**Covid 19 Help & Support**

**General Support**

**Cerne Abbas Coronavirus Support –** If you are in need for any support during this crisis for:

* Collecting prescriptions or other medical supplies
* Posting letters or any other practical help
* A friendly phone call or if you would like to inform someone that you are self-isolating

Contact **CAC** on **0300 102 1031** or via email [**cernecv19@gmail.com**](mailto:cernecv19@gmail.com)

**Prescriptions-** The dispensary at Cerne Abbas Surgery are still working their absolute hardest to provide the best service possible at these times. Please still ensure you allow **three working days** from when you order your prescription for it to then be ready to collect. Doing so will prevent unnecessary trips to the surgery and help reduce the dispensary staff’s workload.

**Collecting-** if you are currently self-isolating, you may send somebody else to collect your prescription on your behalf. If one person can collect prescriptions for multiple people at once then please do so, this helps to reduce the footfall at the surgery.

**Prescriptions collected elsewhere-** Deliveries to Buckland Newton, Hazelbury Bryan, Kings Stag and Piddletrenthide stores are still running as usual.

**NORDCAT-** This is a patient transport service that will try their best to get you to any necessary appointments. The journey **must** be **essential,** and you must ensure that **any** members of your household are **not subject to covid-19 symptoms**. NORDCAT has dedicated buses, this therefore means that the **2m social distancing rule** can be applied. Any request for patient transport must give **at least 24 hours’** notice before the journey.

Telephone NORDCAT on **01258 473 154** or **07824 498385**

**Dorset Council-** Dorset council have set up a helpline for those who need support and advice. Their phone number is **01305 221 000.** For any patients who are shielding, please call **01305 221022** should you need any help. This service is available **from 8am to 8pm, 7 days a week**. If you’d prefer, you may contact them via email on [**communityresponse@dorsetcouncil.gov.uk**](mailto:communityresponse@dorsetcouncil.gov.uk)

**Help and Kindness-** This website has been created to promote all kinds of support available during these times. If you enter your postcode, you will be able to obtain contact details and information about services near you.

Website- <https://www.helpandkindness.co.uk/>

Getting help- 01305 269444

Getting advice- 0344 411 1444

Giving help- 01305 269214

Support for your covid-19 support group – 01202 847609

**Age UK-** contact Age UK for help with any issues relating to loneliness/struggling in isolation. They will also try to provide support for accessing food, cash or medication. To get in contact with Age UK, email **enquiries@ageuknswd** or call **01305269444** (Age UK Dorchester)

**Gov UK-** register for additional support with shopping and social care at <https://www.gov.uk/coronavirus-extremely-vulnerable>

**Domestic Abuse-** If you are affected by domestic abuse, you may obtain support from <http://orlo.uk/eFHUD>. **In an emergency situation, please call 999,** if you are unable to talk out loud you can press **55** on a **mobile** to let the operator know that you need help.

**Financial Advice-** citizens advice are providing **free**, independent and confidential advice on financial concerns including SSP, employment 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-** This has been 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 via their online form at [**www.dorchestercommunitykitchen.org**](http://www.dorchestercommunitykitchen.org) or by emailing [**dorchestercommunitykitchen@gmail.com**](mailto:dorchestercommunitykitchen@gmail.com)

**Dorset Mums-** This website provides a list of local businesses & companies delivering food and provisions during this time: <https://www.dorsetmums.co.uk/>

**Healthy Start Scheme-** the healthy start scheme is run by NHS England. It provides vouchers for pregnant women and families with a child under four years old on a low income to buy basic food items. For more information go to [www.healthystart.nhs.uk](http://www.healthystart.nhs.uk) or call 03456076823

**Mental Health and befriending support**

**Dorset healthcare mental health- connection-** an all hour’s helpline for people of all ages, anywhere in Dorset who need some support: 0300 123 5440

**Dorset Mind-** ‘Coronavirus and your wellbeing’ is their charities website that provides tips on how to look after your wellbeing whilst staying at home.

A befriending service is offered for those with mental health and wellbeing problems. If you’d like to make a referral, download and complete the form that can be found on their website at dorsetmind.uk/help-and-support/befriending.

**Help & Care-** this is a Dorset based charity that provides wellness checks and telephone befriending services. Call them on 0303 303 0153. Or you can find an online referral form at [www.helpandcare.org.uk/services/self-management](http://www.helpandcare.org.uk/services/self-management)

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

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

**Samaritans-** the Samaritans provide a 24- hour free listening support on 116 123. You may also email the Samaritans on [jo@samaritans.org](mailto:jo@samaritans.org) although the response time for this is 24 hours, therefore not to be used during a crisis.

**Bereavement support**

**Cruse bereavement-** providing support for bereaved people through a range of services. Contact on 01305260216, [dorset@cruse.org.uk](mailto:dorset@cruse.org.uk) https://www.cruse.org.uk/

**Mosaic-** counselling for bereaved children and young people in Dorset. Please call 01258 837 071 or email [info@mosaicfamilysupport.org](mailto:info@mosaicfamilysupport.org) for more information.

**Healthy Living**

**Live well Dorset- 01305 233105/ 0800 8401628.** This is a free service for adults who want to change their lifestyle: Stopping smoking, weight loss, reduction in alcohol consumption, exercising.

**Sports England-** if you are in need of any advice on how to keep/get active in and around your home, check out their website. [www.sportengland.org/stayinworkout](http://www.sportengland.org/stayinworkout)

**Maternity**

**Maternity Matters-** This website as been put together by both parents and professionals. It includes guidance and tips about caring for yourself and your baby. As well as updates on how maternity services are currently running. Go to [www.maternitymattersdorset.nhs.uk](http://www.maternitymattersdorset.nhs.uk)

**Social prescribing at Cerne Abbas Surgery**If you are in need of anymore information about the local services available to you, get in contact with Emily at the surgery. She is our social prescriber and will be able to help you with many non-clinical issues.