

## **Practical support and resources for people who have to stay at home**

**Updated 30/03/2020**

People staying at home because of the coronavirus tend to fall into one of three groups. People who are physically distancing themselves from other people to help prevent the spread of the virus; people who are 'self-isolating' because they, or someone in their household, might have the virus and do not want to pass it on or those that need to be 'shielded' who are at very high risk of severe illness from coronavirus (COVID-19) because of an underlying health condition, and for their family, friends and carers.

Whichever group you fall into the following provides information on practical help and support that is available locally:

### **1. Food shop:**



If you are self-isolating but need a food shop, you might want to use one of the supermarket home delivery services. Supermarkets such as Sainsbury's and Tesco are prioritising home delivery for older and vulnerable people. Supermarkets have also set out specific times for the elderly, vulnerable and NHS staff. Please check with your local store.

---

### **2. Food shops by volunteers:**



Lots of people in the community who are social distancing are still keen to help others and have been posting cards through people's doors offering to collect shopping. Try and get some proof of identity before handing money over to strangers to collect your shopping. Alternatively, if you have not had a card but want to find out if there are any volunteers in your community who are available to collect your shopping, you can go on to the COVID-19 mutual aid site here: <https://covidmutualaid.org/>. Or contact your local [Good Neighbour group](#).

---

### **3. Pharmacy:**



Try to plan ahead and make sure you have enough prescription medicines. This includes managing your repeat prescriptions and where appropriate asking for a longer supply. You might also want to stock up on medications to help you manage flu symptoms such as rehydration drinks, paracetamol and/or cough sweets. If you are self-isolating you can ask your pharmacy to deliver your prescription or contact your local [Good Neighbour group](#).

---

## 4. Need someone to talk to?



The Silver Line is a confidential, free helpline for people aged 55 and over across the UK that's open 24 hours a day, seven days a week, 365 days of the year. They can offer information, friendship and advice and regular friendship calls. You can call them anytime on **0800 470 8090**. Age UK Bedfordshire provide a telephone befriending service. Phone 01234 360510, or email: [enquiries@ageukbedfordshire.org.uk](mailto:enquiries@ageukbedfordshire.org.uk)

---

## 5. Money and benefit advice:



In light of the Coronavirus Citizens Advice will not be running face to face advice sessions. If you need advice you can access a 24-hour information resource via their website: [www.casort.org](http://www.casort.org)  
To call their Adviceline look online to locate your closest centre.

---

## 6. Support for carers:



Carers in Bedfordshire support over 7,000 carers across Bedfordshire, all of whom will be impacted by the Covid-19 outbreak.

In order for them to best support these carers, they have taken the decision to suspend all groups and events and close their offices so that they can put additional resource into their telephone support service.

Please call [0300 111 1919](tel:03001111919) for help and advice.

---

## Are we missing something?



Please note we will be doing weekly updates around managing your health and wellbeing during this time of social isolation and distancing. We are aware that there are more new and innovative virtual activities and services being set up and will endeavour to provide as much information as we can. If you have any information you would like to share with others, please let us know and we can include it here.

Get in touch with us on **07548 228023** or send us an email at [info@healthwatch-centralbedfordshire.org.uk](mailto:info@healthwatch-centralbedfordshire.org.uk).