

COVID-19 KEY SUPPORT LINKS

Information Classification: PUBLIC

These key links to support for **people that need help with staying healthy and independent during the pandemic** have been pulled together by Cornwall Council's Adult Social Care Commissioning Team. These key support links can be **accessed by anyone** and can help to connect people to wider public sector and voluntary and community sector support. The Voluntary Sector Emergency Response Alliance (VERA) is coordinating the wider voluntary sector approach to Covid-19 in Cornwall.

General information on Covid-19 (Coronavirus) can be found at www.cornwall.gov.uk/coronavirus

Covid-19 Key links to support for all members of the public

HELP WITH PRACTICAL TASKS AND WELLBEING

Anyone impacted by Covid-19 not coping and looking for help (or offering help) in their local area can contact Volunteer Cornwall. Practical support from volunteers with shopping, collecting prescriptions, access to food, transport, emotional support or other help needed as a result of Covid-19 for people in the community and on discharge from hospital.

Phone: 01872 266988

Email: requestforhelp@volunteercornwall.org.uk

HELP WITH HOUSING AND HOMELESSNESS

Anyone homeless or threatened with homelessness can contact Cornwall Housing

Go online: www.cornwallhousing.org.uk

Phone: 0300 1234 161 and ask for the Prevention & Engagement team.

Anyone concerned about someone rough sleeping can report through Streetlink. **Go online: www.streetlink.org.uk or phone 0300 500 0914**

HELP WITH MONEY AND OTHER ADVICE

Anyone looking for advice on money, employment, legal and other issues can contact Citizens Advice Cornwall

Phone: 03444 111 444; or text: ADVICE or DEBT to 78866

Go online: www.citizensadvice.org.uk

HELP WITH FOOD

Anyone looking for advice on food, including how to get food deliveries, how to pay, support for anyone shielding, free school meals, and nutrition.

Go online: www.cornwall.gov.uk/helpwithfood

Anyone seeking support from volunteer shoppers can call Volunteer Cornwall as above. If you are a vulnerable person and have explored these options but are unable to obtain a delivery, please phone **0300 1231 118** or email covid19@cornwall.gov.uk

Covid-19 Key links to support for people with health and wellbeing needs

Funded by CC Adult Social Care and delivered by the Inclusion Matters partnership - led by Cornwall Rural Community Charity (CRCC) with Age UK Cornwall & Isles of Scilly (Age UK C&IOS), Disability Cornwall, Inclusion Cornwall and the Digital Inclusion team

ONLINE RESOURCE

The Cornwall Link connects individuals, carers, volunteers and professionals with services and activities in their area.

www.cornwall-link.co.uk

(Age UK and Made Open)

TELEPHONE HELPLINE

Adults with health and wellbeing needs impacted by Covid-19 and professionals looking for local services and activities can contact the Inclusion Matters Helpline.

Support available in communities, including on discharge from hospital

Information and advice

Guided conversations

Telephone/online support

Help with practical tasks

Phone: 01872 266383

Email: Helpline@ageukcornwall.org.uk

Monday to Friday 9am to 4.30pm.

Practical Support

Need help with shopping, collecting prescriptions etc - link to local community groups, day centre, or one-to-one practical support (Inclusion Matters partners)

Wellbeing Support

Feeling lonely and isolated - link to local community groups, online groups/tools, or one-to-one phone/digital support (Inclusion Matters partners)

Welfare Support

Concerned about welfare issues - benefits, housing, rights etc - link to online tools, or one-to-one phone/digital support (Inclusion Matters partners)

(For disability related welfare issues you can also contact Disability Cornwall DIAL directly via phone: 01736 759500; or email: advice@dialcornwall.org.uk)

Digital Support

Concerned about how to get online - help to develop digital skills - one-to-one phone/digital support, and online streaming (Inclusion Matters partners)

(You can also contact CRCC directly via phone 01872 243557 or 01872 243534 or email the Digital Inclusion team: digitalinclusion@cornwall.gov.uk)

Transport

Need transport for urgent medical appts or hospital discharge – volunteer drivers, accessible transport and electric vehicle hire (Age UK C&IOS - funded separately – you can also contact directly via phone: 01872 223388; or email: tap.ageuk@nhs.net)

Covid-19 Key links to support for people with specialist needs

Funded by CC Adult Social Care and Neighbourhoods Directorates and NHS Kernow Clinical Commissioning Group

DRUG AND ALCOHOL SUPPORT

Anyone concerned about drug and alcohol use or needle exchange can contact We Are With You

Information and advice: <https://www.wearewithyou.org.uk>

Phone: 0333 200 0325

DOMESTIC ABUSE SUPPORT

Anyone concerned about domestic abuse and sexual violence can contact Safer Futures

Phone: 0300 777 4777; or email: saferfutures@firstlight.org.uk

Alternatively you can also access refuge and support via Cornwall Refuge Trust online at <https://www.cornwallrefugetrust.co.uk/> or phone 01872 225629

CARERS SUPPORT

Any adults concerned about coping with caring responsibilities can contact CRCC Kernow Carers Service

Link to local community groups, online groups, or one-to-one phone/digital support

Phone: 0800 5878191; or email: fis@cornwall.gov.uk

MENTAL HEALTH SUPPORT

Anyone worried about their mental health can contact the 24/7 NHS mental health telephone support, advice and triage service.

Support provided by Cornwall Partnership NHS Foundation Trust, Outlook South West, Valued Lives, Pentreath, Rethink and others.

Info and advice: <https://www.cornwallft.nhs.uk/i-need-help-now>

Phone: 0800 038 5300

MULTIPLE NEEDS SUPPORT

Any adults experiencing multiple issues together e.g. managing health/wellbeing/housing/money/multiple risks can contact the Home Group Helpline - support also provided by Harbour Housing, LiveWest and Coastline Housing.

Link to online tools/specialist support, one-to-one phone/digital support

Phone: 07710 709 527; or email: eicountywideoutreach@homegroup.org.uk

ADVOCACY SUPPORT

Any adults concerned about getting their voice heard, including where decisions are being made about their care and support, can contact The Advocacy People (previously SeAp)

One-to-one phone/digital support

Information and advice: <https://www.theadvocacypeople.org.uk/>

Phone: 0330 440 9000; or email: info@theadvocacypeople.org.uk

COVID-19 Key links to support for people with social care needs

The three **Community Coordination Centres (CCCs)** are the base for the new multi-agency **Primary Care Network (PCN) teams** that include health, social care and voluntary sector staff working together to meet care and support needs at a local level.

For adults with social care needs call **Adult Social Care Access on 0300 1234 131**

