



Covid-19

A Summary of Local Information and Services in Gloucestershire

This information is collated by Age UK Gloucestershire to help staff provide support to older people. It is updated regularly and ***to the best of our knowledge***, it is accurate on the date shown. We will re-issue this document every week.

We are not responsible for any inaccuracies.

If you have updates or would like to add information, please email essentialinfo@ageukgloucestershire.org.uk

14 April 2020

Key Contacts

Age UK Gloucestershire Help Team

01452 422660

Information and support for older people and their families to resolve issues

Age UK Gloucestershire Freephone Friendship Line

0800 2980579

A listening ear and friendly chat for older people in Gloucestershire

UK Government Link

<https://www.gov.uk/coronavirus-extremely-vulnerable>

Govt. resource for those in the highest risk group (mainly the 1.5m told to stay at home “shielded”). Includes details of getting help with shopping etc.

Gloucestershire County Council “Help Hub”

<https://www.goucestershire.gov.uk/helphub>

Online form to request help for yourself or a neighbour and to offer help.

New Phone Line for Help hub referrals: **01452 583519** Monday- Friday 8am-8pm & Saturday 9am-4pm.

Requests allocated to district councils who are then looking for local support groups to help individuals, ASC are triaging any potential Social Care enquiries at this stage.

Covid Mutual Aid Website

<https://covidmutualaid.org/local-groups>

Lists local groups who have signed up to the network to provide/offer local support. (Other specific info we have found is listed in district areas below)

Scams

<https://www.nationaltradingstandards.uk/news/beware-of-covid19-scams/>

Report Scams to Action Fraud: **0300 1232040**

Trading standards reporting increase in Covid related Scams

Free Radios

The BBC's partners in the initiative have set aside thousands of DAB radios to be given away for free to vulnerable people aged over 70. From Monday March 30, anyone can nominate someone for a free radio by completing an online application form at www.wavelength.org.uk/radiohero

The radios have been donated by Argos, Currys PC World, John Lewis & Partners, Pure and Roberts Radio and will be distributed by loneliness charity Wavelength, who provide technology to those in need. Manufacturer Duracell UK will provide batteries.

Supermarket Priority Shopping Times for older/vulnerable people

Tesco

9am-10am Monday, Wednesday & Friday priority for older/vulnerable

Sainsbury's

8am-9am Monday, Wednesday & Friday Priority for older/vulnerable

Waitrose

First Hour Priority for Older/vulnerable people
waitrose.com

M&S

First Hour Monday & Thursday Priority for older/vulnerable

Co-op

Mon-Sat 8 - 9am For Older vulnerable, Sun 10-11am

Iceland

First hour of trading for older/vulnerable customers

Morrisons

Morrison Essentials food boxes – delivered by DPD, so no need to book a delivery slot. Order from their website

https://www.morrisons.com/food-boxes/boxes?fbclid=IwAR0YzLYyxTEUKIFFQYZDOIWkqmgdQGMsNAtoclT2cqUrwaAHFAF8DjXjo_A

Over70/vulnerable can call **03456116111 option 5** to order items from essentials box – 24hr delivery time – no minimum spend

Area Specific Information

Cheltenham (1 of 3)

LONG Table	<p>Will provide 7 meals for the whole household, delivered in one drop off, that can be frozen at home, reheated immediately or kept in a fridge.</p> <p>The price is £25 for 7 meals or £5 for one meal. Subsidies and free meals available for those that cannot afford this. Payment can be online, via card payment or in cash.</p>	cheltenham@thelongtableonline.com 01242 323693
Meal Packs for Home Delivery	<p>The menu will change but past meals have been macaroni cheese, sausage stews, mild curries and bean cassoulet. Order a meal pack by emailing/Phone</p> <p>Need people in the community to identify and communicate with people who are potentially isolated and need support to access food or may struggle financially.</p>	
Mutual Aid Group	Cheltenham COVID Mutual Aid. Coordinating volunteer support for food and prescriptions	Charlie: 0800 0096927
North Cotswolds Food-bank	The North Cotswold Food Bank run by the Trussell Trust provides support for those specifically in need in local community with food supplies. These are distributed from Chipping Campden, Moreton in Marsh, Winchcombe , Bourton on the Water and Bishops Cleeve .	https://northcotswold.foodbank.org.uk/
Bishops Cleeve Area	<p>Court Farm Shop – only taking orders by email, but can deliver to the local area within a 4.5 mile from shop. Ordered received on Weds for delivery on Fri www.courtfarmshop.co.uk</p> <p>Also offer collection on Wednesdays, Thursdays, Fridays & Saturdays</p>	www.courtfarmshop.co.uk
Charlton Kings	A group in Charlton Kings, Cheltenham that will help and support people in the community of Charlton Kings. Main people on the list Councillor - Paul McCloskey & Rob Williams.	Email: friendsofcharltonkings@gmail.com Facebook page: Friends of Charlton Kings Tel: 07535 497973
Charlton Kings	<p>Smith and Mann (Food store) - deliveries in Charlton Kings area of Cheltenham only. Clients can email the shopping list and delivery details through and payment can be made by cheque or card.</p> <p>They can't take orders over the phone, but we (AUK Help Team) could take the orders and email them through for people.</p>	Email shopping list: smdeliveries@outlook.com 01242 523691
	<p>Tailored Catering LTD, Cheltenham</p> <p>Meal on Wheels options delivered straight to your door. Call to place your order.</p> <p>Delivering to Winchcombe, Gretton, Greet, Alderton, Cleeve and surrounding areas from 5pm.</p>	01242 604229

Area Specific Information

Cheltenham (2 of 3)

Cheltenham area	Jay Halford meal delivery; Cheltenham area. Home cooked meals and fruit and veg boxes.	07502221475.
Leckhampton	Roots and Fruits , 250 Bath Road, Leckhampton. online shop for fruit, veg, eggs and milk for local delivery	01242 216773 https://www.rootsandfruits.co.uk/
Prestbury	Budgens Prestbury (07.00 to 20.00 Sun to Sat) Taking orders over the phone and will deliver, Accepting cash, cheque or bank transfer. Order between 09.00-11.00 Monday, Wednesday or Friday Delivery is Tuesday, Thursday or Saturday	10 High Street Prestbury, Cheltenham 01242 244124
St Pauls Area	St Paul's Fish Bar offering free daily food drop offs to our elderly and vulnerable people in St Paul's, Cheltenham. 01242 526468	01242 526468
St Peters & The Moors	Big Local Support Network offering shopping, prescriptions, welfare checks etc. Also have some free food available on Mon & weds mornings from Fareshares	07879113748 kelly@sptm.org.uk
St Philip & St James Area	Neighbourhood support group coordinating volunteer support for local residents - allow 12-24 hours for a follow up.	Email: spjara.org@gmail.com or call Jonathan on 01242 701672
Winchcombe	Winchcombe Fruit and Vegetable Shop . Free delivery fruit and veg to Winchcombe any order large or small.	01242 609500
Springbank	GCAFE , Springbank Way, offering food parcels for those in need and can deliver if self-isolating	01242 248787
Stoke Orchard	Court Farm Shop , Delivery Service available for people who are over 70, people who are self-isolating due to being vulnerable or are who are showing symptoms. Deliveries are on Saturday only and please allow a couple of week's lead-time.	http://www.courtfarmshop.co.uk/shop/collection-delivery-service/
Bath Road	R Lunch (sandwich & coffee shop), Customers who are near their shop are being offered free delivery. Phone the shop and place an order and they can take card payments over the phone.	01242 222221.
	Lakeside Takeaway (fish & chips) , please call the shop if you feel someone could benefit from the service -	01242 516528
Tewkesbury Road	Disabled Care & Mobility, Tewkesbury Road, starting a mobile food bank , contact them if you know of anyone who is particularly vulnerable and would benefit from their donations	01242 524963
	Vinnie's Eatery (wholesome plant based dishes), launching on Uber Eats. Also launching vegetable packages and other vegan essentials, which can be delivered.	01242 228989.
Tivoli & Suffolk Square	Practical help is at hand - neighbour to neighbour. Please allow 12-24 hours for a response	spjara.org@gmail.com Jonathan 01242 701672.

Area Specific Information

Cheltenham (3 of 3)

Town Centre	The Find, Regent Street, Town Centre (coffee house), drive through and home deliveries of fresh and frozen food.	01242 575228
Whaddon	The cornerstone Centre; Whaddon area. Emergency food parcels. Call on: 01242 777777.	01242 777777
Warden Hill	Grandvilles Deli/Sandwiches/snacks operating home deliveries	01242 231700
Mr. Whippy Cheltenham	For vulnerable people who cannot get out to the shops Place an order by messaging on Facebook and paying upfront Doing essential food parcels – bread, eggs, milk etc.	07530911600

Area Specific Information

Cotswolds (1 of 1)

LONG Table Meal Packs for Home Delivery	See Other areas for details	01285 323851 cotwolds @thelongtableonline.com
North Cotswolds Cotswold Friends	Help from the Community A list of services being offered to local people by village groups, shops and other organisations available on the Cotswold Friends website at www.cotswoldfriends.org Befriending will now be via telephone.	www.cotswoldfriends.org 01608 651415 9.30-3.30pm
North Cotswolds Food Bank	Run by the Trussell Trust provides support for those specifically in need in our local community with food supplies. These are distributed from Chipping Campden, Moreton in Marsh, Winchcombe, Bourton on the Water and Bishops Cleeve.	https:// northcotswold.foodbank.org.uk/
Rendcomb	Rendcomb College catering team at the school have kindly allowed us to use their kitchen to provide meals Monday – Friday to local communities who are currently isolating at home. Simply email your order meat or vegetarian and state the delivery address by 3pm the day before. The meal will be delivered between 12midday – 1pm. This is all done at a cost of £3.00 per meal and this can be left in an envelope on the front doorstep.	cateringadmin @rendcombcollege.org.uk
South Cotswolds (Cirencester)	Churn Project Operating via telephone & coordinating volunteer support to help with food deliveries/foodbank collections & Prescriptions	info@thechurn.org.uk 01285 380038/07701 301104
Broadway	Broadway Deli offering food and drink deliveries, the team are also willing to help those in need by running simple errands such as posting letters and delivering newspapers.	07483 404497
Cirencester	Bramleys Fruit and Veg based in Cirencester are collection only; however, they will bring the order and place it in directly in your car.	https:// www.bramleyswholesale.com/
Tetbury	COVID Mutual Aid Group – Coordinating response, shopping, meals, dog walking etc.	Tel: 07549 694903 www.tetburymutualaid@hotmail.com https://tetbury.gov.uk/ coronavirus-covid-19-community- support-information/
Tetbury	Café 53 in Tetbury is offering a delivery service to support the community, with breakfast boxes, lunch and dinner options all available to order. The delivery route covers Tetbury, Nailsworth, Minchinhampton, Malmesbury and surrounding villages .	01666 502020
Mickleton	Mickleton Helpers community group working with Parish council to support self-isolating with shopping, food, prescriptions etc. Free Monday – Friday 9am-5pm	01386 291006 contact@mickletonhelpers.co.uk www.mickletonhelpers.co.uk

Area Specific Information

Forest of Dean (1 of 2)

FOD Meal Service	Forest Mobile Meals Ltd (formally Age Concern) is back up and running in our professional kitchen based in Cinderford, supply meals again to all our loyal customers (Elderly/vulnerable).	01594 827927 Opening times are 8am-3pm Monday to Friday.
Long Table Meal Packs for Home Delivery	See other areas for details	01594 715785 forest@thelongtableonline.com
	All Forest Home Delivery Resource:	https://www.foreshub.co.uk/covid-19-home-delivery-services?fbclid=IwAR1BFFLqz1axC6eOHE1q-EyLQTW5RDv6BtPgwFQ0VyK8UqyW7Tk-883c
	Forest Food Bank	07775 265263 info@theforest.foodbank.org.uk
	Salvation army are working with Forest Food bank to supply those on benefits and in poverty with supplies and meals.	01594 839106 or Vivienne.prescott@salvationarmy.org.uk or ema.cornish@salvationarmy.org.uk
Coleford	Sixteen Community Café Coleford; delivering daily meals within 5-mile radius of Coleford - £5 each. Contact to arrange collection or delivery.	01594 835954
Corse	Ben Creese Country Butchers – offering local next day home delivery – meats/dairy/eggs. Phone orders.	01452 840510
English Bicknor	Neighbourhood Group supporting older/vulnerable. Lots of neighbourhood contacts but Simon Andrewes leading	07710 344177 Simon 07778 553668 Robin
Huntley	Huntley Garden Centre are delivering garden supplies and FOOD /meals to local people at cost from their tearoom.	01452 750436
Longhope	Cathy Griffiths 07732343913- coordinating support in Longhope	Cathy Griffiths 07732343913
Lydney	Community Group offering support	town.clerk@lydneytowncouncil.co.uk 01594 842234
Newent	CO-OP, 1 Market Square Wed AM and Frid AM to order by phone for same day delivery Payment by card on delivery	01531 828137
Newent	Sheppard House – Day care suspended but offering community Transport and hot meals/prescription/shopping support to socially isolated in Newent	01531 821227 https://www.sheppardhouse.co.uk/
Over	Over Farm shop doing home deliveries	01452 341510

Area Specific Information

Forest of Dean (2 of 2)

St Briavels, Hewelsfield and Brockweir area	Cllr Chris McFarling is leading a response group for these areas.	chrismcfarling@phonecoop.coop
Westbury on Severn	The Lyon pub does takeaway meals- 01452 760221 Neighbourhood support- Di Landon- 01452 760531	01452 760221 01452 760531

Area Specific Information

Gloucester (1 of 2)

LONG Table	<p>In partnership with Roots Café (contact 07951 598846 Ian if we need any free meals) providing 7 meals for the whole household, delivered in one drop off, that can be frozen at home, reheated immediately or kept in a fridge.</p> <p>The price is £25 for 7 meals or £5 for one meal. Subsidies and free meals available for those that cannot afford this. Payment can be online, via card payment or in cash.</p> <p>The menu will change but past meals have been macaroni cheese, sausage stews, mild curries and bean cassoulet. Order a meal pack by emailing/Phone</p> <p>Need people in the community to identify and communicate with people who are potentially isolated and need support to access food or may struggle financially.</p>	goucester@thelongtableonline.com 01452 234831
Gloucester	Local delivery of meds, essentials to support individuals isolating being offered by Man with Van (Known personally to AUKG Staff member Donna Ryland)	Mark Broughton 07929846198 Carl Compton 07494474734
GL1 area	<p>Yummies Takeaway, 104 Eastgate St, Glos, GL1 1QT – offer food delivery within 3 mile radius & free meals for people over 60s</p> <p>Mon, Tues, Weds, Thurs & Sun – 3pm-1am</p> <p>Fri & Sat - 3pm-3am</p>	01452 527644
GL Communities	Podsmead/Matson area Community Support with Essential shopping, Prescriptions . Contact Helpline between 9am-11am Mon-Fri	Sandy 07907867244
Abbeydale	Ridge & Furrow Pub offering food parcel & meal delivery service, requesting donations of food and essentials and then sending out food parcels to vulnerable & elderly. (Possibly able to cover Upton St Leonards/Matson/Coney Hill).	Gavin Clarke 07923 301 843
Barton & Tredworth	Chequers Bridge, Friendship Café, Painswick Rd offering food parcels for vulnerable in the area.	01452 308127 – ask for Imran imran@thefriendshipcafe.com
Coney Hill/Abbeydale/Abbeymead	<p>Local support group delivering essential supplies to vulnerable or self-isolating.</p> <p>The lead contact is Laura Brooker on laura.brooker@gloucester.gov.uk 07738674417.</p>	laura.brooker@gloucester.gov.uk 07738674417.
Coombe Hill	Coombe Hill Farm Shop , Open Tues and Wed 10am-1pm and Thurs- Sunday as normal – they don't deliver, but can do veg boxes if people are able to collect	07771 994715
Churchdown	Churchdown Community Centre Offering Take Away & Delivery (Sandwiches & Snacks) in Churchdown & Innsworth: Monday – Saturday 10-3pm	01452 855284

Area Specific Information

Gloucester (2 of 2)

Churchdown	Creed – order & collect food service: https://creedfoodservice.online/home-essentials.html?fbclid=IwAR2ndGfg4eDpsS7kE9hMbTRS66IEFojEVvn0sWS1qT9PWGkecMS06P9OMil	Collection from Cheltenham Rd East, Churchdown. 01452 857555
Longlevens	<p>In Longlevens we have a network of community street champions that are able to run errands, collect shopping, collect prescriptions. We have access to a county food shopping portal for anyone unable to get to the shops and unsuccessful in getting an online delivery. We have access to emergency food parcels from the food bank and I can authorise a food bank vouchers for those in need. We have also have a link to adult social services to refer people particularly vulnerable.</p> <p>Longlevens Community Help</p>	<p>Becky: 07468457498 rebeccabooth1991@gmail.com</p> <p>Pedro Smit (Oakleaze) 07588 698967</p>
Matson	“Together in Matson”, Redwell centre offering frozen meals to elderly/vulnerable, prescription collection etc. - Matson & Robinswood.	01452 381070 or Vanessa 07758040577 or email togetherin-matson@redwellcentre.co.uk
	Gloucester Local Community Service Help getting supplies or medicine	Imam Hassan 07725 365179 Haroon Kadodia 07714 206201
	<p>Gloucester Helping Hands</p> <p>Food parcels:</p> <p>Fortnightly delivery</p> <p>Abbeymead; Barton; Brockworth; City Centre; Coney Hill; Kingsway; Kingsholm; Matson; Tredworth.</p>	Imam Hassan 07725 365179
	Gloucester Brewery Offering Home Delivery (Probably just beer)	01452 668043

Area Specific Information

Stroud (1 of 2)

Long Table Meal Packs for home delivery	<p>Will provide 7 meals for the whole household, delivered in one drop off, that can be frozen at home, reheated immediately or kept in a fridge.</p> <p>The price is £25 for 7 meals or £5 for one meal. Subsidies and free meals available for those that cannot afford this. Payment can be online, via card payment or in cash.</p> <p>The menu will change but past meals have been macaroni cheese, sausage stews, mild curries and bean cassoulet.</p> <p>Orders by emailing/phone line</p> <p>We need people in the community to identify and communicate with people who are potentially isolated and need support to access food or may struggle financially.</p>	meals@thelongtableonline.com 01453 367499.
	<p>Yolk & Shell - Free range eggs. Delivery areas are: Yate, chipping Sodbury, old Sodbury, Hawkesbury Upton, Hillesley, Alderley, Wotton-under-edge, Kingswood village, Stroud. Egg prices are: 6- £2, 12- £3.50, 18- £5 We can also deliver bread, butter, cakes and homemade fudge currently from other local businesses.</p>	<p>Delivery is 50p to cover some of my fuel.</p> <p>Message or text 07585921541 to organise a delivery.</p>
Berkeley	Local support Coordinators	Lucy White 07775 11045 Lindsey Green 07412 311101 Gordon Craig 01453 811021 Haydn Jones 01453 890888
Cam/Dursley	GL11 Community Hub coordinating response, can help with benefits, foodbank, social care enquiries etc. Contact Sandra Longstreh	Monday-Friday 9am-5pm 01453 548530 sandra.longstreh@gl11.org.uk
Chalford	Parish Council Coordinating Volunteers – leaflets distributed Village shop offering delivery service to those self-isolating.	01453 887204 http://chalfordsupport.co.uk/ 01453 884397
Leonard Stanley	Village shopper (only covers this village) Offers: shopping, posting mail, collections or a friendly phone call	Irena Litton: 01453 822 287
Nailsworth/Minch	Café 53 in Tetbury is offering a delivery service to support the community, with breakfast boxes, lunch and dinner options all available to order by calling (01666) 502020. The delivery route covers Tetbury, Nailsworth, Minchinhampton, Malmesbury and surrounding villages.	01666 502020.

Area Specific Information

Stroud (2 of 2)

Nailsworth	Town Council coronavirus Helpline – have volunteers able to help with shopping, food, chats etc.	01453 367399 (Mon to Fri, 9-5)
Stroud	Jolly Nice Farm Shop supporting the over 70s, vulnerable and self-isolating, taking orders for delivery within six-mile radius of Stroud farm shop & kitchen. Collection can be arranged for customers further afield.	Online order form: jollynicefarm-shop.com . Jemima on 07423 799443 (Mon-Fri)
Wotton Under Edge	Mutual Aid group contact via Email	WottonAreaMutualAid@gmail.com
Cam/Dursley	Severn vale community kitchen delivering meals in GL11 postcode. 7 x meals for £25 or 4 x meals for £15 – or £5 each – can be frozen. We can subsidize this either 100% or 50% if needed.	01453708338 food@bigeventcatering.co.uk www.severnvalecommunitykitchen.co.uk

Area Specific Information

Tewkesbury (1)

LONG Table Meal Packs for Home Delivery	See other areas for details	01684 252959 tewkesbury@thelongtableonline.com
Tewkesbury	Coordinated COVID response team now up and running	Phone: 07492 395920 tewkesburycommunityresponse@gmail.com https://www.tewkesburycr.co.uk/
	Tewkesbury Foodbank is now open Tuesday, Thursday and Friday 0930 – 1230 asking people to wait outside. Vouchers available from CCP in Tewkesbury.	01684 296824. info@tewkesbury.foodbank.org.uk
Mitton	Woody's Green Grocers in Mitton taking Telephone orders and will deliver free around 5-mile radius.	01684 298755
Mythe	Brown's Garden Restaurant (situated in the Mythe Garden centre) delivering hot meals and puddings (Monday to Friday) in the Tewkesbury area. Please order by 12pm for same-day delivery between 3pm and 5pm. Minimum order £20 with a £2 delivery fee.	Tel: 01684 – 299996 Email: info@brownsgardenrestaurant.com
Priors Park	Heart of Priors Park, Priors Park Community Church (Chapel) and Priors Park Neighbourhood Project are working jointly along with Tewkesbury Community response-delivering Care packages & support to vulnerable/isolated.	Gavin Preedy Tel: 01684 212295 : www.heartofpriorspark.co.uk
	Bnatural Refill Shop offering free delivery service for anyone unable to get out. Also giving out free hand soap with deliveries	74 Barton Street, Tewkesbury, GL20 5PY www.bnaturaloil.co.uk/refill

Grocery and Meal Deliveries in Gloucestershire

Amazon	Online grocery orders	https://www.amazon.co.uk/Coffee-Snacks-International-Speciality-Food/b/?ie=UTF8&node=340834031&ref_=topnav_storetab_uk325subnav
Ben Creese Country Butchers Gloucester	Home delivery service to Gloucester, Cheltenham, Forest of dean, Newent, Ledbury, Tewkesbury, Malvern, Worcester Meat and dairy. Cash on delivery, card payments, bank transfer	01452 840510 Email: mail@countrybutchers.co.uk
Cheltenham Catering Supplies	Usually supply restaurants, cafes etc. (so many products in larger pack sizes) but are doing home deliveries during the current crisis. Orders online only. Minimum order £50	https://www.cheltenhamcateringsupplies-home.co.uk
Cotswold Dairies	Not taking on new clients at present	01684 298959 enquiries@cotteswold-dairy.co.uk
Creed	Phone & Click & Collect service for essential grocery & non-food items butchery veg and fruit boxes – call/click & collect from Churchdown. Minimum order £50, online payments.	https://creedfoodservice.online/home-essentials.html?fbclid=IwAR2ndGfg4eDpsS7kE9hMbTRS66IEFojEVvnOsWS1qT9PWGkecMS06P90Mil
Jay Haford	Freshly made, healthy, ready to freeze meals delivered to door (25 minutes' drive from Cheltenham)	https://jayhalford.com/event/meal-delivery/
Milk Rounds	Please see a link to a local milkman in your area. Give them a call to find out their capacity. They are able to deliver fresh bread, milk, eggs, butter and other basics including fresh fruit juice.	https://findmeamilkman.net/search?postcode=GL46TB&submit=&sel=1
Oakhouse	Frozen meals delivered to door – new no contact delivery process but accepting orders via website	0333 3706700 www.oakhousefoods.co.uk
Ocado	Not accepting any new customers at present.	

Grocery and Meal Deliveries in Gloucestershire

Parsley Box	Now accepting new orders, ready meals no need for a freezer, can provide express Delivery Bundle 10 meals in 1-2 days, normal stock taking 3-5 days.	0800 612 7225 www.parsleybox.com
Sainsbury's:	From Monday 23 rd March customers who are over 70, vulnerable, disabled will get priority access to online deliveries	contact on 0800 953 4988 to identify as a vulnerable customer. New Number for over 70's: 6/4/20
Vegetarian for Life	Vegetarian meals delivered to your door (Various suppliers nationwide)	0161 2570887 info@vegetarianforlife.org.uk
Wiltshire Farm Foods:	Doing their best to fulfil orders to existing clients	0800 0773100 and The Extremely Vulnerable (Those who have received a Shielding Letter from the Government 0800 046 5614)

Community Meals

Apetito	Hot ready-to-eat meals (main course & pudding) £3.50 if client qualifies (for 6 or 12 weeks) Delivered 11.00am – 2.00pm, 7 days a week	01452 426868
Apetito	Hot ready-to-eat meals (2 or 3 courses) £6.25 (2 courses) / £7.25 (3-courses) Special diet options available Tea-time snack option from £3.00 Delivered at lunchtime, 7 days a week	08082 748 895 www.apetito.co.uk
Bramble House	Hot ready-to-eat meals £6.50 (1-course) + £1 for pudding £8.50 (for cooked lunch and light dinner) Options: Allergies, Diabetes, Dementia, eating difficulties Delivered 7 days a week (1.15 – 3.00pm)	01452 521018 www.bramble-house.co.uk/services.html

Local Organisations Providing Help and Information

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Adult Education & Online Learning opportunities	<p>Working to put in place remote learning opportunities Stroud College also has online learning programmes GCC also have online courses suitable for carers/volunteers</p>	0800 542 1655 www.sgscoll.ac.uk/study/online www.glos.gov.uk/health-and-social-care/training-for-health-and-social-care-professionals/multi-agency-training/e-learning-resources/
Alzheimer's Society (Gloucestershire) 01452 525222	<p>Groups suspended/Dementia advisor service/signposting etc. operating via telephone:</p> <p>Christine, Leckhampton, Brockworth, Hatherley, Churchdown 07889 604402 Claire, Gloucester, Quedgeley 07912 396168 Debby, Forest 07795 344937 Becca, Newent, North West Glos 07715 804313 Debs, Cheltenham, Bishops Cleeve 07889 604394 Jennie, South Cots 07889 604406 Jess, Stroud 07892 753386 Rachael, Berkely Vale 07889 604400 or Rachel Stephens for Support Groups 07715 804312</p>	01452 525222 On line peer support forum: www.alzheimers.org.uk/talkingpoint Alzheimer's Society National Help Line 0300 222 1122 Alzheimer's Dementia Connect Dementia Adviser Service 0333 150 3456 https://www.dailywireless.org/mobile/alzheimers-apps/ (Link to Apps for those supporting people living with dementia.)
Barnwood Trust	<p>Apply for Grants Online – “Flexi Grant system” now live for individuals/groups via Barnwood Website – grants between £50 & £1000 available -criteria changed to allow more than 1 application.</p>	https://www.barnwoodtrust.org/grantsforyou/ Email: grants@barnwoodtrust.org 01242 539935
Carers Hub	<p>Operating all services/support telephone/online – recognising the additional stress on carers at this time & encouraging contingency planning including Carers Emergency Scheme:</p> <p>- https://gloucestershirecarershelf.co.uk/carersemergency-scheme/</p> <p>New Virtual Coffee Mornings & training for carers via Zoom –From April 2020 – contact Carers Hub to book and receive links.</p>	carers@peopleplus.co.uk 0300 111 9000 Phone line extended hours 8am-8pm Tuesday & Thursday
Charlies (Cancer Support Gloucester)	Contact to discuss current support available for those living with cancer and their families.	44 (0)7786 547 439 charlies2014@yahoo.co.uk

Local Organisations Providing Help and Information

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Citizens Advice	<p>North and west Gloucestershire operating over phone and online. Online enquiry form from website – also issuing Foodbank vouchers & helping with UC claims. Online info re benefits & Corona Virus: https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/</p> <p>Stroud Citizens Advice operating via telephone</p>	<p>01452 527202/ 01594 823927 www.gloscab.org.uk</p> <p>Universal Credit Help to Claim Service: 0800 1448 444.</p> <p>0808 800 0510 weekdays 10am to 4pm</p>
Counselling Service - GCS (Gloucestershire)	Registered Charity providing affordable counselling (Via telephone/video link at present). Some free for sexual abuse victims.	01453 766310 https://gloscounselling.org.uk/about-gcs/
Cruse Bereavement	<p>Cruse Gloucestershire has restricted its service to previous clients & only support by telephone. Office is still taking calls on 01242 252518.</p> <p>Excellent Online info: https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief</p>	<p>01242 252518 (10am and 12.30pm weekdays & answerphone)</p> <p>National helpline 0808 8081677 (Weekdays - 9.30am - 5pm, late nights to 8pm on Tues, Weds & Thurs). Very busy currently</p>
DWP	DWP Visiting Service has suspended all routine face-to-face home visits; will be prioritising visits for customers who are most vulnerable, ensuring that benefit payments can be made or safeguarding checks undertaken.	Partners, who make referrals to DWP Visiting, continue to do so in the same way you do at present. For all visit referrals, DWP will undertake a risk-based assessment, ensuring they meet the criteria & decide the best way to support the customer. Customers who do not meet the criteria will instead be contacted by telephone or letter.
Forest Sensory services (FOD Area)	Providing telephone support for sight Impaired	07566796968
GDA (Glos Deaf Association)	<p>Office & Community Centre closed- Info on website www.gda.org.uk/coronavirus-update</p> <p>Offering interpreter services for those who are having to deal with other agencies/employers</p>	07875 610860 or 07749 508692
GDASS (Domestic Abuse)	Taking Referrals Via their Website (Please note GDASS have issued specific guidelines to support with this specific issue at this time)	<p>support@gdass.org.uk</p> <p>www.GDASS.org.uk</p>
Gloucestershire Community DENTAL Service	All routine dental surgery suspended – information on support available from Community Dental Services.	<p>0300 4216440</p> <p>https://www.gloscommunitydental.nhs.uk/wp-content/uploads/Advice-for-Managing-Dental-Problems-at-Home-pdf.pdf</p>

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Green Square Housing Support	From Wed 1 st April, the Green Square Support Service will cease and the contract will move to CCP. There will be minimal disruption, if any, to our client base who we will be taking with us.	Email:- Graham.Croly@ccp.org.uk <u>Tel:-</u> 07593446874
Guideposts	Stay Connected a free helpline for anyone worried about themselves or someone else who is in self-isolation or needs support at this time.	0800 048 7035 (Monday to Friday 9.00-5.00) or Email: hereinfo@guideposts.org.uk www.guideposts.org.uk/stay-connected www.hlsglos.org
Healthy life styles Gloucestershire	Operating remotely but still taking referrals for support with Weight loss, stopping smoking, getting active etc.	Alex Bluett: 0800 122 3788
Healthwatch	For information and advice about local services and support, or to share your views and experiences	Call 01452 504989 or 0800 6525193 info@healthwatchgloucestershire.co.uk
Home Group (Community Wellbeing Service Gloucester)	Face to face & groups suspended – supporting via telephone, contact for more information.	0300 131 0024 Monday to Friday 9am to 5pm
Independence Trust (Community Wellbeing Service Stroud area)	Face to face & groups suspended – supporting via telephone – accepting new referrals.	0345 863 8323 option 3 for further information. Referrals can also be made via this number or via e-mail to info@independencetrust.co.uk
Insight Gloucestershire (Sight loss)	All clubs, outreach, coffee mornings & shop are closed. Dealing with information and advice via Telephone/Email but with reduced opening hours. RNIB also offering online & telephone support – with extended opening hours.	01242 221170 Info@insight-glos.org.uk Extended opening hours 8-8pm & Saturday 9-5pm RNIB Helpline 0303 123 9999 helpline@rnib.org.uk
IT Schools For Africa	The ITSA office team working remotely but still accepting enquiries - offering online/phone support to help any charities in Gloucestershire that need help setting up remote working so they can continue to communicate with staff and their beneficiaries.	01242 228800 contact@itschoolsafrica.org
Managing Memory Together	Supporting carers of those with dementia providing information, advice & guidance - can link with clinical services.	Call 0800 694 8800 9am - 5pm Monday-Friday managingmemory@ghc.nhs.uk

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MIND (Gloucestershire Mental Health Support)	Alexandra House Wellbeing support face to face suspended but still accepting referrals for telephone support	Crisis Support: 0800 1690398 alexwellbeing@sgmind.org.uk 01452 245338
POhWER (Advocacy Service)	IMCA's working remotely – contact for further info	0300 003 1162 glo-sadvocacy@pohwer.net
RAFA (Royal Air Force Association)	Supporting RAF veterans and serving personal struggling due to COVID-19 crisis	Contact the Cheltenham Branch of the RAFA on 01242 529522 or rafacheltenham@gmail.com .
Registration (Births, Deaths, Marriages)	Registrations of deaths/still births taking place over the telephone rather than face to face.	01452 425060 https://www.goucestershire.gov.uk/births-marriages-deaths-and-civil-partnerships/
South Gloucestershire Council	AUK South Gloucestershire offering very limited service – enquiries should be directed toward South Glos. Council for local support.	https://beta.southglos.gov.uk/get-help-and-support-in-your-area/
Street link (Gloucestershire Homeless support)	Support to help homeless access accommodation/community/health support – P3 provide local support	www.streetlink.org.uk 0300 500 0914
Suicide Crisis Gloucestershire	24 hour telephone support for those in Gloucestershire experiencing suicidal thoughts	07975 974455 contact@suicidecrisis.co.uk
Treasure seekers (Mental Health support line).	Telephone & web chat support available to all 18+ living in Gloucestershire. (Commissioned by CCG).	01452-307201 or www.kftseekers.org.uk 6pm-11pm 7 days a week.
Warm & Well (Severn Wye Energy)	Energy advice line is still open; Energy Advocate service locally can be accessed through the advice line or email.	0800 500 3076 (Mon- Fri 9am-5pm) or energyservice@ccp.org.uk
WE Care & Repair – Handy-person	Continuing operating at present across county	0300 323 0700
LGBT+ Partnership (Gloucestershire)	Support available to LGBT+ community across Gloucestershire. Contact via email or Website form	www.lgbtchelt.co.uk/contact-us . hello@lgbtchelt.co.uk .
Post Office	Introduced a recommended scheme for people who need to access their post office accounts. Bank customers can access cash via local post offices.	https://www.postoffice.co.uk/post-office-payout https://www.onepostoffice.co.uk/secure/latest-news/our-products/post-office-makes-access-to-cash-available-faster-for-self-isolating-customers/

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HOME CARE SERVICES		
Able Community Care	A nationwide Live-in care provider has carers currently available to provide Home from Hospital or Respite Care on a 24-hour Live-in, care at home basis.	01603 764 567 www.ablecommunitycare.com
Crossroads Care	Continuing to provide their services in the home. Befriending now only available over the phone (FOD Area)	01594 823414
Gloucester Befriending	Stopped non-essential visits e.g. Cleaning & befriending but continuing to support with shopping. They are also happy to take on new clients with shopping needs as long as they have enough capacity to do so.	Karl Turner 9am - 5pm Monday - Friday. 01452 447024 Email: info@glosbefriending.co.uk
Home Instead Senior Care	Taking new referrals and will help wherever they can. (Cheltenham/Cotswolds)	01452 341975
Prestige Nursing and Care	Have some domiciliary care capacity at present in the <u>Tetbury and Cirencester</u> area if we have clients/families requiring it.	01666 503020

EQUIPMENT & AIDS		
Ableworld	Ableworld Mobility & Stairlifts Gloucester Still open and have stock full range of incontinence pants/pads & other equipment offering free delivery within Gloucester.	01452 690250 www.ableworld.co.uk
Assured mobility	Happy to take telephone orders, payment can be taken on delivery, of which is free. They have also said they would take off all VAT, there is no minimum spend.	Team leader- Caroline (01452) 529999 Open 10-3pm Can Arrange Delivery
Life Link	Life Link Responder Service – only taking on new clients following a hospital discharge & supporting existing customers.	01452 833133

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TRANSPORT		
Countywide	Gloucestershire Probation Trust normally transport offenders to and from places and have 4 mini buses standing still at the moment - have members of staff & free vans to offer shopping deliveries, prescriptions, anyone needing to get to hospital appointments etc. Will do this for the whole of Gloucestershire and very keen to help the vulnerable and elderly.	Tel: 07932991533 Philip Townson, Project Co-ordination Manager Twyver House, Gloucester
Countywide	Community Connexions Email: info@communityconnexions.org.uk Tel: 0345 680 5029	Tel: 0345 680 5029
Cheltenham	Dial-a-cab £5 journey to and from your nearest supermarket - 01242 242424. £5 journeys to supermarkets & to pick up deliveries for those in self isolation/vulnerable https://www.facebook.com/DialaCabTaxisCheltenham/photos/pb.240579719393747.-2207520000..2853599101425116/?type=3&theater	Dial-a-cab can pick up shopping ordered to supermarkets and bring it to you (Tesco, Colletts Drive & Asda, Hatherley Lane). Call 01242 242424 and let them know which store, the order number, collection time and delivery address
Driving Miss Daisy	Driving miss daisy can help with prescription & food collection	0333 014 6211

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Energy/Telecom Provider Information	Priority Services Register Number	<p>Customers with pre-payment meters who may not be able to add credit can speak to their supplier about options to maintain supply, e.g. nominating a third party for credit top-ups, having a discretionary fund added to their credit, or being sent a pre-loaded top-up card. More broadly, any customer in financial distress will be supported by their supplier, which could include debt repayments and bill payments being reassessed, reduced or paused where necessary.</p> <p>The disconnection of credit meters will be completely suspended</p>
EDF	0800 269 450	<p>Call: 0330 200 5110 operate a friendly, non-disconnection policy on most meters. If you run out of credit after 6pm your electricity will not go off until 9am the next day. This operates from 6pm to 9am Monday to Friday, 6pm on Saturday and any time on a Sunday or Bank Holiday, until 9am the next day</p>
EON	0345 052 0000	<p>Call: 0345 052 000 If your meter falls below 50p of emergency credit for electricity, or if you're off supply for gas, you need to contact us and we will send an engineer to your home. It's important to remember that any credit we issue will need to be repaid in order to reinstate customers' energy supply. For electricity customers, where the meter is <u>outside</u> your property, we'll put enough credit on the meter to ensure you remain on-supply throughout your self-isolation period.</p> <p>* Where the meter is <u>inside</u>, we'll leave a meter key at your door step, make contact with you, and check the key works before leaving the property.</p> <p>* For gas customers, where the meter is <u>outside</u>, we'll supply a maximum of £5 credit (this an industry restriction) and will also send a card in the post containing extra credit.</p> <p>* Where the meter is <u>inside</u>, we'll still attend the property and supply a maximum of £5 credit and send a card in the post with additional credit</p>
British Gas	0800 072 8625	<p>If you're unable to do this, and you haven't got anyone to help you, please call 0330 100 0303 Monday to Friday, 9am-5pm and we'll help you</p>
Scottish Power	0800 027 0072	<p>Call: 0800 027 0072</p>

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SSE	<u>0345 600 2006</u>	Call: 0345 600 2006 (Mon to Fri: 8am-8pm; Sat: 9am-6pm; Sun: 9am-5pm) so we can work out how to help. Call Centre might be busier than usual, bear with us. Once you're through we'll review your individual situation and talk you through the options
Npower	0800 073 3000	Call: 0800 073 3000 (No further details on the website).
OVO	0330 303 5063	
Shell Energy	0330 094 5800	
Utility Warehouse	0333 777 0777	
Utilita	03303 337 456	
TELECOM Providers		<p>OFCOM have agreed with main providers support should be offered to help individuals maintain connections. Contact Provider to discuss support needed:</p> <p>> https://www.gov.uk/government/news/government-agrees-measures-with-telecoms-companies-to-support-vulnerable-consumers-through-covid-19</p>

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Social Connection	
Age UK Gloucestershire Friendship Call	Freephone: 0800 2980579. Volunteer chat during social isolation period Monday – Friday 9am-4pm
AUK Call In Time	0800 055 6112 Free to call 8am – 7pm 365 days a year
Silver Line	0800 4 70 80 90
Independent Age	0800 319 6789
Vegetarian for	0161 257 0887 Older vegetarian Pen & phone pal scheme

PETS	
	If anyone phones us with concerns about their animals, we could offer them the Cheltenham Animal Shelter number for possible support: 01242 523521 they do have volunteers county-wide.

PRESCRIPTIONS		
Badham Pharmacy	Badham Pharmacy offer a free prescription delivery service.	Register here: https://www.badhampharmacy.co.uk/health-services/prescription-collection-and-delivery
Lloyds Pharmacy	Run a free NHS prescription delivery service called Echo, It can take a couple of weeks to set up, so allow 10 -14 days for your first order	https://www.echo.co.uk
Pharmacy 2 U	UK's largest NHS online pharmacy manage, dispense and deliver repeat prescriptions all across the UK. Specialising in the home delivery of medicines, we are made up of qualified pharmacists, dispensing technicians and a friendly customer services team, dedicated to making repeat prescriptions easier for patients.	0113 265 0222. Our Contact centre opening times are: Mon-Fri: 9.00am - 5.00pm and Sat: 8.30am - 1pm (Emergency calls only). Our automated phone service is available 24/7.
Prescriptions Direct	We order, dispense and deliver your prescription FREE of charge.	Online Pharmacy FREE Prescription Delivery Phone: 0161 312 8942 • Opening Hours • Monday - Friday: 9am-6pm • (closed between 1pm - 2pm) Saturday - Sunday: Closed