

# CORONAVIRUS (COVID-19)

## WE ARE IN THIS TOGETHER

Dear Resident,

We understand these are challenging times and want to make sure you know **how to access the most relevant support**, should you need it.

We know people have friends, family and community support already in place, but for some people this is not possible.

The information in this leaflet is **for those people who really need it**, please bear that in mind when accessing these services.

**There is help and support available** where it is needed.

Not all community support can be listed here, but please ask and someone can point you in the right direction.

Very best wishes and stay safe,

Cllr Trevor Bartlett,  
Leader, Dover District Council

STAY AT HOME

PROTECT THE NHS

SAVE LIVES



## KEY CONTACTS



### KENT TOGETHER

Kent County Council 24-hour helpline. First port of call for vulnerable people who have an urgent need that cannot be met through existing support networks.

You can also report concerns about the welfare of someone else.

**03000 41 92 92**  
[www.kent.gov.uk/kenttogether](http://www.kent.gov.uk/kenttogether)

## SUPPORT FOR OLDER PEOPLE

### KENT COUNTY COUNCIL ADULT SOCIAL CARE CONTACT CENTRE

03000 416 161 – weekdays  
03000 419 191 – out of hours  
03000 419 292  
[www.kent.gov.uk/kenttogether](http://www.kent.gov.uk/kenttogether)

### CONNECT WELL EAST KENT

0300 302 0178

### AGE UK

0800 169 6565

### DOVER AGE CONCERN RIVERSIDE

(over 55's)  
01304 207268  
[admin@riversidedover.org.uk](mailto:admin@riversidedover.org.uk)

### DEAL AGE CONCERN

(over 55's)  
01304 372 608  
[admin@deal-cr.org.uk](mailto:admin@deal-cr.org.uk)

### SANDWICH AGE CONCERN (over 55's)

01304 614237  
(choose 'management' option)  
[jane.goring@ageconcernsandwich.com](mailto:jane.goring@ageconcernsandwich.com)

### SILVERLINE TELEPHONE BEFRIENDING SERVICE

Helpline and friendship service for people aged 55 and over  
24-hour befriending service  
0800 470 80 90

### BRIGHT SHADOW

Support for people with dementia and their families  
01227 467 272  
[zest@brightshadow.org.uk](mailto:zest@brightshadow.org.uk)

### LIBRARIES ONLINE SERVICE

03000 41 64 38  
email: [akl@kent.gov.uk](mailto:akl@kent.gov.uk)  
24/7 chat at:  
[www.kent.gov.uk/askakentlibrarian](http://www.kent.gov.uk/askakentlibrarian)

Government website for vulnerable people:  
[www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable)

## MENTAL HEALTH CONTACTS



### SPEAK UP

[admin@speakupcic.co.uk](mailto:admin@speakupcic.co.uk)  
01843 448384

### EAST KENT MIND

Mental health support  
[www.mind.org.uk/information-support/coronavirus-and-your-wellbeing](http://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing)  
[info@eastkentmind.org.uk](mailto:info@eastkentmind.org.uk)  
07950 608827

### SOUTH KENT MIND

[info@southkentmind.org.uk](mailto:info@southkentmind.org.uk)  
[www.mind.org.uk/information-support/coronavirus-and-your-wellbeing](http://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing)  
01303 250090

### CAMERADOS

Tackling loneliness and supporting mental health.  
[www.camerados.org/when-hugs-are-banned](http://www.camerados.org/when-hugs-are-banned)

### LIVE WELL KENT

If you need support, or need to refer someone, you can call the referral line or email. Free service for anyone aged over 17-years  
0800 567 7699  
[info@livewellkent.org.uk](mailto:info@livewellkent.org.uk)  
[www.livewellkent.org.uk](http://www.livewellkent.org.uk)

### SAFE AND WELL INVOLVE KENT (DOVER)

Telephone befriending service  
03000 810005  
[office@involvekent.org.uk](mailto:office@involvekent.org.uk)  
[www.involvekent.org.uk](http://www.involvekent.org.uk)

### MENTAL HEALTH MATTERS 24/7

0800 107 0160

### SAMARITANS 24/7

116 123

### CALM

Suicide Support Helpline  
5pm - midnight 365 days a year  
0800 585858  
[www.thecalmzone.net](http://www.thecalmzone.net)

## FOOD BANKS

### DOVER FOOD BANK


07870 361 180  
[info@dover.foodbank.org.uk](mailto:info@dover.foodbank.org.uk)

### DEAL FOOD BANK

Deal, Aylesham, Elvington & Sandwich  
01304 728428  
[info@dealarea.foodbank.org.uk](mailto:info@dealarea.foodbank.org.uk)

There are emergency vouchers for "home essentials in a crisis" for families (with children) facing financial problems. You will have to complete an online application  
[www.kent.gov.uk/social-care-and-health/care-and-support/benefits/home-essentials-in-a-crisis](http://www.kent.gov.uk/social-care-and-health/care-and-support/benefits/home-essentials-in-a-crisis)

The Government has offered a weekly food parcel service for shielded people, if they do not have the social support to get their essential supplies with help from neighbours and family.  
Register here: [www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable)



Are you vulnerable and  
been told to stay indoors  
for 12 weeks?

Are you without friends, family,  
neighbours or a community group  
to help with basic needs?

We've set up a hotline  
for the most vulnerable

Call: 01304 821199  
9am-5pm 7 DAYS A WEEK

Email: [Covid19@dover.gov.uk](mailto:Covid19@dover.gov.uk)



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