing repairs. Emergency and routine repairs can be reported online via [www.fife.gov.uk/reportit](http://www.fife.gov.uk/reportit), our online chat facility or by phone on **03451 55 00 11**. We understand you have not been able to report routine repairs and you may have a few. We anticipate phone lines will be very busy. Thank you for your patience.

Your understanding is essential during this time. These measures are to ensure all tenants in Older Persons Housing are safe. Thank you for your patience.



### **Additional Services**

We understand this is a difficult time. Additional services are available.

- Help with collection of shopping and prescriptions
- Telephone calls to help combat loneliness

**Staff will assist you to connect with these services.**

# Recovery and renewal

Following Scottish Government guidance, this route map explains how Fife Council Older Persons Housing gradually and carefully plans to ease lockdown restrictions. Subject to change as necessary.

*Enhanced Lockdown	Lockdown From 23 March 20	Phase 1 From 29 May 20
<p>No face to face contact between tenants and staff</p> <p>Lounges closed</p> <p>Cafes closed</p> <p>Guest rooms closed</p> <p>Gardens closed</p> <p>Meals service - home delivery</p> <p>Additional services (shopping and prescription collection)</p> <p>Enhanced signage</p> <p>Building access restricted</p> <p>Additional staff</p> <p>Mandatory health and safety checks</p> <p>Enhanced cleaning</p> <p>Allocations stopped</p> <p>Enhanced supervision by Lead Officer</p> <p> </p> <p>*Outbreak = Two or more confirmed cases of COVID-19 in the setting within 14 days OR increase in background rate of absence due to suspected or confirmed cases of COVID-19.</p>	<p>Limited face to face contact between tenants and staff</p> <p>Lounges closed</p> <p>Cafes closed</p> <p>Guest rooms closed</p> <p>Gardens closed</p> <p>Meals service – home delivery</p> <p>Additional services (shopping and prescription collection)</p> <p>Enhanced signage</p> <p>Non-essential visitors dissuaded</p> <p>Additional staff</p> <p>Mandatory health and safety checks</p> <p>Enhanced cleaning</p> <p>Allocations stopped</p>	<p>Limited face to face contact between tenants and staff</p> <p>Lounges closed</p> <p>Cafes closed</p> <p>Guest rooms closed</p> <p>Gardens open</p> <p>Meals service – home delivery</p> <p>Additional services (shopping and prescription collection)</p> <p>Enhanced signage</p> <p>Non-essential visitors dissuaded</p> <p>Additional staff</p> <p>Mandatory health and safety checks</p> <p>Enhanced cleaning</p> <p>Allocations stopped</p>

<b>Phase 2</b> <b>From 19 June 20</b>	<b>Phase 3</b> <b>From 10 July 20</b>	<b>Phase 4</b> <b>From TBC</b>
<p>Limited face to face contact between tenants and staff</p> <p>Lounges closed</p> <p>Cafes – home delivery</p> <p>Guest rooms closed</p> <p>Gardens open</p> <p>Meals service - home delivery</p> <p>Additional services (shopping and prescription collection)</p> <p>Enhanced signage</p> <p>Limited non-essential visitors</p> <p>Additional staff</p> <p>Mandatory health and safety checks</p> <p>Enhanced cleaning</p> <p>Allocations stopped</p>	<p>Limited face to face contact between tenants and staff</p> <p>Lounges re-open</p> <p>Cafes – home delivery</p> <p>Guest rooms open</p> <p>Gardens open</p> <p>Meals service – home delivery</p> <p>Additional services (shopping and prescription collection)</p> <p>Enhanced signage</p> <p>Visitors permitted</p> <p>Additional staff withdrawn</p> <p>Mandatory health and safety checks</p> <p>Enhanced cleaning</p> <p>Allocations resume – bungalows only</p> <p><b>Older Persons Housing is currently in phase three. When this changes, we will let you know.</b></p>	<p>Face to face contact between tenants and staff (physical distancing)</p> <p>Lounges open</p> <p>Cafés open</p> <p>Guest rooms open</p> <p>Gardens open</p> <p>Meals service - table service</p> <p>Additional services (shopping and prescription collection)</p> <p>Enhanced signage</p> <p>Visitors permitted</p> <p>Additional staff withdrawn</p> <p>Mandatory health and safety checks</p> <p>Enhanced cleaning</p> <p>Allocations resume - all properties</p>

# Make isolation more manageable – think technology!

**The pandemic means that lots of things we used to do that helped make a good day, can't be done in the same way as usual. To stay well we must adapt – whether we want to or not! Finding new ways to do the things we enjoy and see the people who are important to us is vital. Technology offers all kinds of ways to do this.**

## Keeping in touch with family and friends

Traditional voice calls are just one way of keeping in touch, but it is much nicer to see loved ones. Video calls let you do that. Whatever device you are using, it needs to have a camera. There are countless video call apps available including WhatsApp, FaceTime, Facebook Messenger and Skype. You can use these to have 1:1 calls or group calls.

You might already have a smart phone, tablet, laptop, computer or integrated device. Some devices can be set up to allow trusted people to 'drop-in' without you even needing to answer the call! Devices can also be used to access music, news, weather forecasts and more.

## Shopping

Consider shopping online but remember there may be delays in accessing delivery slots. Find out what your preferred supermarket's approach is to register for a priority delivery slot. These may be restricted to people who are most vulnerable.

## Health

Most GP practices offer secure online ways to make appointments, order repeat prescriptions and offer video calls for certain consultations. Contact your practice to find out more.

## Exercise

Keeping active makes us feel good. NHS Inform Strength and Balance videos targets exercises to key muscles and helps reduce your risk of falling.

## Newspapers & Magazines

Lots of newspapers and magazines give a one-month free subscription trial so you can try online before you buy. Top tip: Put a reminder in your calendar so you know when the free month is up in case you want to cancel.

## Entertainment

The world of television, film and theatre has come alive with streaming services so watch your favourites online. Eight Shakespeare productions are available on BBC iPlayer to indulge in.

**Technology offers so many opportunities, and this is only a small selection. Speak to your family, friends, service providers, or anyone you trust to see how they can help you to get started or further the things you do using technology, in a safe and fun way.**





# Re-opening of communal lounges in Older Persons Housing

**We must adapt to new ways of using communal lounges. Things will be different for everyone. This guidance explains what you must do to protect yourself and those around you.**

## Personal Responsibility

Please be considerate and respectful. If guidelines are not followed, lounges may close.

## Wellbeing

Please do not visit communal lounges if you feel unwell or are experiencing any symptoms of COVID-19.

## Physical Distancing

Physical distancing must be followed. It is everyone's responsibility to enforce safety protocols.

## Capacity

Following physical distancing measures, the number of people using lounges is limited. This number will vary at each lounge based on size and shape of room.

## Visitors

Visitors are not permitted to use communal lounges. Due to capacity restrictions, priority is currently for tenants only.

## Signage

Directional signage is displayed clearly to guide you on how to navigate the lounge safely.

## Opening Hours

Lounges have temporary opening hours of 10:00 – 14:00 Monday – Friday.

## Hygiene

Use hand sanitiser provided when entering and exiting the lounge. Before leaving, use wipes provided to clean the space you have occupied (chair, table etc.)

## Food & Drink

Pre-prepared food and drink can be brought into lounges but must not be shared. Kitchens remain closed.

## Rubbish

All rubbish must be disposed of carefully in bins provided.

**We hope you enjoy lounges beginning to re-open. Temporary measures ensure tenants and staff are safe. Your understanding and support is essential.**

**We continue to review guidance and will advise of any changes to advice. This will happen gradually as progress develops.**

**If you have any questions or comments, please contact the staff member on-site. Thank you for your co-operation.**

## New service for council tenants

**Is there a mouse loose about yer hoose?**

Council tenants can now book a pest control appointment online.

The new online service is only available to council tenants at this time. Tenants can now book a pest control visit for rats inside/outside the house, mice inside the house and ants inside the house by using the new online form at [www.fife.gov.uk/pestcontrol](http://www.fife.gov.uk/pestcontrol)



# Acts of Kindness

In these challenging times, it is positive to see such kindness in our local communities.

## Sunshine

Tenants at Harbourlea Very Sheltered Housing in Anstruther have created a patio where they meet and sit to socialise safely whilst observing physical distancing. Outdoor activities have included bingo and seated exercises.



## Fish & Chips

Tenants at Melville Court Retirement Housing in Tayport were kindly gifted fish and chips from the Fife in Newport on Tay. The delicious suppers were enjoyed by all!

## Singers

Local band, Persuasion, visited Granary Lane Very Sheltered Housing in Newport-on-Tay to perform from the garden. Tenants enjoyed listening and watching to a variety of songs from their windows including hits from Elvis Presley, ABBA, and Tom Jones.

## Hearts

Pupils from Glenrothes High School created handmade hearts for tenants at Napier Road Extra Care Housing. In a time when the world feels separated, it's the little things that keep us connected. The tenants have hung the hearts outdoors for all to see!



# Pets Corner

Hello from our furry friends!

Fern



Bea



Misty



**LOCKDOWN LARDER**



## Vanilla ice cream

*A simple and sweet summer treat!*

- $\frac{1}{2}$  a 397g can sweetened condensed milk
  - 600ml pot double cream
  - 1 tsp vanilla extract
1. Put the condensed milk, cream and vanilla into a large bowl.
  2. Beat with an electric whisk until thick and quite stiff, a bit like clotted cream.
  3. Scrape into a container, cover with cling film and freeze until solid.
  4. Serve with your favourite toppings and enjoy!

Got an animal welfare issue 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 09.00-17.00.**

**You can 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.**

