



Covid-19 lockdown November 2020

Support for Clinically Extremely Vulnerable (CEV) people

This information has been compiled by Dover District Council and lists the services that are available to support you during lockdown.

All this information was correct at time of publishing and may be subject to change. We strongly recommend you contact each organisation directly to check the information is current.

Get support if you're extremely clinically vulnerable to coronavirus by visiting:

<https://www.gov.uk/coronavirus-shielding-support>

Use this service if you have a medical condition which means you're classed as being clinically extremely vulnerable to coronavirus.

You can use this service to:

- Get access to priority supermarket deliveries
- Ask for someone to contact you about any local support that's available
- Update your details - for example, your address

You can register yourself, or on behalf of someone else.

If you've already got priority supermarket deliveries, you'll keep them.

Prescriptions:

For information, questions and support regarding your prescriptions, please contact your local GP surgeries and pharmacies direct.

Key contacts

Kent Together KCC	<p>24 hr helpline</p> <p>For those who are vulnerable and have an urgent need that cannot be met through existing support networks.</p> <p>This is also the place to report any concerns about the welfare of someone else.</p>	<p>03000 41 92 92</p> <p>www.kent.gov.uk/kenttogether</p>
Adult Social Care Contact Centre	<p>Any enquiries regarding adult social care</p>	<p>03000 416 161 Open: Mon – Fri, 9am-5pm</p> <p>03000 419 191 Out of hours</p>
Emergency Safeguarding	<p>Concerns about an adult Concerns about a child</p> <p>Out of hours call</p>	<p>03000 416161 03000 411111 Open: Mon – Fri, 9am-5pm</p> <p>03000 419191 Out of hours</p>
Dover District Council	<p>For regular updates and helpful information sign up to Dover District Council's Keep me posted, visit the website, Facebook page and Twitter.</p>	<p>01304 821199</p> <p>www.dover.gov.uk</p> <p>covid19@dover.gov.uk</p> <p>Facebook: @doverdc Twitter: @doverdc</p>

Confidential advice re: money, jobs, housing etc.

Citizens Advice Bureau District wide	<p>For help General enquiries For debt enquiries For Universal Credit enquiries</p>	<p>03448 487978 01304 374333 01304 202442 01304 202030 Open: All Mon – Fri, 9.30am-4.30pm</p> <p>0344 411 1444 Out of hours www.doverdealadvice.co.uk</p>
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Shopping & meals

SUPERMARKET SHOPPING

Tesco – customers who need shopping delivered because they cannot go into stores can call 0800 917 7359.

Morrisons – have introduced Doorstep Delivery for vulnerable people who live within 10 miles of a Morrisons store. Call 0345 611 6111 and select option 5 to place an order, or email champion.doverbridgestreet@morrison.co.uk

Sainsburys – Call 0800 636 262.

Asda – have launched a volunteer shopping card (contactless, safe and secure way to allow others to get shopping for vulnerable people) www.cards.asda.com/volunteer

<p>Dover Foodbank</p> <p>Covering Dover, St Margaret's, The Langdons, Whitfield, Temple Ewell, Hougham, River and Capel</p>	<p>The service is available for short-term emergency food in a crisis.</p> <p>Deliveries are made on Tuesdays, Thursdays and Fridays only.</p>	<p>07870 361180</p> <p>https://dover.foodbank.org.uk/</p> <p>info@dover.foodbank.org.uk</p>
<p>Deal Area Foodbank</p> <p>Covering Deal, Walmer, Aylesham, Elvington, Eythorne and Sandwich areas</p>	<p>The service is available for short-term emergency food in a crisis.</p> <p>Deliveries are made on Monday to Friday.</p>	<p>07545 500922 or</p> <p>01304 728428</p> <p>https://dealarea.foodbank.org.uk/</p> <p>info@dealarea.foodbank.org.uk</p>
<p>Connect Well East Kent</p> <p>DISTRICT WIDE</p>	<p>Coordinating volunteers to help people with shopping, collecting prescriptions and other support.</p>	<p>0300 302 0178</p> <p>Open: Mon, Weds, Fri 8:30am–6pm Tues and Thurs 9am–5pm</p>
<p>NHS Volunteer Responders</p> <p>DISTRICT WIDE</p>	<p>Register if you need support with shopping, prescriptions and to receive check-in and chat phone calls.</p>	<p>0808 196 3646</p> <p>Open: 7 days a week 8am-8pm</p> <p>www.nhsvolunteerresponders.org.uk</p>
<p>Together4Dover</p> <p>Covering Dover, River, Whitfield, Kearsney, Guston, and Alkham</p>	<p>Call for support with food shopping.</p> <p>Call Together4Dover on the day you need support for assistance.</p>	<p>01304 892519</p> <p>Open: Mon - Fri, 9am-5pm.</p> <p>www.together4dover.org.uk</p>

Age Concern Dover Riverside	<p>The Riverside Centre is offering a hot meal delivery service (£7.50). A telephone welfare check/chat and shopping available also.</p>	<p>01304 207268 admin@riversidedover.org.uk Open: Mon - Fri 9am-3pm</p>
Age Concern Deal	<p>Offering shopping, delivering prescriptions and hot meal delivery. Meals cost £7-£8 if delivered or £6 if collected from Deal Centre in Park St, Deal.</p>	<p>01304 372608 admin@deal-cr.org.uk Open: Mon – Fri, 9am-4pm</p>
Age Concern Sandwich	<p>Continuing Meals on Wheels service, telephone befriending and shopping service.</p>	<p>01304 614237 (choose ‘management’ option 3) Open: Mon – Fri, 9am-4pm</p>
Bechange Covering Aylesham, Snowdown Village and surrounding areas	<p>Support available for food/meals in the area. 5 pre-prepared meals delivered twice a week. Other support available including Foodbank vouchers for those in Aylesham.</p>	<p>07484 221970 or 01304 840134</p>
Chequers Community Kitchen Covering Deal, Walmer, Kingsdown, plus nearby villages, Sandwich and St Margarets	<p>Meals delivery service for isolated people. £4 for main course and pudding. (Will need an oven to reheat food.)</p>	<p>01304 362288 info@chequers.kitchen</p>
Mill Hill Community Forum	<p>Help with shopping, getting prescriptions and taking calls from those who want a chat in the area of Mill Hill, Deal.</p>	<p>millhillcommunityforum@gmail.com Facebook Page: Mill Hill Community</p>
Capel Cares	<p>Neighbours helping neighbours. Collecting shopping and medication, plus other urgent supplies, or a friendly call.</p>	<p>01303 257003</p>
Shepherdswell and Coldred Covid-19 Care Action Team	<p>Call the team to register, the team will then make contact on Mondays and Fridays to support with shopping and prescriptions. Other support may be available upon request.</p>	<p>01304 832143 or 07590426950 keithbryanroberts@gmail.com</p>

St Margaret's Hub	Neighbours helping neighbours. Collecting shopping and medication, plus other urgent supplies, or a friendly call. Local volunteers.	01304 892736 hub@stmargaretspc.co.uk
Temple Ewell Parish Council	Shopping collection, prescription pick-up and delivery service. Dog walking service and potential for other services if residents in Temple Ewell are in need.	Andy Howard-Grigg, Parish Clerk 01304 361774 (9am-5pm only) TempleEwellPC@ outlook.com
Ringwoud with Kingsdown Parish and Worth Parish Council	Shopping services, help with medical appointments and a friendly chat	parishclerkrwk@gmail.com

Carers support

Carers Support East Kent	Information and guidance and assessment for carers.	0300 302 0178 Open Mon, Weds and Fri 8:30am–6pm Tues and Thurs 9am–5pm
Help To Care App Kent and Medway Sustainability and Transformation Partnership (STP)	Help to Care, an innovative new mobile phone app, has been launched to support people who care for others	Download the app in the usual way through the Apple App Store on Google Play. Search for Help to Care

Befriending and Mental Health

Silverline Telephone Befriending Service	Helpline and friendship service for people aged 55 and over. 24 hours befriending service. Free, confidential service to share worries and fears.	0800 470 80 90 Open: 24 hours a day, every day of the year.
Samaritans	Dedicated to reducing feelings of isolation. A safe place to talk to trained counsellors about whatever is troubling you.	116 123 Open: 24 hours a day, every day of the year.

For further information about support available in the Dover District please visit our web page;

<https://www.dover.gov.uk/Community/Coronavirus-help-for-the-community.aspx>