

# 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

22 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.gloucestershire.gov.uk/helphub

Online form to request help for yourself or a neighbour & 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. NHS Volunteer task force now picking up referrals from "Help Hub": <a href="https://www.goodsamapp.org/NHS">https://www.goodsamapp.org/NHS</a>

#### **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

Trading standards reporting increase in Covid related Scams – see https://www.nationaltradingstandards.uk/news/beware-of-covid19-scams/

Report Scams to Action Fraud: 0300 1232040 or

Further advice from Citizens Advice consumer Advice Line: 0808 2231133



### Supermarket Priority Shopping Times for older/vulnerable people

#### **Asda**

Now have "volunteer shopping Payment Cards" to help with shopping payments:

https://www.thegrocer.co.uk/supermarkets/asda-and-mands-create-new-payment-cards-for-volunteers-shopping-for-those-self-isolating/603666.article

### 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

Now have "volunteer shopping Payment Cards" to help with shopping payments:

https://www.thegrocer.co.uk/supermarkets/asda-and-mands-create-new-payment-cards-for-volunteers-shopping-for-those-self-isolating/603666.article

### 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

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



### Cheltenham (1 of 3)

	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.	
LONG Table	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.	<u>chelten-</u> <u>ham@thelongtableonline.com</u>
Meal Packs for Home Delivery	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	01242 323693
	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.	
Cheltenham mutual Aid Group	Coordinating volunteer support for food and prescriptions	0800 0096927 cheltmutualaid@gmail.com
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	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 <a href="www.courtfarmshop.co.uk">www.courtfarmshop.co.uk</a> Also offer collection on Wednesdays, Thursdays, Fridays & Saturdays	www.courtfarmshop.co.uk
Bishops Cleeve	Volunteer support for those self-isolating providing help with picking up shopping, posting mail, collecting urgent supplies, making a friendly phone call. Co-ordinated by Richard Stanley	07825155215
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: friendsofcharltonk- ings@gmail.com Facebook page: Friends of Charl- ton Kings Tel: 07535 497973
Charlton Kings	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.  They can't take orders over the phone, but we (AUK Help Team) could take the orders and email them through for people.	Email shopping list:  smdeliveries@outlook.com  01242 523691
	Tailored Catering LTD, Cheltenham Meal on Wheels options delivered straight to your door. Call to place your order. Delivering to Winchcombe, Gretton, Greet, Alderton, Cleeve and surrounding areas from 5pm.  Age UK Gloucestershire registered Charity number: 1111773	01242 604229



# 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
Prestbury	Parish Council compiling a list of volunteers who can deliver groceries and medicines	parishclerk@prestbury-pc.goc.uk 01242 575129
St Pauls Area	St Paul's <b>Fish Bar</b> 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 <b>coordinating volunteer support for local residents -</b> allow 12-24 hours for a follow up.	Email: spjara.org@gmail.com or call Jonathan on 01242 701672
Winchcombe	Winchcombe <b>Fruit and Vegetable</b> Shop. Free delivery fruit and veg to Winchcombe any order large or small.	01242 609500
Springbank	<b>GCAFE</b> , 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.
	<b>Lakeside Takeaway (fish &amp; chips</b> ), please call the shop if you feel someone could benefit from the service -	01242 516528
Tewkesbury Road	Disabled Care & Mobility, Tewkesbury Road, starting a <b>mobile food bank</b> , 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.



# 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



### 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 <a href="https://www.cotswoldfriends.org">www.cotswoldfriends.org</a> Befriending will now be via telephone.	www.cotswoldfriends.org 01608 651415 9.30-3.30pm 01608 651115
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 <b>Chipping Campden, Moreton in Marsh</b> , Winchcombe, <b>Bourton on the Wat</b> er 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	<b>Broadway Deli</b> 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	<b>Bramleys Fruit and Veg</b> 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 <b>Tetbury</b> , Nailsworth, Minchinhampton, Malmesbury and <b>surrounding villages</b> .	01666 502020
Mickleton	Mickleton Helpers <b>community group</b> working with Parish council to support self-isolating with shopping, food, prescriptions etc. Free Monday – Friday 9am-5pm	01386 291006 con- tact@mickletonhelpers.co.uk



### 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 <b>Home Delivery Resource</b> :	https://www.foresthub.co.uk/ covid-19-home-delivery-services? fbclid=lwAR1B- FLFLqzl1axC6eOHE1q- EyLQTW5RDv6BtPgwFQ0VyK8Uq yW7Tk-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 <u>Vivienne.prescott@salvationarmy.</u> <u>org.uk</u> or <u>em-</u> <u>ma.cornish@salvationarmy.org.uk</u>
Coleford	Sixteen <b>Community Café</b> 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	Lydney Community Support Group – local volunteer support	07548 973012 email: <u>lydney.covid19@gmail.com</u>
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



### 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	- ,- ,	01452 760221 01452 760531



#### Gloucester (1 of 2)

Coombe Hill	Coombe Hill <b>Farm Shop</b> , 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
Coney Hill/Abbeydale/ Abbeymead	Local support group delivering essential supplies to vulnerable or self-isolating. The lead contact is Laura Brooker on <a href="mailto:laura.brooker@gloucester.gov.uk/">laura.brooker@gloucester.gov.uk/</a> _07738674417.	laura.brooker@gloucester.gov.uk 07738674417.
Coney Hill	Cllr Kate Haigh coordinating volunteers who can help in the Coney Hill area.	Kate.Haigh@gloucester.gov.uk.
Barton & Tredworth	Chequers Bridge, Friendship Café, Painswick Rd offering food parcels for vulnerable in the area.	01452 308127 – ask for Imran imran@thefriendshipcafe.com
Abbeydale	<b>Ridge &amp; Furrow Pub</b> 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
GL Communities	Podsmead/Matson area <b>Community Support with Essential shopping, Prescriptions</b> . Contact Helpline between 9am-11am Mon-Fri	Sandy 07907867244
GL1 area	Yummies Takeaway, 104 Eastgate St, Glos, GL1 1QT – offer food delivery within 3 mile radius & free meals for people over 60s  Mon, Tues, Weds, Thurs & Sun – 3pm-1am  Fri & Sat - 3pm-3am	01452 527644
Gloucester	Local delivery of meds, essentials to support individuals isolating being offered by <b>Man with Van</b> (Known personally to AUKG Staff member Donna Ryland)	Mark Broughton 07929846198 Carl Compton 07494474734
	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.	will pass on the referral.
Meal Packs for Home Delivery	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	If a vulnerable/older person needs free meals, please contact Age UK Gloucestershire Help Team who
LONG Table	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.	01452 234831
	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.	glouceter @thelongtableonline.com



#### Gloucester (2 of 2)

Churchdown	Churchdown Community Centre Offering Take Away & Delivery (Sandwiches & Snacks) in Churchdown & Innsworth: Monday – Saturday 10-3pm	01452 855284
Churchdown	Creed – order & collect food service: <a href="https://creedfoodservice.online/home-essentials.html?">https://creedfoodservice.online/home-essentials.html?</a> fbclid=IwAR2ndGfg4eDpsS7kE9hMbTRS66IEFojEVvn0sWS1qT9 PWGkecMS06P9OMil	Collection from Cheltenham Rd East, Churchdown. 01452 857555
Longlevens	In Longlevens we have a network of <b>community street champions</b> 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 particu- larly vulnerable.  Longlevens Community Help	Becky: 07468457498 rebeccabooth1991@gmail.com  Pedro Smit (Oakleaze) 07588 698967
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
	Gloucester Helping Hands Food parcels: Fortnightly delivery Abbeymead; Barton; Brockworth; City Centre; Coney Hill; Kingsway; Kingsholm; Matson; Tredworth.	Imam Hassan 07725 365179
	Gloucester Brewery Offering Home Delivery (Probably just beer)	01452 668043



#### Stroud (1 of 2)

Leonard Stanley	Village shopper (only covers this village) Offers: shopping, posting mail, collections or a friendly phone call	Irena Litton: 01453 822 287
Chalford	Parish Council Coordinating Volunteers – leaflets distributed  Village shop offering delivery service to those self-isolating.	01453 887204 http://chalfordsupport.co.uk/ 01453 884397
	Also providing a Listening Ear service with qualified volunteers who are available to offer a listening ear to isolated and anxious people. If you would like to have a chat with one of our Listening Ear Volunteers please send an email to <a href="mailto:gl11listen-ers@gmail.com">gl11listen-ers@gmail.com</a> . We will aim to respond to your request within 2 to 3 days.	gl11listeners@gmail.com
Cam/Dursley	GL11 Community Hub co-ordinating the Covid19 Community Response, supporting Cam & Dursley resident. Volunteers can support with food shopping, foodbank distribution and collecting prescriptions. Leaflets with Street Volunteer contact details have been distributed to all households. If you can't locate the contact details of your allocated Street Volunteer contact GL11 directly.	office@gl11.org.uk
Berkeley	Local support Coordinators	Lucy White 07775 11045 Lindsey Green 07412 311101 Gordon Craig 01453 811021 Haydn Jones 01453 890888
	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.	Delivery is 50p to cover some of my fuel.  Message or text 07585921541 to organise a delivery.
	Orders by emailing/phone line  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.	
Meal Packs for home delivery	The menu will change but past meals have been macaroni cheese, sausage stews, mild curries and bean cassoulet.	01453 367499.
Long Table	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.  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.	meals@thelongtableonline.com



#### Stroud (2 of 2)

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, <b>Nailsworth, Minchinhampton</b> , Malmesbury and surrounding villages.	01666 502020.
Nailsworth	Town Council coronavirus Helpline – have volunteers able to help with shopping, food, chats etc.	01453 367399 (Mon to Fri, 9-5)
Stroud	<b>Jolly Nice</b> 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/phone (WAMA) also able to offer some free food parcels, toiletries & essential items to those most in need.	WottonAreaMutu- alAid@gmail.com 07545 042794
Cam/Dursley	Severn vale <b>community kitchen</b> 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.severnvalecommunitykitch en.co.uk



### Tewkesbury (1)

LONG Table Meal Packs for Home Delivery	See other areas for details	01684 252959 tewkes- bury@thelongtableonline.com
Tewkesbury	Coordinated COVID response team now up and running across all areas.	Phone: 07492 395920 (9am-7pm)  Email: tewkesburycommunityres ponse@gmail.com jeraywood@gmail.com  https://www.tewkesburycr.co.uk/
	Tewkesbury <b>Foodbank</b> is now open Tuesday, Thursday and Friday 0930 – 1230 asking people to wait outside. Vouchers available from CCP in Tewkesbury & Borough Council in Tewkesbury ((01684 272035.	01684 296824. in- fo@tewkesbury.foodbank.org.uk
Mitton	Woody's <b>Green Grocers</b> 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: ifo@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 s toretab_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
Cotteswold 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=lwAR2ndGfg4eDpsS7kE9hMbTRS66lE FojEVvn0sWS1qT9PWGkecMS06P9OMil
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 <sup>rd</sup> 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	



# **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	
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  Delivered at lunchtime, 7 days a week	
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



### Page 1 of 11

Adult Education & Online Learning opportunities	Working to put in place remote learning opportunities Stroud College also has online learning programmes  GCC also have online courses suitable for carers/volunteers	www.sgscol.ac.uk/study/online  www.gloucestershire.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	Groups suspended/Dementia advisor service/ signposting etc. operating via telephone:  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	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	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.	https://www.barnwoodtrust.org/grantsforyou/ Email: grants@barnwoodtrust.org 01242 539935
Blue Badge	Renewal dates relaxed – expired badges can continue to be used if new one not received. Info on GCC website	https://www.gloucestershire.gov.uk/ health-and-social-care/disabilities/apply- for-a-blue-badge/
Carers Hub (People Plus)	Operating all services/support telephone/online  – recognising the additional stress on carers at this time & encouraging contingency planning including Carers Emergency Scheme:  - https://gloucestershirecarershub.co.uk/ carersemergency-scheme/  New Virtual Coffee Mornings & training for carers via Zoom –From April 2020 – contact Carers Hub to book and receive links.	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.  Age UK Gloucestershire registered Charity number: 1	44 (0)7786 547 439 <u>charlies2014@yahoo.co.uk</u>



# Page 2 of 11

Counselling Service - GCS (Gloucestershire)  Creative Sustainability (Re Connect Befriending)	North and west Gloucestershire operating over phone and online. Can help with Debt/Healthy Homes/Universal Credit. 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/ Stroud Citizens Advice operating via telephone Registered Charity providing affordable counselling (Via telephone/video link at present). Some free for sexual sbuse victims.  Phone befriending & Pen Pals scheme also supporting wildlife art & bike project schemes online	11ing s. Universal Credit Help to Claim Service:  12:// 0800 1448 444.  13:8- 01453 766310 https://gloscounselling.org.uk/about-gcs/  1453 798363	
CCP (Community Housing Support)	Community Based Housing Support moved over to CCP. Supporting clients as much as we can & still taking referrals.	Email:- Graham.Croly@ccp.org.uk  07593446874  Helpdesk - 0300 3652002  https://www.ccp.org.uk/gloucestershire-community-based-support	
Cruse Bereavement	Cruse Gloucestershire has restricted its service to previous clients & only support by telephone. Office is still taking calls on 01242 252518.  Excellent Online info: <a href="https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief">https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief</a> National helpline 0808 8081677 (Weekdays - 9.30am - 5pm, late 8pm on Tues, Weds & Thurs). Vocurrently		
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.	DWP will undertake a risk-based	
Forest Green Rovers Foot- ball Club	Telephone/video calls to FGR season ticket holders but also willing to chat to other older football fans	07419333746 community@fgr.co.uk,	



### Page 3 of 11

Forest Sensory services (FOD Area)	Providing telephone support for sight Impaired	07566796968	
GDA (Glos Deaf Association)	Office & Community Centre closed- Info on website www.gda.org.uk/coronavirus-update	07875 610860 or 07749 508692	
	Offering interpreter services for those who are having to deal with other agencies/employers		
GDASS (Domestic Abuse)	Taking Referrals Via their Website (Please note GDASS have issued specific guidelines to support with this specific issue at this time)	<u>support@gdass.org.uk</u> <u>www.GDASS.org.uk</u>	
Gloucestershire Community DENTAL Service	All routine dental surgery suspended – information on support available from Community Dental Services.	0300 4216440  https:// www.gloscommunitydental.nhs.uk/wp- content/uploads/Advice-for-Managing- Dental-Problems-at-Home-pdf.pdf	
GRCC Cotswold Communi- ty Wellbeing Service	Still accepting referrals for support (via telephone)	07738 106384 c <u>ws.grcc@nhs.net</u>	
Green Square Housing Support	See CCP.		
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	
Healthy life styles Gloucestershire	Operating remotely but still taking referrals for support with Weight loss, stopping smoking, getting active etc.	www.hlsglos.org  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 Glouces- ter)	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	



# Page 4 of 11

	All clubs, outreach, coffee mornings & shop are	01242 221170	
	closed. Dealing with information and advice via Telephone/Email but with reduced opening hours.	Info@insight-glos.org.uk	
Insight Gloucestershire (Sight loss)		Extended opening hours 8-8pm & Satur- day 9-5pm	
	RNIB also offering online & telephone support –	RNIB Helpline 0303 123 9999	
	with extended opening hours.	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	
LGBT+ Partnership (Gloucestershire)	<b>NEW</b> Support available to LGBT+ community across Gloucestershire. Contact via email or	www.lgbtchelt.co.uk/contact-us.	
	Website form	hello@lgbtchelt.co.uk.	
Listening Post (Counselling Services Ltd)	<b>NEW</b> Listening Post Counselling Service remains open at this time and continues to offer an affordable donation based counselling service to anyone over the age of 18; via telephone or video link.	To register for counselling support call :01452 383820 (For Gloucester and	
LOW INCOME SUPPORT	Guidance for people on low incomes: Telephone support across Gloucestershire.	https://www.cleanslateltd.co.uk/ gloucestershire.html	
Maggies Cancer Support	Maggie's is still able to support anyone affect by cancer. Providing practical information including benefits advice & emotional support over the phone/email.	01242 250611 Monday to Friday 9-5. Or e-mail at Cheltenham@maggies.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	
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	
Mindsong (Music therapy for those with dementia)	Operating and taking new referrals for sessions over Zoom/ Skype/weekly phone calls. In some cases we are able to deliver therapy visits via peoples' gardens, and have permission from NHS and Gloucestershire Police to do this (we still follow strict social distancing rules).	www.mindsong.org.uk	
POhWER (Advocacy Service)	IMCA's working remotely – contact for further info	0300 003 1162 glosadvocacy@pohwer.net	



### Page 5 of 11

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.gloucestershire.gov.uk/births -marriages-deaths-and-civil-partnerships/	
Re Engage (Formerly Contact the Elderly)	Providing telephone support "Call companions" in place of weekly Tea Parties	helen.ker@reengage.org.uk  Refer an older person to CC	
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	
Stroke Association	Providing telephone/online support to stroke survivors and their carers. Possible "Life After Stroke Grants available"	Phone: 0303 3033 100*  Email: helpline@stroke.org.uk  Textphone: 18001 0303 3033 100	
Suicide Crisis Gloucestershire	24 hour telephone support for those in Gloucestershire experiencing suicidal thoughts	07975 974455  contact@suicidecrisis.co.uk	
TAX AID/Tax Help for Older People	Charity supporting Self-Employed & older People with Tax issues can help with new govt. schemes & tax return queries.  0345 120 3779 Monday to Fri 5pm  Email: taxvol@taxvol.org.uk		
Treasure seekers (Mental Health support line).	Telephone & web chat support available to all 18+ living in Gloucestershire. (Commissioned by CCG).  To register for counselling support call 01452 383820 (For Gloucester and Cheltenham) and 01453 750123 (For Stroud).  Telephone & web chat support available to all 01452-307201 or www.kftseek 01452-307201 or w		
Turn 2 Us	Support with benefit calculations and grant searches online – now extended opening hours	<b>0808 802 2000</b> Monday to Friday, 8 am to 6:30 pm/Saturday, 9 am -1 pm.	



### Page 6 of 11

Warm & Well (Severn Wye Energy in partnership with CCP)	O800 500 3076 (Mon- Fri 9am-5pm) or energyservice@ccp.org.uk  New blog for all things energy: http://www.warmandwell.co.uk/news/archive article/five-energy-saving-tips-for-the-unexpectedly-housebound.html? cHash=2b6a74e0ebf3d480158315eff23 72		
WE Care & Repair – Handy- person	Continuing operating at present across county	0300 323 0700	
Your Circle	Gloucestershire wide community info resource https://www.yourcircle.org.uk/Information/Covid19-Communit		
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.ulpayouthtps://www.onepossecure/latest-news/our-productions-defice-makes-access-to-cash-faster-for-self-isolating-custors-defice-co.ulpayouthtps://www.postoffice.co.ulpayouthtps://www.postoffice.co.ulpayouthtps://www.postoffice.co.ulpayouthtps://www.postoffice.co.ulpayouthtps://www.postoffice.co.ulpayouthtps://www.postoffice.co.ulpayouthtps://www.postoffice.co.ulpayouthtps://www.postoffice.co.ulpayouthtps://www.postoffice.co.ulpayouthtps://www.postoffice.co.ulpayouthtps://www.postoffice.co.ulpayouthtps://www.postoffice.co.ulpayouthtps://www.postoffice.co.ulpayouthtps://www.onepostoffice.co.ulpayouthtps://www.pos		



# Page 7 of 11

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 (FOD)	Continuing to provide their services in the home. Befriending now only available over the phone (FOD Area)	01594 823414	
Crossroads Care (Central & East Glos.)	Continuing to provide their services in the home.	01452 302542 Option 1	
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)  01242 513203 24hrs x 7 days		
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.		

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	
Telecare	Continuing to accept referrals for equipment but prioritising hospital discharge/admission avoidance and maintenance. Refer via Adult Help Desk	01452 426868  https://forms.gloucestershire.gov.uk/ AdultSocialCareEnquiry	



### Page 8 of 11

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	



# Page 9 of 11

Energy/Telecom Provider Information	Priority Services Register Number	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.  The disconnection of credit meters will be completely suspended
EDF	0800 269 450	Call: <b>0330 200 5110</b> 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
EON	0345 052 0000	Call: <b>0345 052 000</b> 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 <b>outside</b> your property, we'll put enough credit on the meter to ensure you remain on-supply throughout your self-isolation period.  * Where the meter is <b>inside</b> , we'll leave a meter key at your door step, make contact with you, and check the key works before leaving the property.  * For gas customers, where the meter is <b>outside</b> , we'll supply a maximum of £5 credit (this an industry restriction) and will also send a card in the post containing extra credit.  * Where the meter is <b>inside</b> , we'll still attend the property and supply a maximum of £5 credit and send a card in the post with additional credit
British Gas	0800 072 8625	If you're unable to do this, and you haven't got anyone to help you, please call <b>0330 100 0303</b> Monday to Friday, 9am-5pm and we'll help you
Scottish Power	0800 027 0072	Call: 0800 027 0072



# Page 10 of 11

SSE	0345 600 2006	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: <b>0800 073 3000 (</b> 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		OFCOM have agreed with main providers support should be offered to help individuals maintain connections. Contact Provider to discuss support needed:  > https://www.gov.uk/government/news/government-agrees-measures-with-telecoms-companies-to-support-vulnerable-consumers-through-covid-19



# Page 11 of 11

Social Connection		
Age UK Gloucestershire Friendship Call	Freephone: 0800 2980579 Monday – Friday 9am-4pm	. Volunteer chat during social isolation period
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 <b>the Cheltenham</b> Animal Shelter number for possible support: 01242 523521 they do have volunteers countywide.
Dog Walking	Dog walking - from Alison at Cheltenham Ground workers "I am coordinating some dog walkers who are offering free subsidised support for people in the vulnerable group. My website is: www.Pittvillepets.com or my number is 07833555089

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.	O113 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.  Age UK Gloucestershire registered Charity number: 1	Online Pharmacy   FREE Prescription Delivery Phone: 0161 312 8942  Opening Hours Monday - Friday: 9am-6pm (closed between 1pm - 2pm) Saturday - Sunday: Closed