

Bassetlaw Action Centre responds to Coronavirus emergency

Message received 19th March, 2020

The Bassetlaw Action Centre closed to the public on Tuesday afternoon until further notice. This is in response to the Coronavirus Pandemic and in line with the advice being issued by the Chief Medical officer.

We have put additional mitigation measures in place to ensure we do everything we can to protect our staff/volunteers and the clients we serve – many of whom are elderly and/or with underlying health conditions that puts them in the at-risk group.

We have decided to stop all face to face meetings where telephone contact can be utilised. The majority of our administration and management team are now working from home as we have both IT and telephony systems that allow us to do this. Our staff and volunteers are continuing to offer support to our most vulnerable and elderly clients to ensure that they are receiving the support they need now and in future weeks when they will be relying on others to enable them to follow government guidelines and stay safe and well.

We are focusing all of our resources to deliver a service to our community for as long as possible during this difficult period. This has meant we have implemented some changes to our service delivery as follows: Our befriending service is now a telephone befriending service with the effect from 17th March, and we have suspended our Staying Well Courses and our minibus trips until further notice. Our Stroke and Neurological team, Housing Advice and Benefits Support is continuing through telephone contact and we are maintaining as much of our Home Support Service as possible at this stage.

We imagine that in the coming weeks the demand for our services will increase and we are working with key partners throughout the district to provide as much support as we can to our clients. At this point we are still taking referrals for anyone needing support and will continue to do so while ever capacity allows.

Our telephone lines remain open from 9am to 1pm Monday to Friday (an answerphone service is available outside of these times) and all staff are still contactable by telephone or email as normal. We are very grateful for the dedication and support from all of our staff and volunteers who are committed to providing as much help and support as possible during these unprecedented times.

With kind regards

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Chief Executive

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