



**Date** Thursday 1 February 2024

Dear Resident,

### **Barton House residents' update – Thursday 1 February**

**Final report on all works at Barton House:** After the meeting at City Hall on Wednesday 10 January, we informed you that we expected to receive the final report on all works from the engineers by the end of January, and that we would share it with you as soon as possible.

As yet, we have not received the final reports from the engineers, but we are working closely with them and expect we expect to receive the reports shortly. Once we receive them, we will share with you as soon as possible. We will also share the earlier engineer reports.

**Support if you are feeling unwell - reminder:** During the winter months, it's normal to see a rise in common infections and bugs like stomach illnesses, coughs, and colds. To reduce the chance of infection, we encourage you to wash your hands regularly with soap and warm water.

If you or anyone in your family is feeling unwell and needs medical advice, you should contact your local doctor in the normal way or call the NHS non-emergency line (111). If you are unwell and are staying at the Holiday Inn, please contact hotel management as well and let them know.

For anyone experiencing illness symptoms, that include diarrhoea or vomiting, we ask you and your family to stay in your room while you are unwell and not mix with other people in the hotel, to help reduce the spread of infection. The UKHSA NHS advice for diarrhoea and vomiting is to quarantine for 48 hours after the last symptoms.

To identify the cause of any illness, the council's Environmental Health team may get in touch with you so they can collect some samples to run some tests if needed.

**Communications:** Residents' questions, concerns, and feedback can be sent directly to us by emailing [barton.house@bristol.gov.uk](mailto:barton.house@bristol.gov.uk), calling 0800 694 0184, or by speaking to a member of staff.

Yours sincerely,

**John Smith, Interim Executive Director, Growth and Regeneration**

## Additional support

If you have a HomeChoice application and would like advice and support please book an appointment by emailing [barton.house@bristol.gov.uk](mailto:barton.house@bristol.gov.uk), or speak to your Housing Officer.

If you **haven't started your HomeChoice application yet**, or are struggling to complete an online application, and would like help to apply, please contact the WE are Bristol helpline on **0800 694 0184** so we can arrange support.

We appreciate that this is a stressful time for you and your family, and we are working to put in place the support you need. If you feel you need some mental health and emotional wellbeing support, there are services available to help you:

- **Samaritans** offer support 24 hours a day, seven days a week. Call 116 123 for free.
- Shout 85258 offers confidential text support 24 hours a day, seven days a week. Text **SHOUT** to 85258.
- If you need advice or have any concerns around any form of **domestic abuse**, please contact the Next Link Domestic Abuse Service on 0117 925 0680. For 24 hours a day, seven days a week advice, as well as out of hours refuge options, call the National Domestic Abuse Helpline on 0808 2000 247. In an emergency, please contact 999.
- **Family Hubs:** During the week, your local Family Hub can give information and support about anything relating to you and your family. This includes activity groups, health and wellbeing services as well as parenting support. The nearest Family Hub to Barton House is the Wellspring Settlement Hub, 43 Ducie Road, Bristol, BS5 0AX. Groups taking place this week:
  - Barton Hill High-Rise Homes Group on Wednesdays – 10am until 11.30am
  - Baby hub with Infant Feeding Support on Fridays – 1pm until 2.30pm

**Welcoming Spaces network:** Welcoming Spaces are still open across the city. These are free to use and open to anyone. You can use your local Welcoming Space to meet with other people, take part in activities or access support. Find your nearest on our website: [www.bristol.gov.uk/costofliving](http://www.bristol.gov.uk/costofliving)