

Information and contacts for Patients:

If you are in need of support, feel vulnerable and have no family, friends or local community to help you, please contact:

Hantshelp4vulnerable - can be contacted on **0333 370 4000**

This new helpline is now available through Hampshire County Council to provide information and advice, as well as practical support to frail or vulnerable Hampshire residents.

The helpline is available seven days a week, from 9am to 5pm and is for vulnerable people who do not have support from families, friends or their local community, and who need urgent assistance with practical issues – you can find all the details also via www.hants.gov.uk

Community First is working with the local voluntary and community sector to support as many people as they can in the community needing help

Individuals needing help can email : support@cfirst.org.uk

For residents looking to **volunteer** – go to www.volunteerwessex.org to register your interest.

Age UK Call for support on 023 9229 1999 or email hath@ageukportsmouth.org.uk offer 6 weeks free support for military veterans

If you need support, or if you're worried about a friend or family member during this time, please contact us on 023 9229 1999 or email hath@ageukportsmouth.org.uk.

Citizens Advice Havant Citizens Advice Havant has stopped face to face meetings. Please use the [online forms on their website](#) or call 0344 411 1306 for assistance.

Hayling Helpers - phone them on 023 9246 7545 (9am-4pm). They also have a facebook page: <https://www.facebook.com/groups/591174288132435/>

Emsworth Alliance - phone them on **07563 831810** or email them at: help@emsworthalliance.co.uk. They also have a website where you can fill in a form for help or to volunteer: <http://emsworthalliance.co.uk/>

The Silver Line (over 55's) Telephone befriending service **0800 470 8090** (Available 24hrs a day, 365 days a year) <https://www.thesilverline.org.uk/>

LOCAL SUPPORT AVAILABLE

PRINCESS ROYAL TRUST FOR CARERS - call **01264 835 246 / 835 205**
<https://carercentre.com>

AndoverMIND DEMENTIA SUPPORT SERVICE - self-referrals accepted – call
01264 332297

THE GINGERBREAD SINGLE PARENT HELPLINE 0808 802 0925

The Gingerbread single parent helpline provides support and expert advice on anything from dealing with a break up to going back to work or sorting out child maintenance, benefit or tax credit issues. Their friendly advisors will talk through your options and send you useful information. Your call is free and confidential.

WATERLOOVILLE FOODBANK - referral from Social Prescriber – please book a phone call with your surgery

HAVANT FOODBANK PO9 – referral from Social Prescriber – please book a phone call with your surgery

(please note, we have been informed from the Foodbank organisers that stocks are running very low and priority cases will be considered first).

**THE BRIDGE ADVICE CENTRE (Hayling Island) 24hr telephone message line :
07876 776668**

For financial support Free Debt/benefit/financial Advice

NATIONAL DOMESTIC ABUSE ADVICE LINE 0800 970 2070
MALE ADVICE LINE 0808 801 0327
VICTIM SUPPORT 01256 326406

CONNECT TO SUPPORT HAMPSHIRE

<https://www.connecttosupporthampshire.org.uk/>

Hampshire County Council 0300 555 1375
<https://www.hants.gov.uk/aboutthecouncil/contact>

Government Website:

Taken from www.gov.uk full article can be found at:

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>

Register if you have a medical condition that makes you extremely vulnerable to coronavirus. For example, you'll be able to ask for help getting deliveries of essential supplies like food.

If you're not sure whether your medical condition makes you extremely vulnerable, register anyway. <https://www.gov.uk/coronavirus-extremely-vulnerable>

Coronavirus and your wellbeing:

For help and support understanding the Coronavirus

<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

Looking after your mental wellbeing

Understandably, you may find that social distancing can be boring or frustrating. You may find your mood and feelings are affected and you may feel low, worried or have problems sleeping and you might miss being outside with other people.

At times like these, it can be easy to fall into unhealthy patterns of behaviour which in turn can make you feel worse. There are simple things you can do that may help, to stay mentally and physically active during this time such as:

- look for ideas of exercises you can do at home on the [NHS website](https://www.nhs.uk)
- spend time doing things you enjoy – this might include reading, cooking, other indoor hobbies or listening to the radio or watching TV programmes
- try to eat healthy, well-balanced meals, drink enough water and try to avoid smoking, alcohol and drugs
- keep your windows open to let in fresh air, get some natural sunlight if you can, or get outside into the garden

SHOUT Mental Health Crisis Line Texting service Text **85258**

CALM For people who have hit a wall and need to talk or seek advice Call 5pm to midnight 365 days a year **0800 58 58 58**

SAFE HAVEN (Havant and East Hants MIND)

Operating a phone service for the Wellbeing Centre. This will mean that there will be no walk in service or groups and courses being run, however referrals and assessments will still be taken and completed.

Instead of the peer support groups, Wellbeing Practitioners will be carrying out check in calls with clients.

Please make a self-referral by phone 02392 498916

SAMARITANS Free from any phone 116 123

<https://www.samaritans.org/how-we-can-help/contact-samaritan/>

TANYA'S KITCHEN MENTAL HEALTH AND WELLBEING SUPPORT GROUP

42 Greywell Rd, Leigh Park, Havant PO9 5AL

Weekly coffee morning, every Thursday 11.30 – 1.30pm Telephone **02392 479892**
(still operating throughout this period of uncertain time)

How can you get assistance with foods and medicines if you are shielding?

Ask family, friends and neighbours to support you and use online services. If this is not possible, then the public sector, business, charities and the general public are gearing up to help those advised to stay at home. Please discuss your daily needs during this period of staying at home with carers, family, friends, neighbours or local community groups to see how they can support you.

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Please visit gov.uk/coronavirus-extremely-vulnerable to register for the support that you need. This includes help with food, shopping deliveries and additional care you might need.

Medication:

The government is helping pharmacies to deliver prescriptions. Prescriptions will continue to cover the same length of time as usual. If you do not currently have your prescriptions collected or delivered, you can arrange this by:

1. Asking someone who can pick up your prescription from the local pharmacy (this is the best option, if possible).
2. Contacting your pharmacy to ask them to help you find a volunteer (who will have been ID checked) or deliver it to you.

You may also need to arrange for collection or delivery of hospital specialist medication that is prescribed to you by your hospital care team.

If you receive support from health and social care organisations, for example, if you have care provided for you through the local authority or health care system, this will continue as normal.

Your health or social care provider will be asked to take additional precautions to make sure that you are protected. The advice for formal carers is included in the [home care provision](#).

Supermarket Opening for Vulnerable people and the over 70's :

For older and vulnerable customers

Age 70 and older – this is the age group that has been recognised as needing additional support by the NHS

“Vulnerable” - the NHS has given guidance on vulnerable categories such as those with long-term conditions, weakened immune systems and pregnant women.

MARKS AND SPENCERS

Special Opening Hours : First hour of opening, 8am – 9am, every Monday and Thursday

Marks and Spencers will welcome any customer who feels they are in a vulnerable category to shop during the special opening hour but kindly ask other customers to respect this

TESCO

Special Opening Hours : between 9am – 10am, every Monday, Wednesday and Friday for their elderly and vulnerable customers

SAINSBURY'S: www.sainsburys.co.uk

Special Opening Hours : between 8am – 9am, every Monday, Wednesday and Friday for their elderly and vulnerable customers

WAITROSE

Special Opening Hours : between 8am – 9am, every day for their elderly and vulnerable customers

CO-OP

Special Opening Hours : between 8am – 9am, Monday through to Saturday
between 10am – 11am Sunday
for their elderly and vulnerable customers

ICELAND: www.iceland.co.uk/book-delivery

Offering online deliveries to the vulnerable, over 70's and people that are self-isolating. You will be asked this question on the website and will only be able to continue your online shop if you fall into one of these categories