

Updated Community Support offer 19.5.2020

NHS and Government Agencies



Lancaster City Council Emergency Food Team For vulnerable people who need emergency food. Individuals cannot refer themselves, they need to be referred by one of the foodbank partners. See the website to find out who the partners are. Churches, charities etc can also sign up to become a referring agency. www.lancasterdistrictcovid19.org.uk 01524 582000 - Mon-Fri - 9am-4pm Sat/Sun - 10am-3pm for advice/help

NHS Services online Information on how to contact NHS services online
<https://www.nhs.uk/health-at-home/>

Lancaster City Council - Customer Services Now also open Saturday and Sunday between 10am - 3pm. Mon - Fri 9am - 5pm, except Weds 10am –5pm 01524 582000
customerservices@lancaster.gov.uk

Lancaster City Council Housing Open for telephone enquiries re repairs or estate management issues. 01524 582929 councilhousing@lancaster.gov.uk

Lancaster City Council Open for telephone enquiries re rent or payment issues or worries about becoming homeless. 01524 582541

Lancaster City Council Struggling to pay your council tax, contact us - restructuring payments and support scheme available. 01524 582965 Email: ctax@lancaster.gov.uk

Lancaster City Council Business support team available for advice & guidance. 01524 582000 or Email: econdev@lancaster.gov.uk

Lancaster City Council Homelessness - if you are worried about someone that is homeless or sleeping rough, please contact the Council as they are providing beds for all rough sleepers. Mon- Fri - 9am-5pm - 01524 582257 Out of office hours/weekends - 01524 67099 Email: strategichousing@lancaster.gov.uk

Lancaster City Council Civil Contingencies A new free service on WhatsApp that the UK government has launched to provide trustworthy information on Coronavirus. It is an automated chat service which will allow the public to get answers to common questions on Coronavirus directly from the government. The service will provide users accurate information on the latest number of cases in the UK, symptoms, advice on staying at home and travel advice. To use simply add 07860 064422 in your phone contacts and then message the word 'hi' in a WhatsApp message to get started. 07860 064422

Lancaster City Council Civil Contingencies New government guidance on what will happen if your car, van or motorcycle's MOT due date is on or after 30 March 2020. From 30 March 2020, MOT due dates for cars, motorcycles and light vans will be extended by 6 months. You do not need to do anything to extend the MOT expiry of your vehicle however you do need to make sure that you keep the vehicle safe to drive. To check if your vehicle is safe to drive please see here: <https://www.gov.uk/check-vehicle-safe>

One You - from the NHS Online support in making better choices to get a healthier body & mind & feel better. Includes diet, sleep and exercise (with simple workout videos). <https://www.nhs.uk/oneyou/>

NHS - Coronavirus Status Checker Answer some quick questions on-line to help the NHS understand how and where Covid-19 is affecting people currently and how best to plan it's response <https://www.nhs.uk/coronavirus-status-checker>

Lancashire County Council Lancashire Volunteer Partnership: If you feel isolated, vulnerable and in need of volunteer support during the current health crisis please fill out a community support referral form here or contact our team. www.lancashire.gov.uk Referrals: www.lancsvp.org.uk/referrals-3/communitysupport-referral-form West Area: Lancaster & Morecambe 07816446630 (MonFri, 8am-4pm, excluding bank holidays) 01772416417: Office

Carnforth Town Council Our community will pull together and look out for each other providing support and friendship during the challenges ahead. Cllr Kath Bromilow Town Mayor Carnforth Covid-19 Local Support Group can assist with: Shopping; Dog walking; Food bank drop off; Collection of prescriptions; Latest information on Central Government and local government advice; Employer and employee legal advice, or just someone to speak to if you are feeling lonely. www.carnforthtowncouncil.org 07846 256 006 Email: Covid19support@carnforthtowncouncil.org Bob Bailey, Town Clerk, Carnforth Town Council

Trading Standards Has a dedicated area to dealing with consumer protection around Covid-19 issues including updates, news and support. Also has a Wellbeing section with Lifestyle, Education, Entertainment & Counselling Support. <https://www.tradingstandards.uk/covid-19>

NHS Bereavement Helpline Service Offering guidance, support and advice to those dealing with a loss of a loved one at this difficult time. (not a counselling service but an advice line only) 0800 2600 400 <https://www.nhs.uk/conditions/coronavirus-covid19/bereavement-advice-and-support/>

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Holistic and General Support



NHS Emergency Dentist if you are already registered with a dentist and require emergency treatment, most will still be opening for emergencies. If you are NOT registered with a dentist or you are but require treatment OUT OF HOURS phone the Lancs NHS Emergency dentist treatment line for advice/assessment.0300 1234 010

Lancashire Pharmacies Remain open but demand is higher than normal so please be patient.

Families and Babies - FAB Families and Babies is a charity that supports, promotes and protects breastfeeding and wellbeing in Lancashire. Amongst other things they are providing an online class to learn breastfeeding and feeding basics as Antenatal classes have been cancelled. Join the Facebook Group to find times and join. HELPLINE: 01254 772929

<https://www.familiesandbabies.org.uk/blogs/news/first-post>

Facebook: Families and Babies -FAB Facebook: FAB Lancs - ANTENATAL

Butterfield Opticians, Carnforth Offering essential and emergency appointments and urgent repairs. Please call the practice if you have concerns with your eyesight, initially a telephone consultation will be made. 01524 732624 <https://www.butterfieldopticians.co.uk/covid-19>

Specsavers, Lancaster Open for emergency and essential eyecare by appointment only 01524 842424 specsaverslancaster@gmail.com

Oral Health Foundation How to access dental care, treatment and advice during the coronavirus pandemic www.dentalhealth.org/Pages/FAQs/Category/coronavirus
Dental Helpline: +44(0) 1788 539 780 ✉email: mail@dentalhealth.org

Dalton Square Pharmacy Open 7 days Mon-Sat 10am-6pm, Sun 11am-5pm with Free volunteer prescription deliveries Facebook: Dalton Square Pharmacy 01524 32310