

# Residents' Bulletin



Keeping Hanover residents informed during the Coronavirus crisis

## From the Chief Executive

Covid-19 has challenged all of us; the crisis has brought unprecedented changes to all of our lives. Hanover's staff are working hard to adapt and to ensure that we continue to deliver services to you. I have been inspired by the stories I have been hearing from residents and staff about the Hanover community reaching out to each other and our wider communities offering to help where they can. Those connections are essential at this time, not only for our physical but our continued emotional well-being.



Those small moments, dropping shopping off for a neighbour, ensuring people have a wee treat, or standing outside applauding during a moment of shared gratitude for our health and social care workers, remind us that we are in this together and that, as a community, we can find a way through it.

As part of the extra support we are offering to you, we have launched Hanover Buddies, a phone contact scheme, which has been getting really positive feedback from residents and staff. If you would like to take part, please call 0800 111 4646. I hope that the information in this bulletin is of use to you and I look forward to seeing many of you again soon.

Stay safe. Stay well.  
**Helen Murdoch**

*To hear more from Helen, go to our website or social media feeds to watch a short video*

## News and Information

While our offices and the guest rooms and communal areas on developments remain closed, we are pleased to be able to tell you that we are resuming our gardening, landscaping and window cleaning work on developments.

We ask that you are careful to maintain social distance from any contractors while they are working on the development. This is essential to protect both you and them.

Financial issues are among those causing stress and anxiety at this time. If you experience difficulties in making payment for your rent, it is imperative that you contact our housing staff on 0800 111 4646 to discuss your options.

There is a helpline available for people who cannot leave their home or get online and who are in need of extra help, perhaps to get shopping or sort out prescriptions. The number is 0800 111 4000 and the line is open Monday to Friday 9am - 5pm.

## Mental health - staying positive

We have already touched on the importance of staying connected in this issue but we know that these are worrying and uncertain times. Our daily lives have changed, sometimes beyond recognition, and it has had a real impact on how many of us are feeling. It's ok to not feel yourself right now, but there are some great tips to help get you through it.

As well as keeping connected, it is important to have a routine, to keep your mind busy and your body active and healthy. Try to make sure you eat well and stay active. Accept that you will feel anxious but know that there is lots of help and support available.

To find out more, head to <https://clearyourhead.scot/>

For help, advice or just a chat, you can call the Age Scotland helpline on 0800 12 44 222. The number is free and the line is open Monday to Friday 9am - 5pm. Age Scotland have also produced a guide to issues surrounding coronavirus. There is a link to it on our website.

## Kind hearts

Local communities have been showing incredible kindness at this time. In Elderslie, a young lady called Stephanie Thomson put out an appeal to the community for Easter Eggs. The appeal was so successful that she was able to provide all of our residents at Glen Gardens in Elderslie and Hanover Court, Bankside with Easter surprises.

## Working hard

Hanover's Volunteer Coordinator Jim has been working hard from home keeping our army of volunteers going and setting up Hanover Buddies, our befriending service offering extra support to residents. As you can see, Morale Officer Ruby has been keeping him company.



## Social distancing and staying at home is essential

The single most important action we can all take, in fighting coronavirus, is to stay at home in order to protect the NHS and save lives. When we reduce our day-to-day contact with other people, we will reduce the spread of the infection.

The Scottish Government has introduced three legal measures. These measures:

- require people to stay at home, except for very limited purposes such as buying food, collecting medication or getting exercise for one hour per day;
- have closed certain business and venues; and
- have stopped all gatherings of more than two people in public. This includes gathering in communal areas or gardens on Hanover developments.

Every person in Scotland must comply with these new measures, which were announced on 23 March 2020.

The relevant authorities, including the police, have been given the powers to enforce them – including through fines and dispersing gatherings.

We recognise that these restrictions are tough and have had an impact on everyone's lives but they are absolutely necessary to protect public health and our NHS.