

COVID-19 Response: How to get help – at a glance

<p>Extremely Vulnerable (Shielded) Individuals</p>	<p>Individuals who are on the National Patient Shielded List are eligible for the national support offer (food and medication delivery) <u>provided they have registered</u>:</p> <ul style="list-style-type: none"> ➤ on the national website www.gov.uk/coronavirus-extremely-vulnerable; or ➤ using the dedicated Government helpline – 0800 028 8327. <p>This group of individuals should have received two letters.</p> <ol style="list-style-type: none"> 1. The Government Shielded Letter. 2. A COVID Protect letter containing their unique COVID Code and a Leaflet about the COVID Protect scheme. <p>NOTE – Patients in South Norfolk will have received the Government Shielded Letter and are being contacted and supported by their registered practice.</p> <p>Individuals on the national Patient Shielded List are entitled to support from NHS Volunteer Responders registered via the GoodSAM App. Professional referrals for support from these volunteers can be from</p> <ul style="list-style-type: none"> ▪ GPs ▪ Local Authorities ▪ Social Care Providers ▪ Practice Staff / Nurses ▪ Community Pharmacists ▪ Hospital and Community Health Trust Discharge Teams ▪ NHS 111 ▪ Ambulance Trusts ▪ Social Prescribing Link Workers. <p>Referrals can be submitted via www.goodsamapp.org/nhsreferral or by ringing 0808 196 3382. Individuals wishing to self-refer for support should call 0808 196 3646. See Page 7 of this document for further information on volunteer resources.</p>
<p>Vulnerable Individuals</p>	<p>These individuals have been identified locally by an Eclipse search (based on the Chief Medical Officer’s guidance) as people who would benefit from proactive monitoring and support. They should have received one letter.</p> <ol style="list-style-type: none"> 1. A COVID Protect letter containing their unique COVID Code and a Leaflet about the COVID Protect scheme (South Norfolk is not participating in this scheme). <p>They are <u>not eligible for the national support offer</u>, but can get help for their clinical, medications management or non-medical needs by registering for the COVID Protect service and completing a daily questionnaire. Individuals who fail to register for the COVID Protect service will be contacted by the CCGs ‘Virtual Support Call Team’ (subject to the patient’s Practice giving their consent).</p> <p>NOTE – Patients in South Norfolk are being contacted and supported by their registered practice.</p>
<p>All Norfolk and Suffolk Residents</p>	<p>NORFOLK All Norfolk residents have been sent a letter by their local District or Borough Council advising them to ring 0344 800 8020 (09.00 to 17.00 Monday to Friday) or visit www.norfolk.gov.uk/coronavirus if they are in need of support.</p> <p>SUFFOLK All Suffolk residents have been sent a Home but No Alone postcard advising them to ring 0800 876 6926 (09.00 to 17.00, 7 days a week) if they need support with either deliveries of food or medications or if they have other support needs at this time..</p>
<p>Organisations</p>	<p>Volunteer support for organisations can be accessed in the following ways.</p> <ol style="list-style-type: none"> 1) Norfolk - by contacting Voluntary Norfolk (see Page 7 for details). Suffolk - by contacting the Community Support Hub on 0800 876 6926 (Option 3). 2) Using the GoodSAM referral form www.goodsamapp.org/nhsreferral (see Page 6 of the “Guide for Referrers” on the Help from Volunteer Resources page). <p>Business and financial support for organisations can be accessed via the local Council or by contacting New Anglia Growth Hub (previously known as the Local Enterprise Partnership) on 0300 333 6536.</p>

Feedback on the content of this document can be sent to claire.leborgne@nhs.net or sue.hill24@nhs.net

Help from County Councils

NORFOLK COUNTY COUNCIL

Designated Coronavirus Helpline

0344 800 8020

09.00 – 17.00, Mon to Fri

www.norfolk.gov.uk/coronavirus

All residents have received a letter from their local District or Borough Council describing the types of help available as shown in the diagram opposite.

There is a community support hub in each of Norfolk's seven districts/boroughs. These hubs work with the voluntary sector at a local level to ensure that residents can access community support.

A Request for Support Form (embedded below) has been developed that can be emailed directly to the relevant District or Borough Council support hub (see Help from Local Authorities page for details).



Request for Support.docx

Wellbeing support www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/coronavirus/community-support-for-people-at-home

Directory of resources to support communities and individuals <https://communitydirectory.norfolk.gov.uk/>



SUFFOLK COUNTY COUNCIL

'HOME, BUT NOT ALONE' CAMPAIGN

Designated Coronavirus Helpline

0800 876 6926

09.00 – 17.00, 7d/week

www.suffolk.gov.uk/coronavirus-covid-19/home-but-not-alone

Emergency phone line for people that do not have support available from friends, family or neighbours; are struggling for food, medicines; essential supplies; and/or are feeling lonely and isolated.

Directory of resources to support communities and individuals



Suffolk-Resource-Directory-2020-21-v6.docx



Home, But Not Alone
Supporting vulnerable people in Suffolk

Coronavirus Emergency Phoneline

0800 876 6926 This is a FREE service

HOME, BUT NOT ALONE
Connecting volunteers and vulnerable people in Suffolk

DOWNLOAD **Tribe - Volunteer** APP TO VOLUNTEER

Need a volunteer's help? Call: **0800 876 6926**

#COVID19SUFFOLK

Help from Local Authorities

'Request for Support' Form to send to local authority community support hubs



Request for Support.docx

BRECKLAND DISTRICT COUNCIL – COMMUNITY SUPPORT HUB

01362 656306

08.00 – 18.00, Mon to Thurs and 09.00 – 17.00, Fri (15.30 last Fri/month).

www.breckland.gov.uk/coronavirus

email Request for Support Form to communitysupport@breckland.gov.uk

Online Form <https://www.breckland.gov.uk/GEform>



GREAT YARMOUTH BOROUGH COUNCIL – COMMUNITY SUPPORT HUB

0808 196 2238

09.00 – 17.00, Mon to Fri.

www.great-yarmouth.gov.uk/coronavirus

email Request for Support Form to earlyhelp@great-yarmouth.gov.uk



KINGS LYNN & WEST NORFOLK BOROUGH COUNCIL – COMMUNITY SUPPORT HUB

01553 616200, Option 6

09.00 – 17.00, Mon to Fri.

www.west-norfolk.gov.uk/coronavirus

email the 'Request for Support' Form to asklily@west-norfolk.gov.uk



NORTH NORFOLK DISTRICT COUNCIL – COMMUNITY SUPPORT HUB

01263 516000

08.00 – 20.00, Mon to Fri and 10.00 – 16.00, Sat and Sun.

www.north-norfolk.gov.uk/tasks/projects/coronavirus/

email the 'Request for Support' Form to nndccovid19@north-norfolk.gov.uk



NORWICH CITY COUNCIL – COMMUNITY SUPPORT HUB

0344 980 3333, Option 2

09.00 – 16.00, Mon to Fri.

www.norwich.gov.uk/coronavirus

email the 'Request for Support' Form to community@norwich.gov.uk



SOUTH NORFOLK & BROADLAND DISTRICT COUNCIL – COMMUNITY SUPPORT HUB

01508 533933

08.15 – 17.00, Mon to Fri and 10.00 – 16.00, Sat and Sun.

www.south-norfolk.gov.uk/coronavirus-information

email the 'Request for Support' Form to communities@s-norfolk.gov.uk

Online Form to ask for Help www.smartsurvey.co.uk/s/helpsupport/



EAST SUFFOLK COUNCIL – COMMUNITY SUPPORT HUB

0333 016 2000

08.30-17.00, Mon, Tues, Wed, Fri and 09.30-17.00 Thurs.

www.eastsuffolk.gov.uk/features/covid-19/

email the 'Request for Support' Form to customerservices@eastsuffolk.gov.uk



Help for Mental Health and Wellbeing

FIRST RESPONSE – NSFT

0808 196 3494

24/7, always open

Option 1 – Health / Social Care professionals

Option 2 - Public

Freephone service for people of all ages in Norfolk and Suffolk requiring mental health care, advice and support. Further information www.nsfthelp.nhs.uk/Find-help/Pages/Helpline.aspx



First Response
Call: 0808 196 3494
(Freephone)

A 24/7 service for people of all ages in Norfolk and Suffolk requiring mental health care, advice and support.

WELLBEING SERVICES – NSFT

0300 123 1503

09.00 – 17.00, Mon to Fri

Available to all Norfolk and Suffolk residents but priority is being given to NHS staff that are registered with a Norfolk or Suffolk GP during the Coronavirus pandemic. Support is offered by telephone, video call, instant messaging and webinar. Further resources and information can be found at

www.nsfthelp.nhs.uk/Find-help/Pages/Coronavirus.aspx

www.wellbeingnands.co.uk/norfolk/

www.nsfthelp.nhs.uk/Find-help/Pages/Help-in-a-Crisis

www.everymindmatters.co.uk



Norfolk and Suffolk
NHS Foundation Trust



Helping you live your life

DEMENTIA SUPPORT – NORFOLK

01603 763556

09.00 – 17.00, Mon to Fri

Professional requests for a referral should be sent with [Secure] in the subject line to: norfolk@alzheimers.org.uk Further resources and support can be found via

- **Alzheimer's Society National Helpline 0300 222 1122**
Open: 09.00 – 20.00, Mon/Tues/Weds; 09.00-17.00 Thurs/Fri; 10.00-16.00 Sat/Sun.
- **Talking Point:** online forum, for everyone affected by dementia, open 24/7.



DEMENTIA TOGETHER - SUFFOLK

08081 688 000

09.00 – 17.00, Mon to Fri. 10.00 – 16.00, Sat, Sun, Bank Hol.

Dementia Together provides support for people living with dementia, their carers and healthcare professionals in Suffolk. We provide support for people who are:

- with or without a formal diagnosis of dementia
- at any stage of the illness
- caring for or supporting someone with dementia
- worried about symptoms, either for themselves or for someone else

You can also get in touch by email, to ask questions or get support – please send your email to SRYC.DementiaTogether@nhs.net



DementiaTogether
Leaflet

JUST ONE NORFOLK – C&YP HEALTH SERVICES NORFOLK

0300 300 0123

08.00 – 18.00, Mon to Fri. 09.00 – 13.00 Sat.

If you're a child, parent or carer looking for online access to mental health support for someone aged 0 -25 visit www.justonenorfolk.nhs.uk/mentalhealth

You don't need a referral, you can get in touch straight away for advice and support.



EVERY MIND MATTERS – PUBLIC HEALTH ENGLAND

For tips and advice for to look after mental wellbeing during this time visit the Public Health England resources available at www.everymindmatters.co.uk

For details of organisations offering urgent support for mental health crises www.nhs.uk/oneyou/every-mind-matters/urgent-support/

NOTE: Links to services offering urgent mental health wellbeing support can also be found on Page 5 of this document.



Urgent help for Mental Health and Wellbeing

See also the 24/7 FIRST RESPONSE Helpline 0808 196 3494 from NSFT on Page 4

SAMARITANS

116 123

24/7, always open

www.samaritans.org



Samaritans are here to listen at any time of the day or night. You can talk to us about anything that's troubling you, no matter how difficult. This number is free to call from both landlines and mobiles, including pay-as-you-go mobiles. You do not need to have any credit or call allowance on your plan to call 116 123. Your number is not displayed to the call handler. We're here for you, whatever your age.

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

CHILDLINE

0800 1111

09.00 – Midnight

www.childline.org



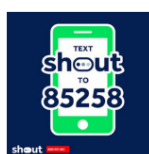
Childline is a free, private and confidential service where you can talk about anything. Childline is here to help anyone under the age of 19 in the UK with any issue they're going through. Childline counsellors are trained staff and volunteers. Adults can also call Childline if they are concerned about the safety and/or wellbeing of a child

<https://www.childline.org.uk/get-support/>

SHOUT

Text SHOUT to
85258

24/7, always open



For anyone in crisis anytime, anywhere. It's a place to go if you're struggling to cope and you need immediate help.

The service is free on most networks and available 24/7. Trained volunteers will listen to you and work with to help you take the next steps towards feeling better.

<https://www.giveusashout.org/>

YOUNGMINDS CRISIS

MESSENGER

Text YM to 85258

24/7, always open



If you are a young person experiencing a mental health crisis and need support, you can text YM to 85258. We aim to connect every texter to a trained volunteer promptly to provide crisis help. They will listen and help you to take the next step to feeling better.

<https://youngminds.org.uk/find-help/get-urgent-help/youngminds-crisis-messenger/>

KOOTH

Online at www.kooth.com

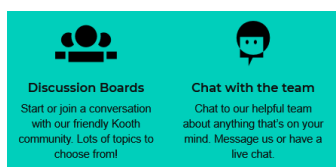
12.00 – 22.00, Mon to Fri

18.00 – 22.00, Sat and Sun



Kooth is an online counselling and emotional wellbeing service for 11 to 18-year-olds (up to 19th birthday) in East and West Suffolk.

As well as online counselling, Kooth offers peer-to-peer support, moderated forums with other young members of the 'Kooth community' and a wide range of self-help materials.



HOPELINEUK

0800 068 41 41

09.00 – 22.00, Mon to Fri

14.00 – 22.00, Sat and Sun

<https://papyrus-uk.org/hopelineuk>



If you are under 35 and feel that life is not worth living any more or are concerned about someone else, call Papyrus's HopelineUK. Our Suicide Prevention Advisers are ready to support you.

Callers may include:

- young people, concerned relatives and friends;
- education and health professionals e.g. GPs, Nurses, Teachers, School Nurses, A&E staff, Pastoral staff;
- mental health professionals e.g. CAMHS staff, CPNs, Psychiatrists); and
- other roles including: police, ambulance, prison, drug and alcohol service and probation staff.

CONTACT

For the military

Online contact form

<https://www.contactarmedforces.co.uk/we-can-help/contact-us>

Further information

<https://www.contactarmedforces.co.uk/>

Contact is a collaboration of military charities working with the NHS and the MOD. Each organisation offers mental health support for veterans. The aim of the group is to help members of the Armed Forces community access mental health and wellbeing support. This should be the most suitable and best possible support for each individual, when they need it. A wide range of support is available through for servicemen and women and their families.



CAMPAIGN AGAINST LIVING MISERABLY (CALM)

For men

0800 58 58 58

17.00 – Midnight

365 days a year

<https://www.thecalmzone.net/help/get-help/>



CALM offer accredited, confidential and free support to men anywhere in the UK through a helpline and a web-chat service. They will talk through any issue with you and offer support, advice and signposting. Calls won't show up on your phone bill and are free all phones.

Help with Palliative and End of Life Care

PALLIATIVE AND END OF LIFE CARE — PUBLIC ADVICE LINE

Open to carers, patients, relatives, domiciliary agencies and care homes

Central and West Norfolk

NCH&C

07867 156705

24/7, always open

01603 272760

08.00 to 17.00



PALLIATIVE AND END OF LIFE CARE — PROFESSIONAL ADVICE LINE

Central and West Norfolk

NCH&C

07623 916125

24/7, always open



PALLIATIVE AND END OF LIFE CARE — ONECALL FOR ALL

PUBLIC AND PROFESSIONAL ADVICE LINE

Great Yarmouth and Waveney

St. Elizabeth Hospice / ECCH

0800 567 0111

24/7, always open



Help with Bereavement

BEREAVEMENT SUPPORT LINE

Central and West Norfolk

NCH&C

01603 255728

09.00 – 17.00, 7 days/week



NCHC Bereavement
support.pdf



BEREAVEMENT OFFICE

Queen Elizabeth Hospital, Kings Lynn

01553 613878

09.00 – 16.00, Mon to Fri



The Queen Elizabeth
Hospital King's Lynn
NHS Foundation Trust

BEREAVEMENT OFFICE

Norfolk & Norwich University Hospital

01603 287165 / 287166

09.30 – 16.00, Mon to Fri



Norfolk and Norwich
University Hospitals
NHS Foundation Trust

BEREAVEMENT OFFICE

James Paget University Hospital

01493 452359

08.30 – 16.30, Mon to Thur. 08.00 – 16.00, Fri.



James Paget
University Hospitals
NHS Foundation Trust

Help from Volunteer resources

NORFOLK VOLUNTEER RESOURCES

Voluntary Norfolk is the co-ordinating organisation in Norfolk for

- volunteers to support communities and
- organisations to ask for support from volunteers.

To Ask for Volunteer Help to support an individual

0344 800 8020

09.00 – 17.00, Mon to Fri

To Ask for Volunteer Help to support an organisation or become a Volunteer

01603 614474

09.00 – 16.00, Mon to Fri

Via email to volunteercentre@voluntarynorfolk.org.uk

Via online form on webpage www.voluntarynorfolk.org.uk

**VOLUNTARY
NORFOLK**



SUFFOLK VOLUNTEER RESOURCES

To Ask for Help from a volunteer - Coronavirus Helpline

0800 876 6926

09.00 – 17.00, 7d/week

- Option 1 – Food deliveries
- Option 2 – Medication deliveries
- Option 3 – Any other needs

To become a Volunteer

Register via the Tribe Volunteer App www.tribeproject.org



NHS VOLUNTEERS VIA THE NATIONAL GOODSAM APP

To Ask for Help from a GoodSAM volunteer

0808 196 3382 – professional request for volunteer support on behalf of an individual or organisation e.g. pharmacy

0808 196 3646 – to self-refer for support from a volunteer

10.00 – 20.00, Mon to Fri. 11.00 – 15.00, Sat

Referrals must be for people who are at very high risk from coronavirus where no local support is available, including people who

- have been asked to self-isolate and ‘shield’
- are over 70 with underlying health conditions
- are self-isolating and you consider to be especially vulnerable.

To make a Referral for Volunteer support

Referral Form www.goodsamapp.org/NHSreferral

Professional referrals can be made by

- | | |
|---------------------------|-------------------------------------------------------|
| ▪ GPs | ▪ Hospital and Community Health Trust Discharge Teams |
| ▪ Local Authorities | ▪ NHS 111 |
| ▪ Social Care Providers | ▪ Ambulance Trusts |
| ▪ Practice Staff / Nurses | ▪ Social Prescribing Link Workers. |
| ▪ Community Pharmacists | |

Referrers can also register with the GoodSAM App to request support for an individual



GoodSamRefs
Info4PrimCareProfs



GoodSAMGuide.Refe
rrers



GoodSAMFAQs.pdf

To become a Volunteer

Register via the GoodSAM App www.goodsamapp.org



