

The Rainbow Centre has been supporting communities across Wrexham for the last 26 years to promote good health and wellbeing. Many of our clients are vulnerable with complex care needs, are elderly and socially isolated, may be caring for others or experiencing crisis. We also support adults who require advice and support, or who want to reconnect with their local community through joining local groups or by volunteering.

We have acted decisively to reach the most vulnerable people who have relied on our face to face services and are extremely proud to be able to carry on assisting vulnerable individuals and families in these very stressful times.

Changes to our Services

1. The Rainbow Centre's Day Opportunities Service has been replaced with the following person centred support:

- **Home Visits / Home Care** – supporting emotional wellbeing, nutrition, physical activity and self-care whilst ensuring clients have essentials like food and medication.
- **Welfare Telephone Calls** – supporting good mental health and wellbeing, reducing loneliness and isolation, as well as supporting people with any issues that may arise.
- **Meals on Wheels service** – providing a freshly cooked, nutritional meal which recognises individuals' dietary requirements. 5* food hygiene.
- **Activity Packs** – Supplied with Meals on Wheels and during Home Visits, giving individuals activities that they can complete based on their abilities and personal preferences.
- **Wellbeing Packs** – Mindfulness Techniques and Exercise Plans

Working to support emotional wellbeing, good mental health, nutrition and physical activity to reduce the risk of increased frailty and hospital admission.

Our staff are all fully DBS checked, trained in Health and Social Care, and are Dementia Friends.

This service provision is open to adults across South Wrexham.

To enquire please:

Email: Geraldinev@rainbowcentrepnley.org.uk

Telephone: 01948 830 730







Meals on Wheels

2 COURSE DINNER
HOT MEAL AND PUDDING = €€ INCL. DELIVERY

ADD A TEA TIME PACK
2 COURSE DINNER PLUS A SANDWICH AND A CAKE
€10 INCL. DELIVERY

TELEPHONE 01948 830 730

TO PLACE YOUR ORDER – PLEASE ORDER AT
LEAST 24 HOURS IN ADVANCE

THIS SERVICE IS AVAILABLE TO ALL LOCAL
RESIDENTS MONDAY, WEDNESDAY AND FRIDAY
PLEASE INFORM US OF ANY DIETARY REQUIREMENTS




2. Social Prescribing Service via your local GP Surgery

Our Social Prescribers, remain connected to each doctor's surgery across Wrexham, offering telephone appointments with patients requiring a Social Prescription.

- Appointments can be made through the reception staff at the individual's surgery.
- Welfare Calls to vulnerable patients also now available

Social Prescribers support patients with their emotional wellbeing and mental health, as well as offering direct support or practical assistance to access the right services and support to deal with the issues that are affecting their health.

YOUR WELLBEING MATTERS TO US



Confidential Support and Advice
on matters
impacting on your health and wellbeing

'It's been a lifeline for me, I felt I was really listened to and given the right support to be able to cope again'. Patient quote



During this very stressful time, patients are still dealing with life events such as a medical diagnosis, mental health concerns, housing issues, debt and unemployment as well as a range of other issues, and now patients are being faced with additional stresses brought on by the pandemic.

Families are going to be under considerable pressure with children at home, caring for elderly family members, health anxieties, money concerns, self-isolating and losing social contact.

People who were at risk of domestic abuse are going to be at a greater risk.

People self-isolating may be concerned where their next food shop is going to come from, how they will collect their prescription, how they are going to cope if they become ill, or who will help them when they are in need.

Social Prescribers can support patients during this difficult time, **providing confidential advice and support** on matters impacting on their **health and wellbeing**.

Social Prescribers will continue to work with local Community Agents across Wrexham to ensure outreach support is available to those who are self-isolating and in need of assistance to acquire prescriptions and supplies.

To find out more about this service please

Email: geraldinev@rainbowcentrepnley.org.uk

Tel: 01948 830 730

➤ 24-hour National Domestic Abuse Helpline 0808 2000 247

➤ Childline - call free on 0800 1111



3. Community Agents

The Rainbow Centre manage a team of Community Agents who work across the Community Councils within the Southern Consortia, they are supported by a team of volunteers including our buddy befrienders.

Community Agents Response: Covid-19

The Rainbow Centre, Community Councils within the Consortia, and a growing team of local volunteers are working in partnership to directly support people who are self-isolating to provide **help with:**

- *shopping
- *prescriptions
- * befriending calls
- and *dog walking.

Community Agents are also **providing more in-depth supporting to enable households to manage during this critical time.** Support has included organising home care, getting specialist equipment installed and ensuring those who are vulnerable can self-isolate.

Leaflets have been distributed across the areas we cover, providing details of: Community Agents to contact for support, how you can register with us to volunteer and, stores delivering supplies in each locality.



Community Agents assist with advice and information, signposting, benefit checks and Attendance Allowance claims, form filling, assistance to support good health and wellbeing, setting up local groups in your area, supporting you to attend social groups, and much more!



Community Council Area	Community Agent Team
1. Overton 2. Hanmer (& Horsemans Green) 3. Maelor South (Penley & Betisfield) 4. Bronington	Pat Burns Email: patb@rainbowcentrepnley.org.uk Tel: 07873 422911
5. Bangor on Dee 6. Erbistock and Eyton 7. Marchwiell	Jane Bellis Email: janeb@rainbowcentrepnley.org.uk Tel: 07542 469 753
8. Holt 9. Abenbury and 10. Isycoed	Delyth Pridding Email: hia@rainbowcentrepnley.org.uk Tel: 07951 056 556
11. Sesswick/Cross Lanes 12. ALL areas listed above (within South Maelor Consortia)	Jackie Tomkinson jackiet@rainbowcentrepnley.org.uk Tel: 07542 479 263
Community Agents office / landline	Community Agent Direct Line: 01948 830 242
Wider Team Contacts	Geraldine Vaughan, Operational Manager Email: geraldinev@rainbowcentrepnley.org.uk Tel: 01948 830 730
	Caroline Tudor-James, Chief Officer Email: Caroline.tj@rainbowcentrepnley.org.uk Tel: 01948 830 730



4. Peer Support and Shared Interest Groups are going virtual!

All our groups are no longer running from the Rainbow Centre, but we are working to set up Virtual Groups to ensure everyone stays connected.

Social groups already connected and are receiving contact from us include:

- Knit and Natterers, and South Maelor Adventurers, who are chatting together using Group Video Chats
- Lunch Club members, who are receiving welfare calls
- Rainbow Singers Choir, who are staying connected via whats app
- Tuesdays Art Group, who are keeping in touch via whats app

We are also developing online support starting with,

- Low Impact Functional Training(LIFT), bringing LIFT to peoples homes on a weekly basis

More information on these groups will be published on our facebook page and shared across our networks

<https://www.facebook.com/penleyrainbowcentre>



5. Red Hen Community Café

The Red Hen Community Café and Garden has closed its doors in light of the current government guidance, we will continue to review as the situation changes.

A Meals on Wheels service is currently available on Monday, Wednesday and Friday via the Rainbow Centre. Tel: 01948 830 730

Meals On Wheels

2 COURSE DINNER
HOT MEAL AND PUDDING - £6 INCL. DELIVERY

ADD A TEA TIME PACK
2 COURSE DINNER PLUS A SANDWICH AND A CAKE
£8 INCL. DELIVERY

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If you would like to find out more about The Rainbow Centres response to Covid-19, please contact:

Caroline Tudor-James, Chief Officer

Caroline.tj@rainbowcentrepnley.org.uk

01948 830 730

OR,

Geraldine Vaughan, Operational Manager

Geraldinev@rainbowcentrepnley.org.uk

01948 830 730

FACEBOOK: <https://www.facebook.com/penleyrainbowcentre>

WEBSITE: www.rainbowcentrepnley.org.uk

