

COVID-19 Further Information

Shropshire Council Coronavirus Helpline 0345 678 9028

There is a dedicated number for the Covid-19 helpline is 0345 678 9028 to help with all Covid-19 related issues. 8am to 6pm weekdays and 9am to 1pm Saturdays

Supplying food parcels & assistance to those most vulnerable (shielded) identified by a government letter or anyone else who is vulnerable and who is unable to get food or in need of support.

Shropshire Council

- Concerns for a **vulnerable adult, advice about social care** 0345 678 9044
- Concerns for a **vulnerable child or for family support** 0345 678 9021
- If you are at risk of **homelessness** 0345 678 9005
- For urgent **waste and recycling** enquiries 0345 678 9007
- For **Registrars'** issues 0345 678 9016
- Keep up to date with daily news from Shropshire Council you can register to receive newsroom updates <https://newsroomshropshire.gov.uk>
- For all **business** help including business rates see **Help for Businesses** section at end

Pontesbury council www.pontesburypavilion.co.uk and/or www.facebook.com/The-pavilion-community-hub-and-library

Library services <https://www.shropshire.gov.uk/libraries/find-a-book/e-library/> - Free source of online books, magazines and newspapers for all. **If you are not already a member of Shropshire Libraries, first join online at** <https://www.shropshire.gov.uk/libraries/join-the-library/>

Trusted Websites

For information about COVID-19 symptoms and latest government guidance and local updates please use following trusted and regularly updated websites;

- www.nhs.uk/conditions/coronavirus-covid-19
- <https://www.gov.uk/coronavirus>
- <https://www.gov.uk/government/organisations/public-health-england>
- www.shropshire.gov.uk/coronavirus

Other sources of support

Red Cross Home from Hospital service in Shropshire. 01743 457810 Can provide up to 6 weeks support to adults living in Shropshire, who have just been discharged from hospital. They are able to help with shopping, fitting Pendant Alarms, transport to medical appointments and befriending.

Age Uk free helpline 0800 6781602 www.ageuk.org.uk/shropshireandtelford **Have lots of information particularly around Covid-19**

Alzheimer's Society on **0333 150 3456**.support for anyone affected by dementia. During the COVID-19 outbreak the Dementia Connect support line will remain open every day. If you or anyone you know needs advice or support, please call us

Shropshire Citizen's Advice Call 03444 4991100 www.cabshropshire.org.uk

Omega Chatterbox, shrewsbury 01743 245088. chatterbox@omega.uk.net

A free, short-term telephone befriending programme designed to support those who are lonely and isolated
Volunteers also needed to help act as telephone befrienders

Omega letters from Louise aletterfromlouise@omega.uk.net matches clients with volunteer pen pal writers to establish regular contact for friendly conversation and an exchange of stories. Omega, London House, Town Walls, Shrewsbury, Shropshire, SY1 1TX

The Silver Line, www.thesilverline.org.uk call free helpline on 0800 4708090 Charity supporting loneliness

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Elevate Exercise programme – 07852 871589 Their current classes are suspended but they have designed a 12 week exercise programme for people over 60, that can be done at home, online version too.

Some charities and organisations have worked with the NHS to produce specific advice

Asthma – [Asthma UK: coronavirus \(COVID-19\)](#)

Other lung conditions, such as COPD – [British Lung Foundation: coronavirus and COVID-19](#)

Joint and muscle conditions, such as arthritis – [Versus Arthritis: coronavirus \(COVID-19\)](#)

Heart disease – [British Heart Foundation: coronavirus – what it means for you if you have heart or circulatory disease](#)

Stroke – [Stroke Association: coronavirus \(COVID-19\) information for people affected by stroke](#)

Carers

Crossroads Together Shropshire www.crossroadstogether.org.uk Carer's Support Line 01743 341995, General Enquiries: 0333 323 1990, Option 1, then Option 6

Information for carers about COVID-19 <https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19>

Mobilise Daily e-support package through the Covid-19 crisis with links to key information, updates on how other carers are finding ways of coping, and suggestions for entertainment at home.

<https://carers.org/guidance-coronavirus>

Looking after your mental health

Samaritans, www.samaritans.org, call free helpline 116 123

MIND Infoline: 0300 123 3393 info@mind.org.uk Text: 86463

Shropshire Sanctuary (support and services for anyone affected by mental health issues) run a helpline every night, this is a referral only service. If you are in crisis or in need of support, you can telephone the Access team on 0300 124 0365

Shropshire Rural Support 0300 123 2825 support for Shropshire Farmers and rural community

The Calm Zone -www.thecalmzone.net, for anyone who wants to talk about life's problems free helpline and webchat 5pm-midnight 365 days/year

<https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/> gives a variety of tips for reducing anxiety and keeping mentally healthy

<https://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/> link to NHS approved helplines for people to call

Children and Young people

<https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing?> Includes an easy-read guide for young people

Kooth is also online support for young people free anonymous online support <https://www.kooth.com/>

Help for businesses

SC has now received around £17m from Government to help businesses and is now in Shropshire Council bank account waiting to be distributed. This includes help with business rates. SC may not have all the names of those business who are eligible. The email address to direct any general business enquiries to is; covid19businessenquiries@shropshire.gov.uk. A simple online application form has been developed and this is available from <https://shropshire.gov.uk/covid-19-grants>.

For business rates enquiries contact businessrates@shropshire.gov.uk. 0345 678 9003

This information sheet is an attempt to bring together in one place many different sources of support available but details may change frequently keep up to date with changes posted on the trusted websites listed above and/or Contact clerk@pontesburyipc.org.uk **01691 661157** (answer phone outside of office hours)for more information.