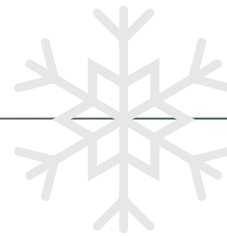




NEWPORT
COMMUNITY CONNECTORS
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Community Connectors Winter Newsletter

2018



Welcome to the winter edition of the Community Connectors newsletter. It has been another very busy and productive year in setting up community groups and planning events.

As we head towards the most magical time of the year, the community connector team has compiled this newsletter which is packed with information on Christmas lunches, useful contact numbers and services that will be functional during the festive season.

The Community Connectors role is to tackle loneliness and social isolation by providing information, advice and assistance to citizens who live in the Newport area. Connectors give face to face advice as well as on the telephone, by email or post.

As 2018 draws to an end, the team would like to take this opportunity to express our best wishes to you. Wishing you a very Merry Christmas and a happy new year!



If you would like to join a community group, are thinking about making new friends, starting a new hobby, require information on your role as an unpaid carer or want to be signposted to a support service please contact the Community Connectors.

Our direct line telephone number is **01633 235650** 9am - 4pm (Please note that the connectors are not always able to answer the telephone due to being out in the community).

If you cannot contact us via this number, please ring the City Contact Centre on **01633 656656** and ask to leave a message for the community connector service.

You can also email us directly at **community.connectors@newport.gov.uk** (Please note we are closed from 4pm Friday 21st December 2018 and reopen on Wednesday 2nd of January 2019).

CONTACT NUMBERS

Newport City Council's social services teams help to look after and protect vulnerable people. If you need help and support you can either email the duty and social work teams at **info@newport.gov.uk** or telephone **01633 656656**.

Social Services Out of Hours (Emergencies Only):

In an Emergency outside of office hours contact the South East Wales Emergency duty team on **freephone 0800 328 4432**.

- If an individual is in urgent need of protection from harm
- If a parent, foster carer or child needs emergency help, advice or support
- A carer or a vulnerable adult (those with mental health problems, physical or learning disability or older person) is in urgent need

HELPFUL NUMBERS

Access to Emergency Services for the Deaf (Minicom or Mobile Phone Text)	1800
Alcoholics Anonymous	01633 263185
B.A.W.S.O. – Women's Aid	01633 213213
Community Psychiatric Service	01633 246724
Emergency Services: Police, Fire, Ambulance	999
General Police Enquires	101
GPs Out of Hours Service	01633 744285
Llamau Men's and Women's Domestic Support	02920 239585 or 01633 244134
Newport Domestic Abuse Unit	01633 210920
NHS Direct Helpline	0845 4647

TRANSPORT LINKS

Grass Routes community bus transport	0800 085 8015
Access 4 all disabled transport	07968 501098
Newport bus services	01633 670563

Dental health: Visit your dentist for regular check-ups, planned routine treatment and emergency care. If you are not registered with a dentist and need urgent treatment, call **Dental Helpline - 01633 488389**

Patient.co.uk - Similar to NHS Direct general health information and symptom checker.

Dan247 - Telephone: **0808 808 2234** or text 'Dan' to **81066**

Welsh Drugs and Alcohol Helpline. Calls from phone boxes are free and no number will appear on your home itemised bill.

C.A.L.L. - Telephone: **0800 132 737** or text 'Help' to **81066**

Anyone concerned about their own mental health or that of a relative or friend. The **C.A.L.L.** Helpline offers a confidential listening and support service.

Samaritans - Telephone: **01633 259000** or **116123** (this number is free to call)

Email Samaritans: **jo@samaritans.org**

Visit our branch: Samaritans Newport, 43 Stow Hill, Newport NP20 1JH

Usual hours open to receive callers at the door from 8am - 10pm.

Silverline - The Silver Line is the only free confidential helpline providing information, friendship and advice to older people. Open 24 hours a day, every day of the year.

Telephone: **0800 470 8090** (anytime).

Childline - You can talk about anything. No problem is too big or too small. Call **FREE** on **0800 1111** it's confidential and you don't have to give your name if you don't want to.

Newport 50 Plus Forum Meetings are free to attend with lots of interesting speakers. Next Meeting 14th January 2pm - 3.30pm Loft Room, Newport Centre. Free Refreshments at 1.45pm. Everyone is welcome.



The Forum provides a voice for the over 50s in Newport. Members volunteer to help improve the quality of life for older people by influencing the way services are planned.

Christmas Lunches

Salvation Army Christmas Day

The Salvation Army will hold a Christmas lunch on Christmas day for anyone who is lonely, vulnerable, or homeless. Contact them for more information or to book a place.

Address: 1 Hill Street Newport NP20 1LZ.

Email: newport@salvationarmy.org.uk

Telephone: **01633 267 870**

Legacy at Christchurch Centre, Malpas

If you are 60 or over, have some free time in the day and would like to join with others for food, activities, friendship, informative talks and the odd day trip, then Legacy is perfect for you. They meet every month on the third Thursday at 10.30am.

On Thursday 20th December they will be having a Christmas meal for regular visitors. This would not be just a meal but, as they are a church, they would be doing additional things around the meal. Please note that Legacy is a regular group and not just a Christmas meal. Please contact Bob at Christchurch if you would like to join Legacy - **01633 822211**.

The Gate in Llanfrecfha

The Gate in Llanfrecfha is opening their doors to the elderly. They are offering a free meal and drink to local elderly residents who may be lonely and isolated on Tuesday 11th December 2018 at 3pm.

They have some kind volunteers who have offered to provide transport as well!

Address: The Gate, Caerleon Road, Llanfrecfha, Cwmbran NP44 8DG

Telephone: **01633 267 870**

Events

Christmas Concert

Langstone Village Hall is hosting a Christmas Concert on Saturday 8th December at 7pm. There will be mulled wine, mince pies and other refreshments and a concert with sing-along-carols.

If you would like to book a place at the concert please contact Heather Jones from Langstone Community Council.

Telephone: **01633 415393**

Christmas with the Forget me not chorus

Join us for an evening of song with the Forget me not chorus, includes special guests, mince pies and the chance to celebrate the most wonderful time of the year. All welcome on Friday 14th December 7pm at the Lysaght Institute, Newport.

Family Christmas Eve celebrations

Why not bring the family along to a celebration family Christmas Eve. It will be fun for all with a Christmas lunch and pudding being served.

There will be free gifts for the children given by a special guest. This will take place on 24th December at 12.30pm but please note that it is on a first come first served basis.

To book your place and find out more information please contact Laura on **07570 111677**.

Friends on a Friday

Whether it is a traditional 'fish 'n' chips' or an in-house cooked meal, Friends on Friday provides the opportunity for friendship over food and most importantly the chance to hear how friendship with the living God is made wonderfully possible.

Meals are served every second Friday of the month. Our Christmas lunch will be served on 14th December at 12.30pm.

Come along, you can find us at Malpas Road Evangelical Church, Malpas Road, NP20 5PJ

Telephone: **01633 855781**



FOOD BANKS

How to get a food voucher

In order to get help from the foodbank you will need to be referred with a voucher.

Referral process

Each foodbank works with different frontline professionals such as doctors, health visitors, social workers and Citizens Advice, who make referrals to the foodbank using a voucher.

The foodbank and referral agency use the voucher to gather basic information. This will help them identify the cause of any crisis, offer practical guidance and prepare suitable emergency food.

Using your voucher

Once you have been issued with a voucher, you can exchange this for a minimum of three days' emergency food at your nearest foodbank centre.



FOOD BANKS WITHIN THE NEWPORT AREA

Christchurch Centre

BT Compound, Malpas Road, Newport, NP20 5PP

Telephone: **01633 822211**

Opening Hours: Monday 5.30pm - 6.30pm and Thursday 2pm - 4pm

Duffryn Community Centre

Duffryn, Newport NP10 8TE

Opening Hours: Tuesday 1pm - 3pm

St Pauls Centre

The Old Post Office

9 Bridge Street, Newport, NP20 4AL

Opening Hours: Monday and Friday 11am - 1pm

Bettws in Bloom

Lambourne Way, Bettws Newport, NP20 7TL

Opening Hours: Mondays, Tuesdays, Thursdays and Fridays 10am - 11am

Stow Park Church

Brynhyfryd Road, Newport, NP20 4FX

Telephone: **01633 843730**

Opening Hours: Tuesday - Friday 2pm - 4pm

The Salvation Army

66a Commercial Street, Pontymister

Risca, Newport, NP11 6BA

Opening Hours: Mondays, Wednesdays and Fridays

10am - 12pm

Welsh Refugee Council

66 Lower Dock Street, Newport, NP20 1EF

Telephone: **01633 266420**

Opening hours: Tuesdays 9am - 5pm

Rascal Hope Centre

9 Poplar Road, Somerton, Newport, NP19 9AX

Telephone: **01633 281328**

Email: **EastHub@Newport.gov.uk / Debbie27@hotmail.co.uk**

Opening hours: Monday to Fridays 9am - 5pm

The Bigger Picture Centre

Francis Drive, Pillgwenlly, Newport

Telephone: Ceri Jones **07871 302996**

Pride in Pill

192 Commercial Road, Newport, NP20 2PP

Telephone: Paul Murphy **07775 449683**

King's Church Office

71 Lower Dock Street,

Newport, NP20 1EH

Telephone: **01633 244453**

Email: **hello@kings-church.org.uk** or **admin@jesuscares.org.uk**

Opening Hours: Monday - Thursday

9am - 4.30pm Friday 9am - 1pm

King's church delivers food hampers to local community centres.



YOUTH

Newport Youth Council (NYC) is a youth-led forum to give a voice and influence decision making on issues that matter to young people in Newport.



They are always looking for new members, if you are aged 11 - 25 and live in Newport, please come along!

- Make new friends
- Looks great on your C.V.
- Fun events throughout the year

The Youth Council meets on the second Tuesday of the month, 4.30pm - 7pm, at the Civic Centre.

If you are interested in coming along please call **07787 447686** or **01633 210821** or email **nyc@mediaacademycardiff.org** or alternatively visit our twitter page **@youthnewport**

Basement LGBTQ

Are you a young person from the LGBTQ community wanting to meet others? If so why not pop into Blackwood Basement (situated underneath Blackwood Library).

Blackwood Basement is an information drop-in centre providing all young people aged between 11 and 25 years, Caerphilly Youth Service and partner agencies with access to information, support and advocacy. Blackwood Basement can be accessed by calling in to our drop-in sessions, or by self-referral/agency referral.

We are open:

Monday and Wednesday term time only, 5.30pm - 8pm
Tuesday and Thursday 12pm - 8pm
Friday 10am - 5pm
Saturday 11am - 3pm

Telephone: **01495 235511**

Email: **thebasement@caerphilly.gov.uk**

Follow us on Facebook or Twitter **@youth4u1**

CHOOSE WELL

Think carefully before going straight to the Emergency Department (A&E)

Choose Well so that:

- Busy Emergency Services can help those who need them most urgently

- Essential treatment is given in the shortest possible time
- You get the right treatment in the right place

Self-care illnesses such as:

- Coughs
- Grazed knees
- Sore throats

Other minor issues can be treated in your home by using over the counter medicine and getting plenty of rest. Keep a well prepared first aid kit at home.

Local NHS Services

- Pharmacies
- Opticians
- Dentists
- Health visitors
- Midwives
- Minor Injury Unit

Contact GPs or Out of Hours Services if you suffer from:

- Vomiting
- Ear pain/Hearing loss
- Painful cough
- Symptoms that won't go away

Pharmacies - your local chemist can give you advice on illnesses and medicines if you have:

- Diarrhoea
- Runny nose
- Upset stomach
- Headache



Minor Injury Unit- can treat minor illnesses and injuries and give health advice on:

- Cuts
- Bites
- Sprains
- Minor illness or injury

A&E for serious illness or injury

Call 999 for life-threatening conditions that need immediate medical attention:

- Choking
- Chest pain
- Blacking out
- Blood loss
- Serious injury
- Suspected stroke

FLU VACCINATION

Flu season is upon us again and it's essential that you ensure that you are protected against flu.

Flu occurs every year, usually in the winter; hence it's sometimes called seasonal flu. It's an infectious disease with symptoms that come on very quickly, Colds are much less serious and usually start gradually with a stuffy or runny nose and a sore throat.

The most common symptoms of flu are fever, chills, headache, aches and pains in the joints and muscles, and extreme tiredness. In most cases, the symptoms are quite mild, but in others they can be very serious.

Flu is caused by a virus which can spread rapidly. Anyone can pick up the virus and pass it on to those who are at more risk of serious illness.

Getting vaccinated now will provide protection over the coming winter months against the strains that are predicted to circulate this winter.

Anyone over 64 or in an 'at risk' group that has difficulty getting to their GP surgery should contact their local pharmacy who may be able to offer NHS Influenza vaccination services at a convenient time.

For people who are not entitled to a free flu vaccination but who wish to protect themselves against flu, you can get a vaccination from many community pharmacies at a reasonable price, usually less than £10 per vaccine.

