Shropshire Mind is running in many ways as normal and hasn't changed in what it delivers except for the closure of the drop in service, this was due to the numbers climbing out of control as other services closed.  The changes are more based around many additional offers. Services Running;

**Calmer Cafe** -

Open Monday, Wednesday, Friday and Saturday from 1800 till 2200hrs.

Because of COVID-19 restrictions, we insist that people who want to attend, must

telephone 01743 368647 and book themselves in for a time.  This is to ensure that

we only have 2 people in at any time, with the 2 metres being applied throughout,

with stringent cleansing taking place as people arrive and leave.

**Shropshire Sanctuary**

Running as normal, if you are in need of support, feel that you are in need of support

because you feel you are in crisis or need support to prevent a crisis, then call the

Access team on 0300 124 0365 and ask to be referred into "Shropshire Sanctuary".

If your need is more urgent, then ring 101 and ask the Police to attend, who will

bring you to Shropshire Sanctuary, or if you are at the point of crisis, call 999 and

ask to come to us.

Shropshire Sanctuary has two skilled members of staff on at all times,(multi award winning

for its role in suicide prevention across Shropshire and Telford and Wrekin) they will

support the person with as much support as is needed, whether that be 1 hours or 10 hours,

it is centred on the persons needs and then follow up support is offered, which can be outreach

or telephone support, or continued use of Shropshire Sanctuary.

Opening hours

Monday to Thursday   1700hrs till 0900hrs

Friday  1700hrs till 1100hrs

Saturday 1500hrs till 1100hrs

Sunday  1500hrs till 0900hrs

Everyone is conveyed home by us in a taxi at cost to us, you arrive in a dignified manner, you

are returned home in a dignified manner.

**Outreach**

Shropshire Mind has two dedicated Outreach workers, they are currently working in telephone

support roles for majority of their time, due to COVID-19 restrictions.  The outreach workers are

however making calls, where there is an urgent support need, this could be for a variety of

needs.  If in doubt, give us a call on 01743 368647.

**Telephone Support**

Our prime number is 01743 368647.  This number is being staffed 7 days a week.  If you have a

need, please let us know, if you need a chat, let us know.

Shropshire Mind currently has 4 mobile phones and 3 landlines that are busy either receiving

or making telephone calls.  Because of the nature of Shropshire and Telford and Wrekin, we

cannot assume everyone has access to the latest gadgets, and regardless of how we do it, nothing

quite replaces the human voice in a one to one confidential and private conversation, where

you can express yourself fully and confidentially.

We take calls, and make calls on a daily, or even more frequently to those who request it, to

ensure everyone is safe and sound.

Everyone who normally uses our services, now receive a daily phone call 7 days a week to

ensure they are fine.  We have had a huge influx of callers from in county and out of county

(worried about someone in county), when referring to counties, Shropshire Mind covers

both Shropshire and Telford and Wrekin.

On a daily basis, we are making and receiving in excess of 100 phone calls per day, we still

have capacity for more calls, as we have 7 lines now to operate in the crisis.

**ZOOM**

For those who fancy a paddle into the online territory, I am delivering ZOOM sessions for the Local

Authority and with full support of Public Health England.

The first will take place this week on Thursday, this is already allocated, however I could run

one on Friday if there is appetite for it.  If you let me know, I can soon set up a session, it will

be Mental Health and Wellbeing (Part 1).  We are in uncharted waters, so it is so important that

we understand how we take care of ourselves and enhance our understanding.  The sessions will

look at how you look after your welfare and that of others.

I will update you Lilian as these gather pace as we aim to do some fun and education ZOOM

sessions, these will become a norm post COVID-19 as we learn new ways to engage people.

**Visits across the County 15th and 16th April 2020**

There are some areas of the county that are not as well supported, or are more off

grid.  As a result of several conversations, I approached Street Pastors and Steve

Jones has very kindly allowed us to borrow the (Donkey) Street Pastors vehicle and

we are going to visit the locations below, to drop off literature and provide face to

face information (2m distancing at all times).  It is crucial to note, this is not

a public gathering, we are attempting to get key persons to visit, as we are in each

location for 30 mins, with Parish Council, Young Farmers and similar groups being

encouraged to visit, get the literature to distribute, and ask questions.

Wednesday and Thursday are programmed, however Friday is free to use, we are

awaiting locations shouting, yes please, then we will go there Friday if there is demand

around the areas.

Wednesday 15th April

Pontesbury         -   0900hrs

Minsterley          -   0945hrs

Bishops Castle    -   1045hrs

Clun                  -   1245hrs

Clunton             -   1330hrs

Aston on Clun    -   1415hrs

Craven Arms     -   1500hrs

Thursday 16th April

Cross Houses    -   0900hrs

Cressage          -   0945hrs

Much Wenlock   -   1030hrs

Bridgnorth        -   1120hrs

Ironbridge        -   1215hrs