

Community hubs – help and direction for residents

Urgent health problems and clinical advice about coronavirus

If you need medical help for any reason, do not go to places like a GP surgery, pharmacy or hospital.

If you have symptoms of coronavirus (a high temperature or a new, continuous cough), use the [111 coronavirus service](#).

If you need help or advice not related to coronavirus:

- for health information and advice, use the [NHS website](#) or your GP surgery website
- for urgent medical help, use the [NHS 111 online service](#) – only call 111 if you're unable to get help online. NHS 111 British Sign Language (BSL) Service is also available - [click here](#) for more information.
- for life-threatening emergencies, call 999 for an ambulance

Protecting vulnerable people

[Report an adult who is being abused, neglected or exploited](#)

[Report a child or teenager at risk of harm](#)

Getting medicine

A single solution for shielded people having medicines delivered has not yet been agreed.

Shielded patients should, in the first instance, ask friends, relatives, and neighbours to collect medicines for them. For other people the NHS advice is also for patients to ask a trusted friend / family member to pick up prescriptions from community pharmacies. This should meet the needs of the vast majority of people. If that is not possible for either group, then safe local solutions should be followed e.g. use DBS checked VCSE sector staff / volunteers or a locally devised solution agreed between the Community Hub, the patient and the pharmacy.

Pharmacy services differ from pharmacy to pharmacy and circumstances vary from person to person, so there is no 'one-size-fits-all' solution. It is always worth agreeing the best solution with the pharmacy and the particular circumstances.

Getting food

If your GP has written to you to ask you to shield yourself at home for 12 weeks because you have a serious medical condition, food can be delivered to you at home. If this has not happened, your Community Hub will help arrange a short-term solution until food delivery can start.

If you are not in this group but need help to get food because you are unwell or self-isolating a local volunteer group may be able to arrange this if you do not have trusted family or

friends to do this for you.

Care needs

People who already receive social care at home will continue to do so.

Anyone can complete an assessment at any time to see if they are eligible for social care or can request care support. [More details here.](#)

Support for Family Carers

Care for the Carers

At this difficult time, we are working hard to make sure that unpaid carers feel supported and connected and have the information to care safely during coronavirus. We are still here for you, so please get in touch. Our Carers Hub is open virtually 10am-5pm Monday-Friday (except Bank Holidays) as follows:

- Call us on: 01323 738390
- Text: 07860 077300
- Email: info@cftc.org.uk
- Facebook: Message us at Care for the Carers

We are currently receiving a large number of calls, so it is likely that you will need to leave us a message when you phone. We will prioritise carers urgently needing to access food, essentials and medication and will respond as soon as possible to other enquiries. Please include in your message your name, contact details, as much information as possible and how urgently you need help. We will respond to non-urgent enquiries within 5 working days.

All face-to-face groups, support, meetings and activities are on hold until the end of April 2020, however these will be replaced by phone and online support.

Mental health support

Find mental health support in East Sussex through the online Mental Health Directory of Community Support. Visit www.eastsussex.gov.uk/socialcare/healthadvice/mental-health/directory/services/. You can also visit www.healthinmind.org.uk for free courses and therapy for people in East Sussex, to help with stress, anxiety and low mood.

Domestic abuse

In a life-threatening situation call 999 and ask for the police.

[Advice and resources on domestic violence](#)

Routine medical advice

Use the [NHS website](#) or your GP website

Problems with childcare

Children should stay at home wherever possible. [There is some provision for children of keyworkers.](#)

Benefits and employment support

[Government advice](#)

Business support

[Local advice for businesses](#)

Latest updates for social care and health providers in East Sussex

[Local guidance](#)

Children, young people and families specific information

Safeguarding

If worried about a child or teenager who might be at risk of harm or in danger

- **In an emergency call 999**
- **Otherwise contact the [Single Point of Advice \(SPOA\)](#) team: 01323 464222**
- **Opening hours: Monday to Thursday 8.30am to 5pm, Friday 8.30am to 4.30pm**

Open for Parents website

- www.openforparents.org.uk
- East Sussex website providing information, advice and resources to parents and carers on all things children and family

- Includes information about local support as well as national guidance & resources
- Topics include education & learning, health & wellbeing, managing behaviour

Family Information Service

- For queries about childcare
- For queries about a school
- To contact Children's Services with other queries

Go to the website to submit a query and the team will respond or ask the Community Hub caller to visit the website directly.

www.eastsussex.gov.uk/covid19advice

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