

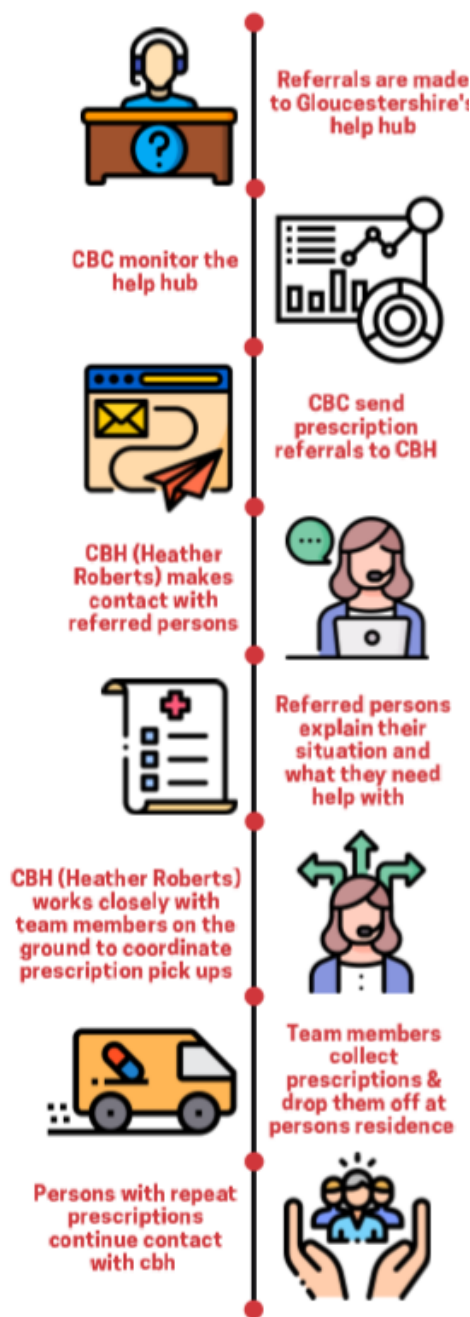
## Cheltenham Borough Homes

In response to Covid-19, we have adapted quickly in order to continue to be able to provide support to our tenants whilst keeping our colleagues safe. We have been working closely with our partners to achieve this, along with supporting Gloucestershire's Help Hub through coordinating and delivering prescriptions.

So far we have successfully delivered a total of **256 prescriptions** to shielded and vulnerable people across Cheltenham. This fantastic service has made a massive difference to so many people's lives within our town.

Since lockdown, our caring and determined colleagues Heather Roberts, Anthony Depono and Martin Isherwood have been working closely together coordinating this project and have received additional support from colleagues around the business to help deliver this extra support to those who need it.

Check out the visual below to see how this process has been working.



Residents across Cheltenham have expressed their gratitude to this service and their appreciation of CBH colleagues who are going that extra mile.

Check out the moving feedback below:

'Very grateful to you, such a help.  
Thank you for helping me with my online shopping query and food parcel, I knew you would be able to help me - marvelous service'  
- Mr M

'Amazing service - thank you so much'  
- Ms C

'This is really helpful, such a good service, thank you so much'  
- Mr K

'Thank you so much for driving back and forth to Bishops Cleeve on Saturday, i really needed my heart pills'  
- Ms H

'You are a star, this is a brilliant service. thank you so much'  
- Mr L

This only show cases a small part of what the team have been doing. For example; they have made sure one resident could access their emergency dental filler, along with supporting a resident who has recently had a transplant, the resident was confused about what medication he should be on and needed help, Heather got in touch with CBC and together they managed to get a CCG rep to check in on the individual and sort his medication out within a few hours.

Heather explains: 'The three of us are working really well as a new team. We are constantly keeping each other in the loop so that every person is kept informed and get's their prescription'.

They really have been going above and beyond, through connecting with people and understanding people's circumstances and varying needs they have been able to accommodate to people and support Gloucestershire's Community Help Hub.