**FST KEY COVID 19 WIRRAL INFORMATION / SUPPORT CONTACTS**

**CLINICAL, PRACTICAL, FINANCE, WORK AND WELFARE**

**Clinical Support**

WUTH Family Support Team – 0151 552 1833 ext 7808 or 0151 552 1834 ext 6974

or 0151 552 1837 ext 6975 or email - [wuth.familysupportteam@nhs.net](mailto:wuth.familysupportteam@nhs.net)

Clatterbridge Cancer Centre Covid helpline 0151 318 8048

<https://www.youtube.com/watch?v=3HQn8qYGiDs>

GP 5 Wirral Hubs referral needed from patients own GP to be seen



Cancer Research UK and Covid information

<https://about-cancer.cancerresearchuk.org/about-cancer/cancer-in-general/coronavirus-and-cancer>

Macmillan and Covid-19 information

<https://www.macmillan.org.uk/coronavirus/cancer-and-coronavirus>

**Practical Support**

National Register of Extremely Vulnerable People for food parcel delivery

<https://www.gov.uk/coronavirus-extremely-vulnerable> or 0800 0288327

NHS Volunteer Responders - NHS Volunteer Responders  -  This is new and for those people who are deemed as extremely vulnerable and have to self isolate. It offers help with shopping and medication deliveries, and regular friendly phone calls plus patient discharge home and to appointments (cannot take wheelchairs)

Phone number   0808 196 3646  for self referral 8am to 8pm

Phone number for professionals referrals 0808 196 3382

You can also refer directly via the NHS Volunteer responders referrer portal below.  There is a video of how to refer and once you have done your first referral you are registered automatically.

<https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders-portal/isolating?gclid=EAIaIQobChMIgKCx5uiA6QIVh-7tCh1jzQ48EAAYASAAEgK77fD_BwE>

The instruction guide for how to refer is below

<https://www.goodsamapp.org/assets/pdf/Guide_for_Referrers.pdf>

There is due to be a Community Responders Plus service to be launched in the coming weeks for people with extra needs where volunteers will have DBS.

Wirral Council Covid helpline - 0151 666 5050 or email [covid19enquiries@wirral.gov.uk](mailto:covid19enquiries@wirral.gov.uk)

Wirral Council for Adult Social Care - support of care packages etc, [www.wirral.gov.uk](http://www.wirral.gov.uk) Tel 0151 514 2222 Option 3 Monday to Friday 8.50 to 5pm

Emergency out of hours duty team Tel 0151 677 6557

Wirral Council Information Bank for community shopping and delivery services

[www.wirralinfobank.co.uk](http://www.wirralinfobank.co.uk)

Wirral View - rolling blog updated twice daily

<https://wirralview.com/news/coronavirus-service-updates?utm_source=Wirral+Council+Email+Updates&utm_campaign=67c06aed18-EMAIL_CAMPAIGN_2020_02_21_COPY_01&utm_medium=email&utm_term=0_ff4b627ab6-67c06aed18-55352077&mc_cid=67c06aed18&mc_eid=80385d826a>

Wirral Emergency Food Hub [www.wirral.gov.uk/foodhelp](http://www.wirral.gov.uk/foodhelp) for or Wirral Coronavirus Helpline 0151 666 5050 register or call before 3pm for same day delivery of hamper to vulnerable people or supply of vouchers for those able to get out but in financial hardship. Attached below is a clear and helpful 5 page guide of residents to access “Guidance for Partners, Referral Agencies & Community & Voluntary Organisations”



Wirral Council Emergency Food Support link

<https://www.wirral.gov.uk/health-and-social-care/coronavirus-updates/emergency-food>

Wirral Council Help with Meals for Children

[https://wirralview.com/news/meals-vouchers-schools-schoolchildren](https://wirralview.com/news/measl-vouchers-schools-schoolchildren)

Domestic Violence - Police information regarding “silent solution” for domestic violence phone calls

 

# Refuge (advice line for men) DA - **Support for male abuse victims**

At Refuge, we believe that everybody has the right to a life free from violence. Our professional staff members are highly trained to work with everyone experiencing domestic abuse, including heterosexual, gay, bisexual and transgender men. No-one deserves to be abused by the person they love. Everyone has the right to be respected and live in safety.

It is important to remember that you are not alone, the abuse is not your fault and there are people who can help you. Refuge runs a number of outreach and independent advocacy services for male victims of domestic violence across the country.

You can also call the [Men’s Advice Line](http://www.mensadviceline.org.uk/) on 0808 801 0327 for specialist support.

[https://www.refuge.org.uk/get-help-now/help-for-men/i-am-be](https://www.refuge.org.uk/get-help-now/help-for-men/i-am-being-abused/)

The Children and Young People’s Advice Line COVID-19 - 01244 397 644   
**The Children and Young People’s - Out of Hours Advice Line**

The Child and Adolescent Mental Health Service at Cheshire and Wirral Partnership NHS Foundation Trust (CWP) have set up the ‘Children and Young People’s Out of Hours Advice Line’ to provide access to a mental health service for children and young people, their families and concerned professionals outside of the usual hours.  
CWP has launched a new advice line for young people, parents/carers and organisations across Cheshire and Wirral who may have concerns about a young person’s mental health.  
The Child and Adolescent Mental Health Service at Cheshire and Wirral Partnership NHS Foundation Trust (CWP) have set up the ‘Children and Young People’s Out of Hours Advice Line’ to provide access to a mental health service for children and young people, their families and concerned professionals outside of the usual hours.

The advice line can be accessed by calling 01244 397 644 and is open from 5pm-10pm (Monday to Friday) 2pm-8pm (Saturday and Sunday).

<https://livewell.cheshirewestandchester.gov.uk/Services/526>

FaceBook - Wirral COVID-19 Mutual Aid Support Group

HealthWatch Wirral – HealthWatch Wirral can share information through facebook, twitter and e-bulletin.   They can offer a call back if anyone from the FST contacts them and offer support, advice and signposting etc. Tel: 0151 230 8957

Web:  [www.healthwatchwirral.co.uk](http://www.healthwatchwirral.co.uk/) Twitter: [@healthwatchwirr](https://twitter.com/@healthwatchwirr)

Facebook: [www.facebook.com/healthwatchwirral](https://www.facebook.com/healthwatchwirral/?ref=hl)

Also, if appropriate the FST could direct families and staff to the Covid 19 survey “Your Voice Counts” on the HealthWatch Wirral website so that they can get as much info about patient’s(and staff)  experiences for learning in the future. This is the link for the survey

<https://www.wirralinfobank.co.uk/Admin/NewsItems/1227/Healthwatch-Survey-o>

Wirral Social Prescribers - Lucy Holmes / Anna Barnish 0151 294 3322

Referral forms to [wiccg.pcwsocialprescribing@nhs.net](mailto:wiccg.pcwsocialprescribing@nhs.net)

Referral forms will be referred to the appropriate person allocated to the GP practice.

They have agreed to pick up ‘befriending‘ for people following bereavement and anyone socially isolated. They will also be able to support signposting to support practical issues and seek advice regarding financial concerns.

Age UK Wirral - 0151 482 3456 opt 1 shopping/prescriptions, opt 2 emotional support,

Opt 3 volunteers, opt 4 dementia carer support, opt 5 all other

The service covers

* Emergency shopping service over 70’s
* Well-being call when self-isolating over 70’s
* Practical support for bereaved open to all ages
* There is also a plan to train Age UK Wirral counsellors in PTSD

Age UK Bereavement Practical Support - The new practical support service in the community can help individuals who have lost a loved one to deal with all of the arrangements that need to be made following a death – all of the calls / letter writing etc. They can and also look at wider supports around where people need practical help to learn skills for those things that their loved one always did (for example learning to use the washing machine).

This service is on 0151 488 7808 Monday to Friday 9 to 4pm and Saturday and Sunday 10 to 2pm. Or email [rose@ageukwirral.org.uk](mailto:rose@ageukwirral.org.uk) or visit website [www.ageukwirral.org.uk](http://www.ageukwirral.org.uk)

Wirral Helplink - practical support - 0151 648 3322 or [www.helplink.org.uk](http://www.helplink.org.uk)

Tranmere Rovers - 0151 609 3325 or email [community@tranmererovers.co.uk](mailto:community@tranmererovers.co.uk)

self referral for help with shopping, prescriptions, someone to talk to

Birkenhead market - deliveries - email birkenheadmarket.co.uk

Specific phone for specific items eg, fruit and veg, Wards fish, Shelleys bread and cakes etc

Icare Cuisine Wirral – hot meal delivery 0151 644 1715 or 0845 604 1125 [www.icarecuisine.co.uk](http://www.icarecuisine.co.uk)

Oakhouse Foods delivery (including special diets) - 0333 370 6700 [www.oakhouse.co.uk](http://www.oakhouse.co.uk)

Parsley Box is ready made meals food delivery – can be kept in the cupboard for up to 6 months and don’t need a fridge or freezer, reasonable prices - [www.parsleybox.com](http://www.parsleybox.com)

**Chester and West Cheshire Residents**

Age UK Cheshire & Brightlife Community response team covering 4 Cheshire areas offering urgent food delivery, prescription collections, telephone befriending and emotional support

Central triage line Monday to Friday 9 to 5pm 01606 881 660

Chester and Cheshire West Council – 0300 123 7031

Snow Angels – 0300 666 6226 – they do supported transport (when services can provide that again), concentrating on shopping, prescription collection & wellbeing support.

Cheshire Advice & Info – 01244 401 500

**Finance/Work/Welfare Rights**

DWP national lines 9.30 to 3.30 only - PIP - 0800 917 2222 (under 65 years)

Attendance Allowance (over 65yrs) (10am to 2pm) - 0800 731 0122

Wirral Council Covid Helpline 0151 666 5050.

Wirral Council - [www.wirral.gov.uk](http://www.wirral.gov.uk) . Wirral Council switchboard 0151 606 2000.

For help with Council Tax, Housing Benefit, help for self employed, support for businesses incl small business rate relief (SBRR) 0151 606 2002

Wirral Welfare Assistance Scheme online grant -

[www.wirral.gov.uk/benefits-and-money/local-welfare-assistance](http://www.wirral.gov.uk/benefits-and-money/local-welfare-assistance)

Citizens Advice Bureau via Ask Us Wirral 9.30 to 3.30 - 0300 33 00 111 [www.wirralcab.org.uk](http://www.wirralcab.org.uk) or National CAB number 03444 111 444

InvolveNorthWest Benefits and Debt service - 0151 644 1100 Option 2

DWP Wirral help with ESA, Universal Credit - 0151 551 8542

DWP national - incl links eg, help with funerals, self employment, hardship, tax credits etc



The Large Recruitment Team Recruitment Line - 0151 443 6858 or 6878 or 6640 or 6223

For vacancies currently in Birkenhead, Bromborough, Upton Wirral and other regions of Merseyside up to St Helens. Below is a list of vacancies at end March 2020 but some may still be good/open.



Career Connect Wirral COVID-19 - 0151 556 2620 [www.careerconnect.org.uk](http://www.careerconnect.org.uk)

<https://www.facebook.com/careerconnectwirral/> 56-58 Argyle Street, Birkenhead, CH41 6AF

Did you know that Career Connect offers support for adults across the North West, as well as young people? Our NCS service is available to support all adults at all times, especially those who's employment has been impacted by Covid-19 or if you have been furloughed and looking to use your time to reconsider career options? Contact us via Facebook and we will get back to you ASAP

Turn2us - benefits advice and grant search for finance and other – [www.turn2Us.org.uk](http://www.turn2Us.org.uk)

**Helpline Hours -** Recently extended opening hours for the Turn2us Helpline. Call for help and support with the Benefit Calculator or Grant Search tools on **0808 802 2000** during the following opening times: Monday to Friday, 8 am to 6:30 pm and Saturday, 9 am and 1 pm.

Wirral Change - support cultural, welfare, practical for minority communities.

**Wirral Change** is a Black and Racial Minorities Outreach Service offering information, advice and guidance on jobs, education, training, self-employment, health and well being, as well as signposting to other services for racial minority people on the Wirral.

We are now OPEN, We are seeing clients by Pre-Booked Appointments Only.

We provide Face Masks & Adhere to Social Distancing.

Please call before your visit to book a time slot: 0151 649 8177

Maggies Cancer Centre benefits support if cancer patient – 0151 334 4301

Macmillan Cancer Support benefits support if affected by cancer - 0808 808 0000

Community Action Wirral - has a vast range of links to funding and grants, mainly to support neighbourhood groups and small charities helping those worst affected by the current situation but also funding applications for some individuals eg, Musicians, and also organisations such as Magenta Housing who have people, vans and funding to offer direct support to communities most in need.

[*https://communityactionwirral.org.uk/covid-19-coronavirus/covid-19-news-funding/*](https://communityactionwirral.org.uk/covid-19-coronavirus/covid-19-news-funding/)

AT FST 13.07.20