

Coronavirus (COVID-19) support



| | Type of help | Who is this for? | What support is offered? |
|--|--|--|---|
| | Community Support Hub | Vulnerable groups, in critical need and have no other means of support | <ul style="list-style-type: none"> • Emergency food |
| | Resident helpline 023 8083 4800 (open Mon - Fri, 8.30am to 5pm) | | <ul style="list-style-type: none"> • Emergency food requests • Social contact • Signposting to voluntary groups • Help with issues such as finances |
| | Online form southampton.gov.uk/needhelp | | <ul style="list-style-type: none"> • Requests for help |
| | Pharmacy deliveries - 023 8071 8668 (in partnership with NHS Southampton City CCG and Saints Foundation) | | <ul style="list-style-type: none"> • Collection and delivery of medications |
| | Websites - southampton.gov.uk/coronavirus gov.uk/coronavirus | All residents and businesses | Hub of information on our services and coronavirus advice |
| | Business helpline 023 8083 4300 (open Mon - Fri, 8.30am to 5pm) | All businesses | Business support and advice |

Support from partners

- Citizens Advice Bureaux**
023 8022 3659
citizensadvice.org
 Offering advice on a wide range of topics such as finances, universal credit, employment and immigration.
- Southampton Voluntary Services**
solinked.org.uk
 Online directory of help available in local communities.
- LoveSouthampton**
lovesouthampton.org.uk
 Churches working together to support the vulnerable and local food banks.
- PIPPA helpline**
023 8091 7917
pippasouthampton.org
 Working to end domestic and sexual violence.





Looking after yourself and others

Get moving

Exercise is important for keeping our body and mind well. Think about what you can do to move more inside. For suggestions on getting active when staying at home you can visit southampton.gov.uk/coronavirus.

Keep your mind active

You can keep your mind active by setting yourself goals for the day – whether it's finishing a puzzle, texting a friend, or tidying your sock drawer, nothing is too small and completing things will give you a sense of achievement.

Look after your wellbeing

It's normal to feel a bit anxious, stressed, worried, sad, bored, lonely or frustrated about the current situation. Remember - it is OK to share your concerns with others you trust – and doing so may help them too.

Solent Mind helpline

For anyone who is experiencing poor mental health or wellbeing challenges as a result of the Coronavirus (COVID-19) epidemic.
023 8017 9049 - Mon – Fri, 10am – 2pm (except bank holidays)

Do also contact your GP. Practices are still providing remote consultations via telephone or e-consult and face to face consultations can be arranged in a safe way if needed.

Solent Mind text line

For those in a mental health crisis or emotional distress. You can text '**LIGHTHOUSE**' and your **postcode** to **07451 276010** - 4.30pm and 12am. Staff will then contact you via telephone, email, webchat or text.

Samaritans confidential support line

If you are experiencing suicidal thoughts you can call **116 123** 24 hours a day.

Avoiding COVID-19 scams



Unfortunately, during these difficult times there are many COVID-19 scams circulating, targeting the most vulnerable in our communities. Be aware these scams will try to con you out of money. They may be received by post, email, telephone, text or face to face.

Before you respond to any offer, please remember the Take Five protection advice

- **Stop:** Don't be pressurised into sending off money immediately to someone you don't even know.
- **Think:** How likely is it that I've specially been chosen? Millions of people have probably received the same offer.
- **Think again:** Always read the offer carefully. Speak to family or friends or seek advice.

If you're unsure whether something might be a scam, call Citizens Advice on **0808 223 1133**. You can report scams to Action Fraud by calling **0300 123 2040**.

