

# Welcome To our Summer Newsletter



*A few words from the General Manager....*

***I am confident in saying that 2020 has already proved to be an unprecedented year and one that none of us, unless you are over 105 years of age, have ever experienced before.***

*For the last fifteen weeks the staff in our Housing and Community Support Service, after temporarily closing the office, have had to adapt to a new way of working **from their own homes**. At the same time we also had to temporarily close our charity shop in Alexandra Road, Cleethorpes, and suffer the subsequent essential loss of vital income, with the consequence that will have on the vital work that we carry out in the local area for the homeless and various other vulnerable families and individuals that we support.*

*So, like the rest of our society we have had to adapt to a new kind of 'normal', and I am happy to say that we have and the support we have been able to offer has been different but **FIRST CLASS** and my thanks and praise go to each and every one of our staff in this extraordinary time.*

*And there is **GOOD NEWS** for us at CARE, because on Monday, 6th July 2020, our shop will be re-opening; some things will be different, not everything will be the same, but we are looking forward to seeing our customers and donors again, both old and new. We need you now more than ever.*

*Speaking personally, the main thing that recent times have re-enforced in my mind is how important community/society is to us all; isolation, that's not for me. As a seventeenth century poet once said, "No man is an island"; he was right. We are all **BETTER TOGETHER**. Let's get together as soon as we can.*



**"We are dedicated to relieving poverty, hardship & distress"**





We are now seeing lots of high street non-essential shops are re-opening. I am sure that many people welcome this move, as we at **CARE** do. We actually see our charity shop as **ESSENTIAL**; it is essential to our charity because it helps us to be able to assist and support many, many homeless and vulnerable families and individuals in our area. We look forward to re-opening on **MONDAY, 6th July 2020** and we look forward to seeing our regular customers, donors and those who are yet to sample the delights of our retail emporium 😊😊.

**We have missed you all !**

### Temporary Shop Opening Hours Monday - Saturday

Open to **CUSTOMERS** between 11:00am-4:00pm

**DONATIONS** accepted at the back gate between 9:00-11:00am **ONLY**

**PLEASE RING US FIRST**

### Important Safety Measures in place

There will be an **ENTRANCE** door and an **EXIT** door with a **ONE WAY** system marked out in the shop

The Number of **CUSTOMERS** in the shop at any one time will be limited

**SOCIAL DISTANCING** will be marked out on the floor

**CUSTOMERS** hands will be sanitised upon **ENTRY** and upon leaving the **TILL** area



Our van will be able to pick up large and small items again  
from Wednesday, **9th July 2020**

Call 01472 232312 to arrange a collection



# We need Your Donations

There are some things you can do to help us. This will enable us to cut down on waste costs which can then be put back to help our clients, their families, other homeless & vulnerable people.

## The main points to think about before donating are:

### Clothing



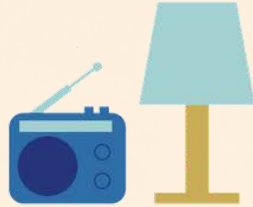
- Is the item clean?
- Is the item damaged in any way?
- Is the fabric bobbly?
- Would you buy this item?

### Household



- Are linens, curtains, duvets clean and unstained?
- Is the item too worn to be of use?  
(e.g. pans with non-stick coating damaged)
- Are plates/cups chipped?
- Is the glaze cracked?

### Electricals



- Is the item in good repair?
- Does it have CE mark & insulated pins?
- Is it dirty?
- Does it work?

### Children's Equipment

- Is it damaged in any way?
- Are the harnesses intact?
- Is it complete?

### Furniture



- Is the upholstery ripped or stained?
- Does it have the correct fire label still attached?
- Is the item complete?

(Flat packed furniture not accepted).

- Is it clean? (e.g. drawers wiped out)
- Is the wood badly scratched or damaged?

### Toys/Games

- Are all the pieces there?  
(If not please do not donate!)
- Are they in working order?
- Are they broken?
- Are the boxes badly damaged?



**We will be holding goods for 72 hours before putting them out for sale (Except furniture)**

**We will only be able to accept donations at the rear of the shop between 9 and 11am, but you will need to phone us first**





**Since the start of the Coronavirus pandemic our CARE Community Support Workers have had to change the way we support people. We soon adapted and have been supporting our CARE Community Support Clients via telephone, email and other electronic communications. We continue to offer support in the following areas:**

**Increasing  
Confidence**

**Preventing  
Homelessness**

**Maximising  
Income**

**Improved Health  
& Well-being**



**Access to Basic  
Needs**

**Improving Life  
Skills**

## **What people have said about us recently!**

**"Thanks so much CARE! it was so good to be able to link someone in need with an organisation like yours. You are good people!"**

***CARE Agency Stakeholder***

**"You're always great at CARE, I rate you a lot, that's why I always refer to you. I think you're all the best thing out there, especially the support side"**

***CARE Agency Stakeholder***

**"Thanks again Yvonne you're a massive help to me I wouldn't know what or where I would be without you. Thanks again."**

***CARE Support Beneficiary talking about her  
CARE Community Support Worker***

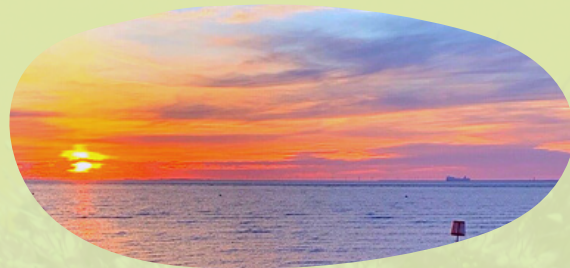




## **"Team CARE – Supporting Clients: Supporting Us"**

"This past three months of lock-down has been a difficult time for all of the people of North East Lincolnshire: especially the most vulnerable people we support. Our Community Support Workers have continued to be there for their clients throughout this extraordinary time, helping them physically, mentally, emotionally and at times spiritually. Whatever issues have arisen; our Community Support team has done their best to find workable solutions.

This works both ways though. As a support worker myself, I have really appreciated the opportunity to continue supporting my clients throughout the pandemic. My work has given me purpose and motivation to carry on through these difficult times. It has been a distraction from my personal problems and heartaches, missing family, friends and work colleagues. Support workers, by their nature, are social animals. We like to be with people and to serve our community. We would have been lost without our clients and the trust that they put in us to support them and their families. Personally, I have been inspired by the stoicism and resourcefulness of my clients and have benefited greatly from their mutual support, encouragement and good humour. Thank you to all of our clients. Together we are a formidable team."



**Louise, CARE Community Support Worker**

## **Client Stories**

During lockdown one of our Community Support Worker's was informed of the death of a male client, with whom she had worked with for several years. They had a good working relationship, the gentleman often telling his Support Worker that she was the only person that he trusted and respected. He would often joke with other staff that she was the only one who could ever keep him line.

His death came as a great shock to all concerned. His family called his Support Worker very worried and stressed regarding funeral costs, as they were unable to afford these. Our CARE Community Support Worker helped them to get assistance from the government for the funeral costs that the family was not aware of. However, they still couldn't afford the flowers, causing the family to be tearful and worried. Our Support Worker managed to find a sympathetic florist, who offered to prepare a beautiful flower wreath for free. The family were so relieved and grateful. What a fantastic community spirit.



One of our CARE Community Support clients, with multiple mental and physical health problems, found that her anxiety had escalated during the lockdown. She had already found things confusing face to face and now had to cope with a review of her care plan over the phone with a statutory agency. She got so upset and confused, that the review had to be cancelled. This meant that her care plan could not be updated and she would not receive the correct care. The client always liked to have her CARE Support Worker present at these kinds of events, as she had a calming effect on her, and explained things in a way she could understand, especially knowing her issues so well. Our CARE Support Worker enquired if it would be possible for the review to be carried out using the conference call facility on everyone's phones. This would mean that our client would feel supported, while the review took place. Our client was happy to do this and the agency also. Our Support Worker, our client and the agency learned how to do this together as they had never done it before. The call merge was successful and the client managed to get through the assessment. Her needs had changed, so now she was going to get the correct care that she required. Our CARE Community Support Worker passed on this experience to her colleagues. The CARE team found that the conference call facility on our phones is very useful for them. It enables us to offer more comprehensive support to all of our clients, also providing the means to get client consent when we cannot physically be with clients.



**Need  
Support**



**We are still taking referrals, if you  
or someone you are working with  
would benefit from this support  
please get in touch on**



**01472 232310**





# Looking for a home?



**We have been really busy looking after our existing tenants and landlords! We have had to adapt to do this over the phone and via email to ensure everything runs smoothly for everyone while our office is closed. This has gone very well and we have been accepting new housing applications from the community, in readiness for when we can begin our face to face work and start housing new people.**

**Even though it's been lockdown we've had several new landlords approach us. Here's what one said**

*"I think having someone like you there makes me want to invest in the area again. I was going in quite blindly, I think a lot of us do, and I was put off from investing in Grimsby again, but now I've got CARE there, I definitely would!!"* **Landlord**



**Our Tenancy Support Officer, Neet can't wait to see you when our offices open soon!**

**Regular updates will be made on our social media pages and website**





## Immingham Daily Bread Food Larder Update

During lockdown Immingham Access Point had to close in line with the temporary closure of the hub. CARE wanted to continue providing our services, so we needed to look for an alternative way to do this. Immingham town council worked with us and showed their support by giving us daily access to the building so we could continue to provide food parcels. This has proved to be effective and we are really happy to have been able to continue to meet the needs of Immingham and the surrounding villages.

We were successful in gaining some funding to provide food vouchers, plus Jacks and Aldi have continued to donate their surplus fresh food for distribution in our community. We have worked in partnership with other agencies to ensure provision and support was available for those who were homeless and temporary housed in our area because of the virus.

We have been overwhelmed by the generosity of local residents, businesses and organisations who have made donations to the food larder. There have been many new contacts made, resulting in regular donations from Morrison's and LOR/Sedexo throughout lockdown. Many residents began buying extra items to donate to us to help others.



### Food drop off points added at



Healing church collect food for us in June each year. They didn't want the inability to meet at church stopping them, so they advertised a drop off day, leading to them delivering a full car load of food and monetary donations. We were so grateful for this help! One donation that also warmed our hearts greatly, was a local man who donated £40 because his friend had recently received help from CARE.

We are thankful for the kindness and generosity we have seen in Immingham and we hope to be back to normal service as soon as the hub reopens.

**If you require any further information, please  
contact our IMMINGHAM Co-Ordinator on  
07419 374 197**





Dedicated to relieving poverty, hardship and distress in North East Lincolnshire  
This is provided through the following services

- SHOP
- FURNITURE
- HOUSING
- SUPPORT
- FOOD



## To keep on doing what we do we need your continued support now more than ever



We would love if you got involved and donate any sales to CARE. Every little helps during this difficult time so to get involved, do a de-clutter of any unwanted things around the house and head to <https://www.charity.ebay.co.uk/charity/care-ltd/3258139> to list them with a donation of up to 100%.



You can now support CARE through PayPal giving fund  
<https://www.paypal.com/gb/fundraiser/charity/3258139>



And if you shop at [amazon.co.uk](https://www.amazon.co.uk) consider using [smile.amazon.co.uk](https://www.smile.amazon.co.uk) and selecting CARE as your charity.



Please ensure that you have advised us if your circumstances or details have changed since joining our gift aid scheme



Follow us on social media to keep upto date with our events and services  
[/carenelincs](https://www.instagram.com/carenelincs)

### For more information on our services, contact:

**CARE Grimsby Access Point,**  
18 Hainton Avenue,  
Great Grimsby,  
North East Lincolnshire, DN32 9BB  
Tel: 01472 232310

**CARE Shop,**  
46/47 Alexandra Road,  
Cleethorpes,  
North East Lincolnshire, DN35 8LE  
Tel: 01472 232312

Email: [enquiries@carenelincs.co.uk](mailto:enquiries@carenelincs.co.uk)  
[www.carenelincs.co.uk](http://www.carenelincs.co.uk)

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