**Do you need help?**

**Useful information for those who are elderly, vulnerable or self-isolating**

Please note that the information displayed here is subject to change and may need to be updated as the crisis continues.

**Register a vulnerable person:**
You'll be able to ask for help if you need it, for example, with getting essential supplies or your basic care needs.
www.gov.uk/coronavirus-extremely-vulnerable

**Covid-19 Mutual Aid**
Lists local groups who have signed up to the network to provide/offer local support
www.covidmutualaid.org/local-groups

**Food Banks:**
Cheltenham Food Bank: www.cheltenham.foodbank.org.uk
01242 570080
Gloucester Food Bank: www.gloucester.foodbank.org.uk
01452 309683

**Age UK Information for Gloucestershire**
Help Team: 01452 422660
Free friendship line: 0800 2980579

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**Help getting food & meals**

- Food Banks: Cheltenham Food Bank: [www.cheltenham.foodbank.org.uk](http://www.cheltenham.foodbank.org.uk) 01242 570080
- Gloucester Food Bank: [www.gloucester.foodbank.org.uk](http://www.gloucester.foodbank.org.uk) 01452 309683

**Help getting medications**

- Call and ask if your pharmacy will deliver to your home
- Ask your GP to send your prescription direct to the pharmacy

**Priority shopping hours for the elderly & vulnerable and home delivery options (As of May 2020)**

Please be aware that these times may differ from store to store and some services may have limited access. For details on how you can shop in your specific area, please contact your local store to visit their website.

**Tesco**
Mon, Wed, Fri 9-10am (excluding express stores)
Online orders (limited slots available)

**Sainsbury’s**
Mon, Wed, Fri 8-9am
Priority online delivery slots for elderly & vulnerable

**Asda**
Priority passes available for elderly & vulnerable
No current opening hours yet
Check your local store

**Morrison’s**
Food Boxes: Over 70s/Vulnerable can call 03456116111 option 5 to order items from essentials box – 24hr delivery time – no minimum spend
Online orders with limited slots
Some items available via Deliveroo

**Waitrose**
First hour of opening every day
Taking online orders (limited slots available)

**Lidl**
No current priority shopping hours or home delivery

**Tips while shopping**
- Stay 2m away from others and staff members
- Pay via mobile or card to avoid handling cash
- Only touch items you intend to purchase
- One adult per trolley
- Be patient, respectful and responsible

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**Ways to keep yourself busy**
- Gloucestershire Libraries: Join online for free eBooks, eAudiobooks & eMagazines
- Everyman Theatre: Guided tours and plays on Facebook
- The Isbourne: Health and wellbeing YouTube videos
- #StayFitCheltenham: Workout YouTube videos

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**Needed: Gloucestershire’s community help hub**

This community hub is a collaboration between local councils, police and health services.
Please only tell them you need help when you need it rather than if you might need it at some point in the future.

**I need help**

You can refer yourself or someone you know by visiting the website www.gloucestershire.gov.uk/gloucestershire-community-help-hub or calling 01452 583519.

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**Cheltenham Borough Council and Government updates**

- The Municipal Offices is now closed to visitors
- All council services are still being delivered by telephone, please call 01242 262626 or visit our website www.cheltenham.gov.uk
- Visit the government website www.gov.uk for the latest updates and guidance for COVID-19

**Emergency services (NHS and police)**

- For life-threatening medical emergencies, call 999
- For urgent medical help, use the NHS 111 online service
- Only call 111 if you’re unable to get help online
- Call 101 for non-emergencies

**Support your wellbeing with these helplines**

Please note that some of these helplines are offering limited services and may instead ask you to fill out online referral forms.

- Let’s Talk: 0800 0732200
- Managing Memory Together: 0800 6948800
- Gloucestershire Counselling: 01453 766310
- Listening Post Counselling: 01452 383820 (Glos)
- GDASS (domestic abuse support): 01452 726570
- Victim Support: 0808 1689111
- CrimeStoppers: 0800 555111
- Citizens Advice consumer: 0808 223 1133
- Samaritans: 116123

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**NHS Gloucestershire is urging local people to seek medical help if they have symptoms of a potentially serious illness or health condition. GP practices, emergency departments and ambulance services are still available to help patients who need them.**

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**Needed**

You can refer yourself or someone you know by visiting the website www.gloucestershire.gov.uk/gloucestershire-community-help-hub or calling 01452 583519.