

# COVID 19 USEFUL CONTACT DETAILS

Hello, my name is Kelly and I am the new Social Prescribing Lead at Milton Abbas Surgery; you may already know me as I am also one of the Receptionists. My days of work are currently Wednesday AM, Thursday AM, and Friday all day.

We are all adjusting to the new times we find ourselves in and we all need some support at one time or another. So please take a moment to see what help and support there is available out there for you.

If you would like to speak about your concerns or would like help finding the support you need, please feel free to contact either myself or anyone of my colleagues at the surgery – we are here to help you.

In the meantime, please take care of yourselves.

*Kelly*

---

## GENERAL SUPPORT

### **Milton Abbas Neighbourcar**

Helping those in need of help and support with their shopping or collecting medication. Please leave a message on 01258 470333 and they will call you back.

### **Prescription Support**

For patients who are unable to collect their prescriptions and do not have anyone who can collect on their behalf, Milton Abbas Surgery are running a daily delivery service. Please let the surgery know when you order your prescription if you need for it to be delivered.

If you would normally collect your prescription from one of the Boots in Blandford and you need it delivered, please call your respective pharmacy. If you are unable to get through, please contact Blandford Voluntary Community Helpline on 01258 452361.

### **Blandford Forum Town Council**

They will endeavour to help you or can signpost you to the service you need. Call 01258 454500 or 01258 489490, or email [admin@blandfordforum-tc.gov.uk](mailto:admin@blandfordforum-tc.gov.uk).

### **Blandford Voluntary Community**

They have set up a website as a single source of information, advice and support for Blandford and surrounding villages: [www.blandfordc19community.com](http://www.blandfordc19community.com).

### **Dorset Council**

The council have a dedicated help line set up to support residents who need help and advice – particularly those who don't have family, friends or a support network. Their general number is 01305 221000. For ones who are shielding, the number is 01305 221022. Lines are open from 8am to 8pm, 7 days a week. Alternatively, you can email [communityresponse@dorsetcouncil.gov.uk](mailto:communityresponse@dorsetcouncil.gov.uk).

### **Help and Kindness**

A website collating all help and support available in your local area. Their website is [www.helpandkindness.co.uk](http://www.helpandkindness.co.uk).

### **Age UK**

They are coordinating requests for help with issues relating to loneliness and isolation, as well as accessing items such as food, cash or medication. To request help, call 01305 269444 (Age UK Dorchester) or send an email to [enquiries@ageuknswd.org.uk](mailto:enquiries@ageuknswd.org.uk).

## General Support continued...

### Gov UK

If needed you can register for additional support with shopping & social care at [www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable).

To find out what help and support you can receive if affected by coronavirus, please see their new website [www.gov.uk/find-coronavirus-support](http://www.gov.uk/find-coronavirus-support).

## CARERS

### Age UK

They have a helpline open every day of the year 8am to 7pm for older people, their families, friends and carers. Call 0800 055 6112.

### Carers UK

During this time, it is important to know what support is available to you as a carer and those you look after. For up to date help and advice please see [www.carersuk.org/help-and-advice/coronavirus-covid-19/coronavirus-covid-19](http://www.carersuk.org/help-and-advice/coronavirus-covid-19/coronavirus-covid-19). Alternatively, call 0800 3688349.

### Carers Resource Information & Support (CRISP)

They offer advice, information & guidance relating to the coronavirus. Call 01202 458204 or visit [www.crispweb.org](http://www.crispweb.org).

### The Leonardo Trust

They have launched a Carers Covid-19 Helpline to offer support to all carers in Dorset. Tel: 01202 698325 (Mon to Fri 10am – 2pm) or visit [www.leonardotrust.org](http://www.leonardotrust.org).

## DOMESTIC ABUSE

Help is available if you are affected by domestic abuse, and we encourage you to visit this page to find out about helplines and other support: <http://orlo.uk/eFHUD>.

**Domestic Abuse Helpline:** 0800 032 5204. **In an emergency, call 999.** If you are unable to talk out loud you can press 55 on a mobile to let the operator know you need help.

## FINANCIAL ADVICE

**Citizens Advice** are providing free, independent and confidential advice on financial concerns including Statutory Sick Pay and rights, or advice for self-employed. Contact 03444 111 444 or email [advice-nd@centralca.org.uk](mailto:advice-nd@centralca.org.uk).

## FOOD SUPPORT

### Dorchester Community Kitchen

A Dorchester project set up to supply food to vulnerable people, those who are struggling financially, or anyone who finds themselves in a difficult situation. You can register online at [www.dorchestercommunitykitchen.org](http://www.dorchestercommunitykitchen.org) or by emailing [dorchestercommunitykitchen@gmail.com](mailto:dorchestercommunitykitchen@gmail.com).

### Dorset Mums

On their website you can see a list of local businesses & companies delivering food and provisions during this time: <https://www.dorsetmums.co.uk>.

## Food Support continued...

### Healthy Start Scheme

The national Healthy Start Scheme provides eligible families with a monetary voucher towards the cost of essential food items such as fruit, vegetables and milk. Visit their website [www.healthystart.nhs.uk](http://www.healthystart.nhs.uk) or call 0345 607 6823.

### Foodbanks

A list of current foodbanks can be found here [www.dorsetcouncil.gov.uk/emergencies-severe-weather/emergencies/coronavirus/community-response/i-need-help-or-i-know-someone-who-needs-help-coronavirus-information.aspx](http://www.dorsetcouncil.gov.uk/emergencies-severe-weather/emergencies/coronavirus/community-response/i-need-help-or-i-know-someone-who-needs-help-coronavirus-information.aspx) (about half way down the page)

### Help and Kindness

A website collating information of shops who will take payment over the phone and do deliveries. If you put in your postcode, you will get all relevant local information & phone numbers. Their website is [www.helpandkindness.co.uk](http://www.helpandkindness.co.uk).

## MENTAL HEALTH & BEFRIENDING SUPPORT

### Dorset Healthcare Access Mental Health – Connection

A round-the-clock helpline for people of all ages, anywhere in Dorset, who need some support: 0300 123 5440.

### Dorset Mind

The mental health charity has a web page '[Coronavirus and your wellbeing](#)' with tips on how to look after your wellbeing whilst staying at home.

They offer a befriending service and support for those with mental health and wellbeing problems. To make a referral, download and complete the referral form found on their website [dorsetmind.uk/help-and-support/befriending](http://dorsetmind.uk/help-and-support/befriending).

They now have new online support groups for people wanting to improve their wellbeing. Register at [adultwellbeingservices@dorsetmind.uk](mailto:adultwellbeingservices@dorsetmind.uk).

### Gov UK

Guidance for the Public on mental health and wellbeing can be found here:

[www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing](http://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing).

Guidance for Parents and Carers on supporting children and young people's mental health and wellbeing can be found here: [www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing](http://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing).

### Health Wellbeing Friend

Tracey Revuelta-Ruffolo is kindly offering a daily phone call from a health team member to offer a 'Health and Emotional Wellbeing Check'. These calls are not designed to offer health diagnosis' or advice but to support those who are vulnerable and isolating. Tel: 01258 451982 or 07968 334073.

### Help & Care

This Dorset based charity are providing Wellness Checks and Telephone Befriending services. Call them on 0303 303 0153 or use their online referral form [www.helpandcare.org.uk/services/self-management](http://www.helpandcare.org.uk/services/self-management).

### Kooth

Kooth is a free, confidential online service that helps young people aged 11-18 who want to talk about their mental health and emotional wellbeing. To access their service, visit the [www.kooth.com](http://www.kooth.com).

### Livewell Dorset

For those who are struggling with isolation, Livewell Dorset is running the Five Ways Challenge. More details can be found on their website [www.livewelldorset.co.uk](http://www.livewelldorset.co.uk).

## **Mental Health & Befriending Support continued...**

### **NHS Every Mind Matters**

Their [www.nhs.uk/oneyou/every-mind-matters](http://www.nhs.uk/oneyou/every-mind-matters) has guidance and advice for maintaining mental wellbeing whilst dealing with Coronavirus issues.

### **PramaLife**

This charity supports older people across Dorset. They have set up a new Friendship Line and have a team of volunteers who would love to chat with you. Call 01202 022987.

### **Samaritans**

For 24-hour free listening support there is the Samaritans Helpline on 116 123.

If you feel that writing down your thoughts and feelings may be helpful, there is also an email service ([jo@samaritans.org](mailto:jo@samaritans.org)) but please be aware the response time is 24hrs so it is not to be used in a crisis.

## **PHYSICAL WELLBEING**

### **Livewell Dorset**

If you feel that now is the time to get active, lose weight, stop smoking or drink less, then please register with this free health service which can offer support and one-to-one coaching. For further details or to register, their website is [www.livewelldorset.co.uk](http://www.livewelldorset.co.uk).

### **Sports England**

To get tips, inspiration, advice and guidance on how to keep or get active in and around your home, join the movement #StayInWorkOut and check out their website [www.sportengland.org/stayinworkout](http://www.sportengland.org/stayinworkout).

## **PREGNANCY & BABIES**

### **Maternity Matters**

This is a great website which has been put together with the help of parents and professionals. There is guidance and tips about caring for yourself and your baby, as well as updates on how maternity services are currently operating [www.maternitymattersdorset.nhs.uk](http://www.maternitymattersdorset.nhs.uk).