

Brighton & Hove Services, Support and Guidance

*If you are experiencing any
symptoms of Covid-19 / Coronavirus
the latest information can be found at
[gov.uk/coronavirus](https://www.gov.uk/coronavirus)*

Release date
21/09/2020

Below is information on these topics:

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*If you are looking at this
online you can click on the
topic that you are most
interested in and it will take
you straight there!*

To help support people during the outbreak of Coronavirus in the UK, Ageing Well have collated the following list of local and national services.

We will be updating the information once a week, so please keep checking our website for the most recent version.

As lockdown restrictions relax, we will be offering more information and tips on how to readjust from shielding and self-isolating. This will help you to return to day-to-day routines like popping to the shops or seeing friends and family for when you are ready.

If something is missing from this list please call Ageing Well 07770 061 072 and we will do our best to find the information you need.



**Information
and support
on all services**

Ageing Well

Ageing Well are a signposting and support service for people aged 50+ in Brighton & Hove.

07770 061 072

We are a point of contact for information and support during COVID-19 (Coronavirus) crisis.

9am – 5pm,
Monday -
Friday

Call our number to talk to us about your needs at this time and we will try to help you find solutions.

If you have any questions about any of the services listed below please do not hesitate to give us a call. <http://ageingwellbh.org>

**IMPORTANT
INFORMATION
FROM THE
GOVERNMENT**

**Staying alert
and safe
(social
distancing)**

We can all help control the virus if we all stay alert. This means you must:

- stay at home as much as possible
- work from home if you can
- limit contact with other people
- keep your distance if you go out (2 metres apart where possible)
- wash your hands regularly

If you test positive for coronavirus, you need to self-isolate for at least 10 days.

In addition to the general guidance above, at this stage of the Government's recovery strategy:

- You can spend time outdoors, including private gardens and other outdoor spaces, in groups of up to six people from different households, following social distancing guidelines
- You should go to work if you cannot work from home and your business has not been required to close by law
- You can be tested as part of the [test and trace programme](#), which will enable us to return to normal life as soon as possible, by helping to control transmission risks
- Form a 'support bubble' with one other household if you live alone or are a single parent with dependent children - in other words, you are in a household where there is only one adult. You should not change who you have formed a support bubble with
- Attend a place of worship for individual prayer
- You are able to visit more shops and additional outdoor attractions - drive-in cinemas and animal attractions like zoos, farms and safari parks
- You have to [wear a face covering](#) on public transport, as well as in shops and supermarkets.



- People are strongly encouraged to wear face coverings in other enclosed public spaces
- You can meet in groups of up to two households (your support bubble counts as one household) in any location - public or private, indoors or outdoors. You do not always have to meet with the same household - you can meet with different households at different times. However, it remains the case - even inside someone's home - that you should socially distance from anyone not in your household or bubble. This change also does not affect the support you receive from your carers
- Additional businesses and venues, including restaurants, pubs, cinemas, visitor attractions, hotels, and campsites will be able to open - but we will continue to keep closed certain premises where the risks of transmission may be higher
- Other public places, such as libraries, community centres, places of worship, outdoor playgrounds and outdoor gyms will be able to open
- It is now against the law to gather in groups larger than 6 people, except for a limited set of circumstances to be set out in law. Police will have the power to break up groups larger than 30, apart from these exceptions
- Sports facilities and venues (including indoor gyms, fitness and dance studios, indoor swimming pools and indoor water parks) can open

Some people, including those aged 70 and over, those with certain underlying conditions and pregnant women, are clinically vulnerable, meaning they may be at higher risk of severe illness from coronavirus. As we continue to ease restrictions, this group should continue to take particular care to minimise contact with others outside their household. Please see <https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing> for more details on this guidance.

The government recommends that you keep two metres away from people as a precaution or one metre when you can mitigate the risk by taking other precautions. Please see '[Staying Safe Outside Your Home](#)' for more information on this.

The above guidance now also applies to people who have been told to 'shield' because they are Clinically Extremely Vulnerable (CEV). The latest information on shielding and protecting people defined on medical grounds as extremely vulnerable from COVID-19 can be found here:

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>



Do not leave home if you or someone you live with has any of the following:

- a high temperature
- a new, continuous cough
- a loss of, or change to, your sense of smell or taste

If you or someone in your household is showing coronavirus symptoms please see this guidance:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

Points of contact who can direct you to specific information

Carers Hub

Provide general Information, advice, support and signposting for all carers whether young, adult, professional whether full time or not.

[WEBSITE](#)
01273 977 000
[EMAIL](#)

Community Roots

Mental health and wellbeing support. Open Mon – Fri 9am - 5pm

0808 196 1768
[WEBSITE](#)

Healthy Lifestyles Team

A wide range of free or subsidised healthy lifestyle programmes and advice on stopping smoking, drinking less, physical activity, healthy eating, healthy weight and general wellbeing.
Focussing on things that are important to you, they offer tailored support to help you or your family improve your health and wellbeing.

[WEBSITE](#)
01273 294 589
[EMAIL](#)

Together Co

Social prescribing for adults who are isolated and need support with their health and wellbeing, they offer support to navigate services and find social connections.

[WEBSITE](#)
01273 229 382
[EMAIL](#)



**Brighton & Hove
City Council
Support**

**If you or
someone you
know is
vulnerable**

If you are a vulnerable person or you think someone in your community or group needs some additional support during lockdown, you can refer them to Brighton and Hove City Council's Community Hub for support, including help with shopping, collecting prescriptions, accessing your money and emergency food support.

You may then be put in touch with other organisations for continued support during the Covid-19 pandemic. Open Mon – Fri 10am – 4.30pm

[WEBSITE](#)
01273 293 117

**The Local Covid-19
Outbreak Plan**

A plan by the local authority in conjunction with Public Health England and health service partners to ensure that local businesses, local communities and other statutory agencies all play their part in managing infection control

[WEBSITE](#)

**Government
Support**

**Registering as
'Clinically
Extremely
Vulnerable'**

The service is not open for new registrations because people aren't being advised to shield in most of England from 1 August 2020.

If you registered previously and got priority access to supermarket deliveries, you'll keep this even now shielding is paused.

[WEBSITE](#)
0800 028 8327

Befriending

Together Co

Together Co are offering telephone befriending support at this time.

[WEBSITE](#)
01273 775 888

**Time To Talk
Befriending**

Time To Talk Befriending are offering telephone befriending support at this time

[WEBSITE](#)
01273 737710

The Silver Line

The Silver Line is a free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year. Their specially trained helpline team can offer information, friendship and advice, offer regular friendship calls and protect and support older people who are suffering abuse and neglect.

[WEBSITE](#)
0800 4 70 80 90

**Hangleton &
Knoll Project**

HKP have recruited and are supporting volunteers to provide telephone befriending, delivery of food shopping/medications and IT support.

[WEBSITE](#)
01273 410858



If you would like to know more about these services, are in need yourself or would like to volunteer please contact Claire Johnson.

[EMAIL](#)

Independent Age

Independent Age offers telephone befriending.

[WEBSITE](#)
0800 319 6789

Reengage

Call Companions from Reengage is a free service for anyone over-75 who lives alone and feels they could do with a friendly phone call every week or two.

[WEBSITE](#)
0800 716543

Carers

Agespace

A group for people supporting elderly relatives at risk of Coronavirus. A chance to virtually meet others in the same position, ask questions and share your experience in these strange and uncertain times.

[WEBSITE](#)

Brighton & Hove Council

Advice for anyone who is looking after a relative or a friend with a health problem. If they need to go into hospital or a care home, or need extra care at home in the next few months, this information will help you to know what to expect, and to prepare for the new environment.

[WEBSITE](#)

Carers Centre

Providing family Carers with emotional support, advice and a well-deserved break from their caring role.

[WEBSITE](#)
01273 746 222

[EMAIL](#)

Carers UK

General Coronavirus Information

[WEBSITE](#)

A-Z of changes to benefits, assessments and support for carers during Covid-19

[WEBSITE](#)

Carers Information and Support Programme (CrISP)

Provides support and relevant information in a group environment for those caring for someone with dementia. The programme is run in a series of sessions which offers carers the opportunity to share experiences in a confidential and friendly environment with others in a similar situation.

[WEBSITE](#)

Coronavirus / Covid-19

Citizens Online

A list of resources gathered from around the web to help you stay in touch with family, friends or colleagues during the coronavirus outbreak – or to help you to help others!

[WEBSITE](#)



NHS	Find out more about symptoms and what to do if you are concerned about Coronavirus.	WEBSITE
Government Advice	The latest information on social distancing, support and advice.	WEBSITE
Sussex Interpreting Services (SIS)	Links to the latest translated resources that may be useful to people during Covid-19, such as translated government guidelines and a translated free guide to living with worry and anxiety during global uncertainty	WEBSITE
Doctors of the World UK	Doctors of the World UK have translated the latest NHS guidelines into 60 languages.	WEBSITE
Public Health England	Public Health England has translated information about testing for Coronavirus into 40 languages and explains that Covid-19 testing is free regardless of immigration status.	WEBSITE
Age UK	Advice on how to assess your own risk in regards to coronavirus.	WEBSITE
Free Easy Read Posters	Easy read posters with guidance and information around Covid-19 - free to print or share online from Photosymbols. Please note: From 4th July, they will no longer be updating these posters.	WEBSITE
Brighton Covid-19 Mutual Aid Groups	<p>Mutual Aid Local Groups are small groups of people set up independently in communities to support vulnerable people in their local area during the outbreak.</p> <p>Please be aware that mutual aid groups are not monitored or regulated, they are a group of people within the community trying to help during this time. They can offer lots of different help from dog walking to posting mail – it varies from group to group.</p> <p><u>We would advise that you read the advice within this directory about how to keep safe from scams, and never do anything which makes you feel uncomfortable. It is always a good idea to speak to a trusted friend or family member to before making any decisions.</u></p>	<p>To find your nearest group search here:</p> <p>WEBSITE</p>
British Geriatrics Society	Up-to-date information about Coronavirus.	WEBSITE



**Post Covid-19
Recovery
Information**

Covid-19: the Road to Recovery	Chartered Society for Physiotherapy's guidance on what to expect when recovering from Covid-19.	WEBSITE
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Post-COVID Hub	Asthma UK and British Lung Foundation have created the Post-COVID HUB for: People with post-COVID breathing difficulties and their family members and carers to get reliable information and dedicated support for physical and mental health, as well as pages for healthcare professionals and researchers.	WEBSITE
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NHS – Your Covid Recovery	Your Covid Recovery website includes information from experts about looking after your mental health & wellbeing, as well as your physical health. There is also a helpful section for family, friends & carers of people who are recovering	WEBSITE
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**Local Council
Coronavirus
Support**

Brighton & Hove City Council	https://new.brighton-hove.gov.uk/coronavirus-covid-19
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Adur and Worthing Council	www.adur-worthing.gov.uk/coronavirus
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West Sussex County Council	www.westsussex.gov.uk/coronavirus
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East Sussex County Council	www.eastsussex.gov.uk/coronavirus
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Covid Brighton & Hove Directory	https://covidbrightonhove.org.uk/
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Dementia

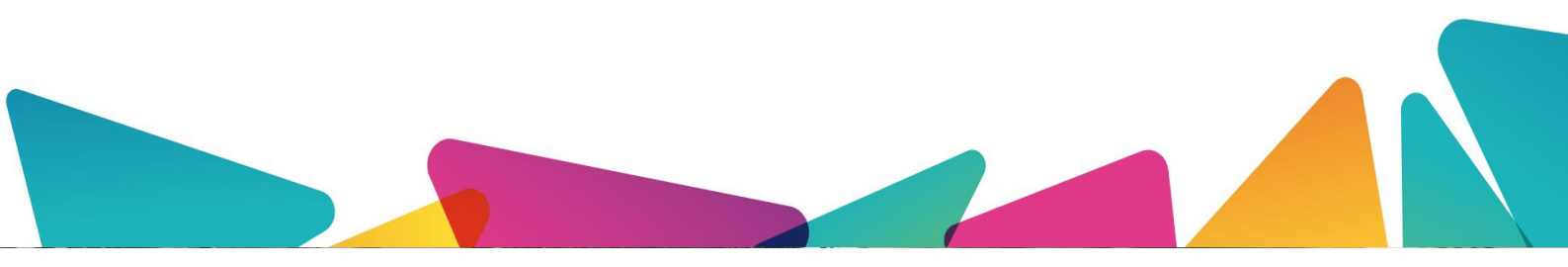
Alzheimer's Society	Alzheimer's Society Brighton & Hove service is open Monday to Friday for advice, support and information.	Brighton & Hove: 01273 726 266
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You can also call the national Dementia Connect Support Line for support on a range of issues and to be connected to local services	Dementia Connect: 0333 150 3456 WEBSITE
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Alzheimer's Society have produced guidance to help people with dementia and their carers stay safe during the coronavirus pandemic.	WEBSITE
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	Health Innovation Network	Resource with lots of activities to do at home with the person you care for, including a video to help understand the needs of people living with dementia during the Covid-19 pandemic and an Activities Guide to signpost you to excellent activities.	WEBSITE
	Open Strings	Open Strings are offering their wonderful musical activities online for people living with dementia and their carers. Please contact them for more information.	WEBSITE 01273 569 096 Anna's Email or Isabel's Email
	Dementia Adventure	Online dementia skills sessions for family and carers of people living with dementia.	WEBSITE
Digital Help	Digital Unite	Over 400 how-to guides covers a whole host of digital topics including online shopping, social networking, health & fitness and music.	WEBSITE 0800 048 7642
	AbilityNet	Free IT support at home over the phone or online.	WEBSITE 0800 048 7642
	BBC guide	Step-by-step guide: How to video call your family.	WEBSITE
	Learn My Way	Free courses (online) to learn different digital skills to stay safe and connected.	WEBSITE
	Digital Brighton & Hove	Offering resources, information and digital support, including matching up volunteers with people needing digital help. Digital B&H have some internet-connected tablets all set up and ready to be loaned to vulnerable people with no internet access. Please complete this form if you know a vulnerable person who could benefit from this.	WEBSITE Digital Helpline: 07475946084
Support with obtaining equipment	Deafcog	How-to videos for making zoom calls	WEBSITE
	Wavelength	Supports organisations who help people who are lonely and isolated, by giving free TVs, tablets, and radios for clients. This technology is often used in communal spaces or as part of specific projects.	WEBSITE
	Friends of the Elderly	Provide grants to help older people get online and stay connected. They can be used towards the cost of equipment such as	WEBSITE 0330 332 1110





tablets and smartphones as well as broadband costs.

Get Online at Home	Affordable refurbished laptops and PCs for all, with discounts available to those in receipt of benefits.	WEBSITE 03719 100 100
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LGBTQ+ Services	LGBT Switchboard	If you could use a friendly chat with another LGBTQ person, please call Switchboard helpline - open on Weds and Thurs, 7pm-9.30pm	WEBSITE Helpline: 01273 359 042
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LGBT Switchboard Directory of Services	During the COVID-19 Pandemic, many LGBTQ service providers have made significant changes to their services. This directory lists those changes.	DIRECTORY
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MindOut	LGBTQ mental health service. They have an online support service, running at varying times every day - check out their website for more details on this.	WEBSITE 01273 234 839 EMAIL
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Galop	LGBT+ anti-violence charity. Resources include: TRANS RESILIENCE IN ISOLATION GUIDE	WEBSITE
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Domestic Violence	RISE	RISE is a Sussex-based charity that supports people affected by domestic abuse and violence. If you need support from RISE or are worried about a friend you can call their helpline (Mon-Fri, 9am-5pm. Weds until 8pm)	Contact online: WEBSITE 01273 622 828
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[STAYING SAFE AT HOME DURING LOCKDOWN GUIDE](#)

Survivors' Network	Supporting survivors of sexual violence and abuse in Sussex.	WEBSITE 01273 203 380
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Refuge - National Domestic Violence Helpline	Help and support for women facing domestic violence.	WEBSITE 0808 2000 247
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Respect - Men's Advice Line	A helpline service for male domestic abuse survivors	WEBSITE 0808 801 0327
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	National LGBT+ Domestic Abuse Helpline	Emotional and practical support for LGBT+ people experiencing domestic abuse run by Galop, the LGBT+ anti-violence charity.	WEBSITE 0800 999 5428
Elder Abuse	Hourglass	Free national, confidential helpline providing information & support to anyone concerned about harm, abuse or exploitation of an older person. Hourglass Sussex can also be contacted for help to find social contacts, weekly check-in calls, emotional support and help to develop confidence and move towards regaining independence.	WEBSITE 0808 808 8141 07508 823975 (Project Coordinator Gail Shanahan)
999 calls if you cannot speak, but need help	Police have modified the 999 system for people who cannot speak, but need help. Make yourself known to the operator by coughing or tapping the handset, and then press 55 on the keypad. You must press 55, or the call will be ended		
Online Exercise	The Hop 50+	The Hop 50+ is closed to the public but the staff are hosting online exercise classes, quizzes, singing and lots of other activities online.	To join the online group activities email: EMAIL
	Later Life Training	Make Movement your Mission - Join Bex, 3 times a day (8am, 12, and 4pm) for 10 minutes live functional movement exercise sessions on Facebook. You don't need to join in live though, you can start anytime as all sessions are also available on YouTube.	FACEBOOK GROUP YOUTUBE VIDEO
	Sport England	Sport England have pulled together a timetable of live online activity classes to help you exercise alone, together. There's a selection of both free and paid-for classes, as well as sessions to suit all ability levels.	ACTIVITY TIMETABLE
	BHCC – How To Stay Active at Home	Find information and advice about how to stay active at home during the Coronavirus (COVID-19) pandemic.	GUIDE





Active for Life	<p>Are offering daily physical activity sessions online.</p> <p>Also now offer tailored support for people to become more physically active during Covid-19. The team are particularly keen to engage with individuals experiencing significant barriers to participation in physical activity.</p>	<p>WEBSITE 01273 294 589</p> <p>REGISTRATION FORM</p>
Exercise and physical activity for osteoporosis and bone health	<p>Online exercise videos and factsheets offered by the Royal Osteoporosis Society.</p>	<p>ACTIVITY FOR OSTEOPOROSIS</p>
Vida Active Cub	<p>Exercise and Socialise for people over 60 sessions - fun and inclusive exercise class followed by refreshments and a chance to talk to chance to talk to others on Zoom. Also running socially distanced classes in person.</p>	<p>WEBSITE</p>
Exercise online	<p>Here are lots of different online options for you to try!</p> <p>10 Today – Short ten-minute routines to get people stretching and moving. Includes both online videos and daily radio shows (with recordings captured online).</p> <p>Sitting Exercises - These exercises in sitting (from the NHS) improve mobility and lower limb strength which helps with feeling more steady to move onto standing exercises.</p> <p>Flexibility Exercises – These home exercises help to improve mobility.</p> <p>Balance exercises – Simple home exercises to improve steadiness with walking and moving.</p> <p>Strength exercises – Home exercises to improve lower limb strength.</p>	<p>WEBSITE</p> <p>WEBSITE</p> <p>WEBSITE</p> <p>WEBSITE</p> <p>WEBSITE</p>



Brighton and Hove Healthwalks	Have developed a Facebook page for those who want help to keep walkers walking!	FACEBOOK PAGE
LGBTQ+ Healthwalk	A free social walk for members of the LGBTQ+ community to increase fitness and enjoy fresh air. Last Friday of the month 10.30-11.30am, meet at King Alfred Leisure Centre car park (by beach railings). Register for the walk by calling Healthy Lifestyles team.	POSTER 01273 294 589
Rosaria Gracia Dance and Exercise classes	Offering some free and some paid classes	WEBSITE
Lifelines	Offer seated Pilates classes online (as well as lots of other fun activities)	ACTIVITY TIMETABLE 01273 688 117 EMAIL
King Alfred Leisure Centre	Open to the public with safety measures in place. You need to book sessions online, including swimming, badminton and gym sessions, in order to attend. Members can book 5 days in advance and non-members can book 1 day in advance.	WEBSITE 01273 290 290 ONLINE BOOKING
Silver Swans Ballet Classes Online	Free online ballet exercise classes, designed to get the older generation moving to the music at home. From experienced dancers to those that don't know their plié from their pointe.	WEBSITE
Groups, Activities & Entertainment	Impact Initiatives and Ageing Well Activity Packs The Hop 50+	Activity Packs are being made weekly, containing lots of different activities, cookery tips and things to do – there is something for everyone! The Hop 50+ is closed to the public but the staff are hosting online exercise classes, quizzes, singing and lots of other activities online. There is also a Facebook page which is full of puzzles, conundrums and chat to keep us all busy during this time! You do not have to have gone to the Hop before to be able to join the group.
		If you would like to receive the pack EMAIL To join the online group activities EMAIL Facebook Page



Brighton & Hove Libraries

Jubilee Library and Hove have reopened but both with reduced services and opening times. The loan period on all items borrowed during lockdown ended 6th September 2020.

[WEBSITE](#)

01273 290 800

[EMAIL](#)

If you're a library member you can borrow eBooks and audiobooks from Borrowbox. You can also borrow eBooks, audiobooks, eComics and eMagazines from RBDigital. If people are not yet members, then you can register to join online.

Brighton & Hove City Libraries Home Delivery Service

Brighton & Hove City Libraries are offering a free book delivery service to help raise spirits and improve well-being, during this time. If you have to stay at home due to a health condition or are caring for someone who is confined to their home, the library service can help.

01273 290800 and press 1 to leave a message (about home delivery or e-book service)

[Email](#)

If you are interested in having books delivered to your door, please contact them on, and after the voicemail message, press 1 to leave your name and phone number - don't forget to say that you are interested in the Home Delivery Service! A member of staff will ring you back to discuss how they can best help you. They will deliver standard print, large print or audio-books.

The Listening Library

Audiobook lending service for anyone who finds reading difficult due to a physical or mental illness, disability or learning difficulty.

[WEBSITE](#)

020 7234 0522

Just get in touch via email or phone to enquire or become a member of this service. Please note that this service will be very limited for the time being.

The Social Distancing Festival

The Social Distancing Festival is an online community made to celebrate and showcase the work of many artists around the world who have been affected by the need for social distancing.

[WEBSITE](#)

Art Club Online

Every two weeks AGE UK's new club will send out a project by email to subscribers with a rough guide for completing a lovely art piece. Once subscribers have completed their work, they can take a picture and send it back to us and we will collate a gallery to share with the group.

[EMAIL](#)



Evolution Arts	Are offering lots of different online courses, workshops and yoga classes.	WEBSITE
Phoenix Art Space	Are offering various online activities, such as life drawing and portrait photography.	WEBSITE
Open University	Free online education courses.	WEBSITE
National Open Garden Scheme	Take a virtual stroll around some of the country's most beautiful gardens	WEBSITE
Brighton Mindfulness Centre	Free online mindfulness course.	WEBSITE
MovingSounds	This community of professional facilitators have put together this list of their best music and movement videos for your entertainment.	WEBSITE
Things for free!	Paid-for things they've made FREE – audiobooks, box sets, fitness classes, wellbeing apps and more.	WEBSITE
ChatterPack	A list of free, online, boredom-busting resources	WEBSITE
Online Sudoku	Free Sudoku games online	WEBSITE
Grace Eyre's Facebook group for people with learning disabilities	A Facebook group for people with learning disabilities to connect with each other.	FACEBOOK GROUP
Online Scrabble	Free scrabble games online.	WEBSITE
Word Games online	Free word games online.	WEBSITE
Free knitting patterns online	Explore a wide range of free knitting patterns.	WEBSITE
Lifelines	People can call in (at no charge) for groups over-the-phone, online and postal activities. Led by volunteers, people who call in can take part in reminiscence sessions, over-the-	ACTIVITY TIMETABLE 01273 688 117



	phone coffee mornings, reading groups, quizzes and more.	EMAIL
Brighton Natural Health Centre	Brighton Natural Health Centre Online and in-person yoga, pilates and movement classes.	ACTIVITY TIMETABLE
WEA Adult Learning	Are offering a selection of free online courses and taster sessions in a variety of subjects.	WEBSITE
Online tours of museums	Stuck at home? These 12 famous museums offer virtual tours you can take on your couch.	WEBSITE
Possibility People's Directory	Possibility People have gathered loads of links to exercises and cultural activities you can do at home.	WEBSITE
Sing for Better Health	Uplifting singing sessions for older people, helping to improve health and wellbeing - four groups per week, meeting via Zoom and telephone. It's fun and supportive, and members are friendly and welcoming. No singing ability is required.	WEBSITE
Sofa Singers	The Sofa Singers is a free, weekly online singing event from James Sills that brings hundreds of people together from around the world to spark joy and human connection.	WEBSITE
Carers Zoom Coffee and Chat	While we are still all social distancing, the Carers Hub is hosting a new weekly online meeting for all carers via Zoom on Weds at 10.30am. This is a bookable event and is open to all unpaid family/friend carers in Brighton & Hove.	WEBSITE 01273 977 000
LGBT+ Carers Group	A new LGBT+ carers group launched on Zoom. The group will meet fortnightly and hopefully face-to-face events will be planned once it's safe enough to do so.	POSTER
Brighton & Hove Food Partnership	A new online group to share tips and video tutorials for BHFP's favourite recipes plus information about core cookery skills, healthy eating, budget cookery, food & mood and lots more.	FACEBOOK GROUP



Community Base Online Event Calendar	This event calendar now focuses on Online Events. Check it out to see what is going on, or if you are running an event, add yours to the calendar for free	EVENTS CALENDAR
U3A	This is the page where you will find many ideas to keep learning during these times - a mixture of suggestions from members and quizzes, challenges and projects from our subject adviser volunteers. Some are one off events and others ongoing over a period a time.	WEBSITE
RNIB Connect Radio	Listen to RNIB's Connect Radio for books, yoga sessions adapted for people who are blind and partially sighted, news updates, tech talk and specialist music shows.	WEBSITE Freeview 730
Community Chef	A resource for cooking courses. They have a list of courses especially designed for elderly and vulnerable people that they can offer at low cost.	WEBSITE
Age of Creativity Festival	A list of online downloadable creativity activities, ideas and upcoming events across the UK.	WEBSITE
Financial and Home Safety Advice	Understanding Universal Credit	This page provides information about coronavirus and claiming benefits. It will continue to be updated. Please check this page regularly for updates arrangements. WEBSITE
	Moneyworks	This is a partnership of local charities which supports residents with financial issues and is free to use. WEBSITE 0800 9887 037 01273 809 288
	Money Advice Plus	Money Advice Plus provide money and debt advice services, including casework, by phone to people who have money and debt difficulties. WEBSITE 01273 664 000 EMAIL
	Post Office Card Account Holders	If you can't get to a Post Office branch or a Post Office ATM on a regular basis, you can nominate a helper known as a permanent agent to have access to your account. Ensure this is someone you trust completely as they will have full access to your account with their own card and PIN. To do this get a permanent agent access form P6163 available at your local Post Office or call WEBSITE



03457 22 33 44. To keep your account safe, only one helper can have access at any one time and they must be at least 16 years old. A permanent agent will not be able to administer your account, if you need someone to do this you may want to consider taking out a Power of Attorney and then follow the steps on this website

Having other people withdraw money from your bank account using the Post Office.

Self-isolating or vulnerable citizens can now contact their bank and arrange to withdraw cash quickly from their normal accounts through any local Post Office branch, with the help of a friend, family member, carer or local support worker. Please note that not all banks are participating.

[WEBSITE](#)

Southern Water

Southern Water Priority Services Register – register to ensure those most in need are always catered for, for example, the register will let Southern Water know who to prioritise if water or wastewater services fail.

You can register yourself – or apply on behalf of others in your family.

You can register if you have:

Physical or mental health challenges
A medical conditions requiring a constant supply of water
Difficulty communicating
Reached pensionable age
Another reason you need a little help

[REGISTRATION FORM](#)

East Sussex Fire and Rescue Service

Are now carrying out special assessments over the phone where they can talk to you about the fire risk in your home, after which they may:

- Post you further information leaflets AND / OR
- Post you smoke alarms to fit yourself OR
- If the risk is high and no one in your home is able to fit a smoke alarm they will take protective precautions and fit a smoke alarm for you in your home

[WEBSITE](#)

0800 177 7069

Advice for people who rent their home

The Acorn Union have advice on their website for renters.

[WEBSITE](#)



Brighton and Hove Independent Mediation Service

Homeless Prevention Service - Relationship breakdown is a major cause of homelessness in Brighton and Hove. If you are concerned about your situation BHIMS can provide mediation or one-to-one support. This service is free of charge to anyone living in Brighton and Hove whose housing may be at risk because of conflict.

[WEBSITE](#)
01273 700812
[EMAIL](#)

Brighton and Hove Energy Services Co-op

Are offering the following services via phone or email:
- Free switching advice for residents looking to change to a cheaper tariff or supplier.
- Referrals for emergency fuel vouchers for customers struggling to top up pre-pay meters - £28 for a single home, £49 for a family home (subject to eligibility).
- Energy debt support for customers who are struggling to pay a recent bill (subject to eligibility).

[WEBSITE](#)
0800 999 6671

Keeping safe from scams

Sadly during these uncertain and difficult times there are unscrupulous traders and scammers who are using the pandemic situation for their own benefit. We are updating the Ageing Well support directory daily and will continue to do our very best to insure that all listed on here are safe to use. If you are uncertain about anything or anyone please contact us on 07770 061072. If you would like more information about keeping safe online please look at this website which explains how to keep safe online: www.ageuk.org.uk/information-advice/work-learning/technology-internet/internet-security

The council are aware of the following taking place around the country and some incidents in the city:

- Offers to help with shopping but then taking money and never returning
- Spray cleaning driveways to clear bacteria
- Posing as door to door testers
- Sale of facemasks and or hand sanitisers
- HMRC tax refund fraud
- Overpricing

Bogus callers to your home

Take 5 steps to reduce your risk of becoming a victim:

1. **If you're not sure who is at your door, don't open it.** If you have a door chain put it on before opening the door or speak to the caller through a closed door.
2. **Check the identity of the caller.** A genuine caller will happily wait outside while you check their identity and by calling their organisation they are claim to be from. Don't use any telephone numbers provided by the caller as they may be bogus.



3. **Call a neighbour or friend to assist.** If you are still concerned, telephone a neighbour or friend nearby to come along and check out the caller before you open the door to them
4. **Caution.** Never let anyone in your house unless they are someone you know and trust. It's ok to say No and tell them to leave.
5. **Keep doors locked and windows secure at all times.**

Report. If you suspect a bogus caller has visited you, even if you didn't let them in, call the Police straight away on 101 or on 999 if you believe a crime to be taking place.

Prepaid electricity **How can I top up my prepayment meter if I am self-isolating?**

You should tell your supplier straightaway if you can't top up your meter. This includes if you are ill with coronavirus or following guidance to stay at home and self-isolate, and if you don't have anyone to help you. The government has launched an [emergency package with energy suppliers](#) to ensure you don't face any additional hardships in heating or lighting your home during the coronavirus outbreak. Customers with prepayment meters who are self-isolating or unable to leave their home can now speak to their supplier on the options. This may include:

- someone being sent to top up your prepayment card or token
- having funds added to your meter credit
- having a preloaded gas or electricity card sent to you in the post.

No credit meters will be disconnected during the outbreak. Suppliers must tell you:

- what customer service support is available, particularly if you are vulnerable
- how you are supported if you can't top up or could go off supply.

If your meter is outside, it may be helpful for you to leave your meter box unlocked if it's safe to do so, and if you need someone else to top it up. You may also want to arrange for a trusted person to take your top-up card to the shop if needed.

If your local top up shop closes, [Paypoint.com](#) and [Payzone.co.uk](#) list alternative vendors online, and the [Post Office](#) also provide top ups for some suppliers. Your supplier can also help.

If you have a non-urgent question for your energy supplier, please first check their online and mobile advice if you are able to. Most are regularly updating supporting service information and frequently asked questions relating to the coronavirus national emergency through these channels, as well as via contact centres. This will help ensure the most vulnerable can get through to contact centres to get the help they need. If you are a smart meter customer, you should be able to top-up remotely, such as by phone, mobile application or online.

Citizens Advice has published more detailed online advice for [prepayment customers](#). You can also their helpline on 0808 223 1133. Calls are free. If you feel overwhelmed, or are unable to deal with your supplier on your own because of personal circumstances,



the helpline may also be able to refer you to the Citizens Advice Extra Help Unit. Learn more at: <https://ehu.org.uk/>

Banks		
RBS	Dedicated support line for customers over 70 or those in isolation, and a separate service for NHS workers.	0800 051 4177.
Natwest	Dedicated support line for customers over 70 or those in isolation, and a separate service for NHS workers.	0800 051 4176 Lines are open 8am-8pm every day
Santander	If you're a vulnerable customer with a unique situation and urgently need help, please call the dedicated helpline. Please only use this number if you need emergency support and can't contact us online. Lines are open Monday-Friday 9am-5pm and Saturday 9am-4pm	Vulnerable Customer Helpline: 0800 015 6382 General number: 0800 9 123 123
Barclays		03457 345 345
HSBC	Vulnerable customers who contact the bank may be referred to a specialist support team.	03457 404 404
TSB		03459 758 758
Metro Bank	Monday to Friday from 8am to 9 am for vulnerable customers and over 70s only.	0345 08 08 500
Lloyds	New service for over-70s, vulnerable and NHS workers to offer support to those who need it most.	0345 072 5555
Halifax	New service for over-70s, vulnerable and NHS.	0345 720 3040
Bank of Scotland	New service for over-70s, vulnerable and NHS workers.	0345 721 3141
Co-operative Bank	Lines are open 8am – 6pm Monday to Friday, and 9am – 5pm Saturday and Sunday.	03457 212 212
Nationwide		0800 30 20 11



Health

SignLive

Brighton and Hove CCG are now in SignLive's Community Directory. This means deaf patients in the area can call their GP, for free, via a SignLive interpreter.

[WEBSITE](#)

Healthwatch - Information about going to the dentist

Dental check-ups and treatment involve close contact between the dentist and patient. Dentists and their teams have to avoid using tools like drills, as they create a lot of 'spray' from patients' mouths and this increases the risk of them catching the virus from an infected patient and passing it on to others. For safety, dental staff must have the right personal protective equipment (PPE) and only carry out treatments that have been risk assessed as safe.

[WEBSITE](#)

NHS CCG Brighton & Hove – Emergency Dental Services

If your own dentist is closed, the Emergency Dental Service will give you an appointment at one of several practices around Brighton and Hove

[WEBSITE](#)

Brighter Outlook with Albion in the Community

The Brighter Outlook programme supports anyone with a cancer diagnosis to get physically active. Specialist coaches are offering one-to-one telephone/video call support and also can send out exercise programmes.

[WEBSITE](#)

They are also building a library of resources, free and accessible for all to use, available on their website

[WEBSITE](#)

BHCC - Supporting Your Wellbeing

Living and working through an event such as the Coronavirus pandemic can be a worrying time for everyone. It's all too easy in uncertain times to neglect your health, especially when it's necessary to reduce your social contact and time spent outdoors. Brighton & Hove council have produced guidance to help you look after yourself and your loved ones.

[WEBSITE](#)

The Brighton & Hove Recovery service – Formally Pavilions

The Brighton & Hove Recovery service provides drug and alcohol services for adults in Brighton & Hove. Support is available to anyone concerned about their drug or alcohol use, or to the families and carers supporting those struggling with substance misuse.

[WEBSITE](#)
01273 731 900

[EMAIL](#)



The College of Podiatry	Find a fully qualified and registered podiatrist near to you. Contact them directly to see if they are conducting home visits.	WEBSITE
Beezee Bodies	Are a weight management service who are offering group webinars, videos, Whatsapp groups, advice on social media and 1-1 telephone support.	01273 294 589 EMAIL
Stop Smoking	Brighton and Hove City Council's Stop Smoking service is offering specialised telephone sessions to those looking for support to quit, and stay quit. These free, flexible and regular calls from experienced advisors support adults to manage cravings and change habits. Nicotine replacement medications such as patches and gum can also be arranged, for up to three months.	WEBSITE 01273 294 589 EMAIL
Health Trainers	Brighton and Hove City Council's Health Trainer service is offering specialised telephone behaviour change sessions for adults. These free and tailored calls provide structure, support and the confidence to change habits and set realistic goals relating to healthy eating, physical activity or reducing alcohol.	WEBSITE 01273 294 589 EMAIL
Macmillan	If you or someone you care about has been diagnosed with cancer, Macmillan are there to help. Find out how they can support you and get information about different cancer types by calling their helpline (open 8am-8pm daily).	WEBSITE 0808 808 00 00
Macmillan Horizon Centre	The Centre is not currently open for face to face appointments or for drop-in visits, but they have set up a comprehensive package of online and phone support for people living with cancer during the Coronavirus pandemic.	WEBSITE 01273 468770 EMAIL
Alcoholics Anonymous	AA are holding online meetings and you can find information about these on the link	WEBSITE
Narcotics Anonymous	NA are holding online meetings and you can find information about these on the link	WEBSITE



**Hot Weather
Advice and
Information**

Links to up-to-date leaflets about coping with hot weather all of which have been rewritten with a COVID 'lens':

- [Heatwave Plan for England](#)
- [Heat health risks and COVID19](#)
- [Poster Beat the Heat and Coping with heat & COVID-19](#)
- [Leaflet Beat the Heat and coping with COVID19](#)
- [Beat the heat: keep cool at home checklist](#)
- [Checklist Beat the Heat Keep residents safe and well during COVID-19](#)
- [Easy Read version Heatwave Plan](#)
- [Advice for health and social care professionals: supporting vulnerable people before and during a heatwave](#)
- [Advice for care home managers and staff - Supporting vulnerable people before and during a heatwave](#)

**Information
& Advice**

Access Point

Access Point is the main point of contact for Adult Social Care (ACS). ACS support health and independence, so you can live in your home for as long as possible.

[WEBSITE](#)
01273 295 555

[EMAIL](#)

Age UK

Age UK West Sussex, Brighton & Hove's Information and Advice service has trained advisors who are able to help older people with various issues affecting quality of life

[WEBSITE](#)
0800 019 1310
[EMAIL](#)

**Possibility
People**

Offering advice, information and support to you whether you, a family member, friend or someone who you know is disabled or has a long term health condition or impairment, our information is for you.

[WEBSITE](#)
01273 894 040

[EMAIL](#)

Sense

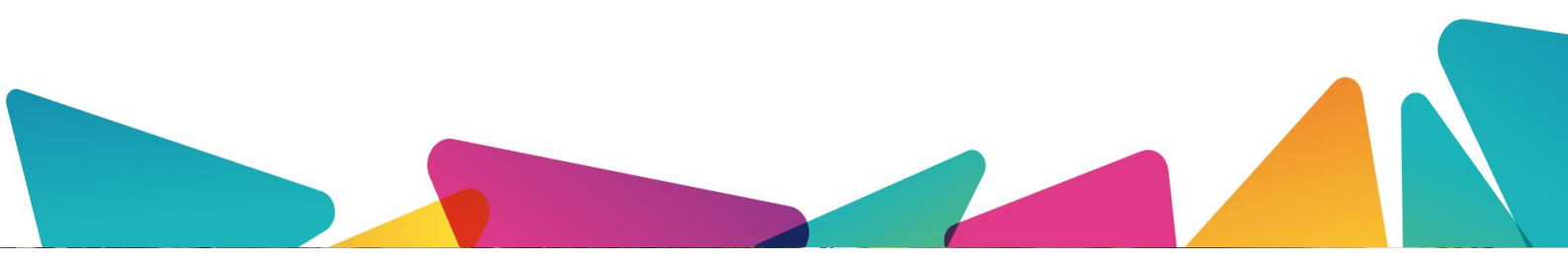
Sense Information and Advice can help you find the right support for you and your family. They are here to offer free and impartial information about living with complex disabilities, including deafblindness.

[WEBSITE](#)
0300 330 9256

[EMAIL](#)



Deafcog	A service dedicated to improving the life and opportunities for deaf people.	WEBSITE
Sussex Interpreting Service	Offer interpreting services, emergency interpreting, translation and advocacy.	WEBSITE 01273 702 005 / 01273 234 825
Speakout	Independent advocacy for adults with learning disabilities in Brighton & Hove, are hosting daily, online drop in sessions for the LD community.	WEBSITE 01273 421 921
Agespace	Provide information online about care, legal and financial matters, health and local services.	WEBSITE
Independent Age	Information and advice for older people.	WEBSITE 0800 319 6789
Citizen's Advice	Citizen's Advice will not be offering any face to face services. The public can ring or email for advice.	WEBSITE 0300 330 9033
Brighton Women's Centre	<p>BWC have created a Women Supporting Women Helpline called Toget[her] - offering support & advice from fully trained staff & volunteers who will answer your call in confidence.</p> <p>The Helpline is for all self identifying women to access support, advice, and signposting on a range of topics, or just a space to reach out and connect. The helpline aims to link women to our many services, such as our Foodbank, Therapy Service, and Women's Accommodation Support Service, Mental Health and Wellbeing Support and more – as well as referring and signposting to other support across Sussex.</p>	WEBSITE 01273 698036 Mon 2 pm – 4pm (50+ specific) Wed 2pm – 4pm Thurs 10am – 12pm EMAIL
Bereavement services	Brighton & Hove County Council Contact the council about deaths, funeral and cemeteries and find organisations, services and sources of support which can help you following the death of a loved one.	WEBSITE

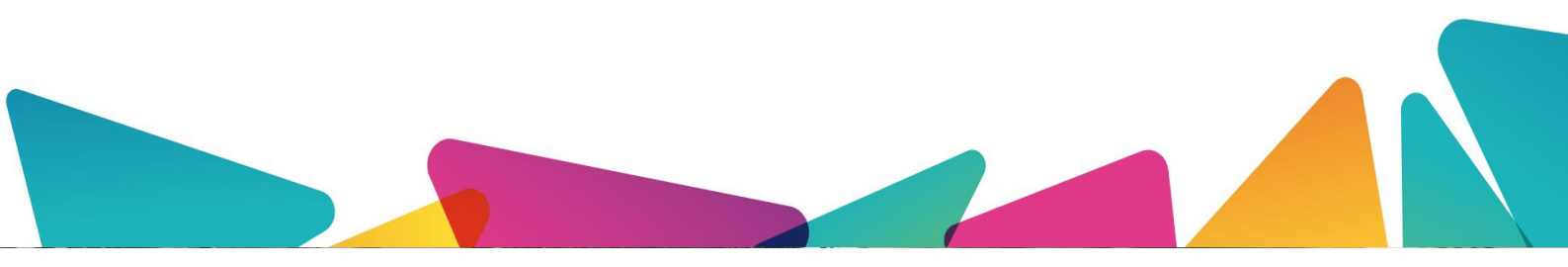




	Cruse	Offering support to bereaved people and have specialist support to those dealing with bereavement because coronavirus-related loss.	WEBSITE 0808 808 1677
	Sussex Bereavement Helpline	The Sussex Bereavement Helpline has been set up to provide you with information and guidance, and is run by a team of experienced support workers, who can talk to you about the tasks that need to be completed after a death – such as registration of the death, arranging a funeral or informing other people and organisations. The Helpline can also give you information about sources of help and support for you and your family and friends as you grieve.	Monday to Friday from 8am to 5pm. 0300 111 2141
	At A Loss	Provide the UK's signposting website for the bereaved, directing the bereaved and those supporting them to information and services appropriate to their loss.	WEBSITE
	NHS	Offer advice and guidance online to do with coping with bereavement.	WEBSITE
Medical	NHS non-emergency	NHS 111 is here to make it easier and quicker for patients to get the right advice or treatment they need, be that for their physical or mental health. 24 hours a day, 7 days a week. To get help from NHS 111: - Go online to nhs.uk (for assessment of people aged 5 and over only) - Call 111 for free from a landline or mobile phone.	Call 111
Mental Health	If you are experiencing a mental health crisis and need urgent support, call 999 or contact your local Emergency Department / A&E		
	Every Mind Matters help and support (NHS)	If you are worried about Coronavirus or how staying at home may affect your mental health this website may help.	WEBSITE



Samaritans - National	A safe place for you to talk any time you like, in your own way – about whatever's getting to you.	WEBSITE 116 123 EMAIL
Brighton Mental Health Rapid Response	The Mental Health Rapid Response Service (MHRRS) is a rapid assessment service for patients suffering from mental health problems who are at risk and may not be able to keep themselves safe, or are considering attending A+E for help with their mental health. Available 24 hours a day, seven days a week, and health professionals, carers or patients can ring for advice.	0300 304 0078
MIND Brighton & Hove	Their mental health advice and information service remains open during this difficult time offering advice, support and information via both telephone and email. This includes information on: <ul style="list-style-type: none">• Mental health and social support services, local and national.• Mental health conditions, symptoms, treatments and self-management.• Self-care and general wellbeing techniques.	WEBSITE 01273 666 950 (Monday to Friday, 9am to 5pm) EMAIL
Community Roots	Community Roots are a network of local services committed to supporting good mental health and wellbeing in Brighton & Hove. If you need support, or know somebody that does, please call and we will help you navigate and access services.	WEBSITE 0808 196 1768 (Freephone) Monday to Friday, 9am to 5pm
Sussex Mental Healthline	People across Sussex struggling with their mental health during the coronavirus (COVID-19) outbreak are being offered additional telephone and crisis support to help them cope. Sussex Partnership NHS Foundation Trust has expanded the healthline to provide a 24/7 service to people needing urgent help with their mental health.	WEBSITE 0300 5000 101





Penny Appeal	Penny Appeal's Listening Line is a confidential, freephone helpline for adults aged 18+ providing national coverage, to those who find themselves increasingly worried about COVID-19 and how it may affect their daily lives.	0300 303 1360 7 days a week from 12noon - 8pm, all calls are free.
SHOUT	If you would rather text than speak to someone on the phone. Whether anxious, worried or stressed you can get help from their team 24 hours a day, 7 days a week.	WEBSITE 85258
Side by Side	Side by Side is a supportive online community (formerly known as Elefriends) where you can be yourself. Whether you're feeling good right now, or really low, it's a safe place to share experiences and listen to others.	WEBSITE
Homenauts	Free resources for better mental health	WEBSITE
Mind National	MIND provide advice and support to anyone experiencing mental health problems.	WEBSITE 0300 123 3393 Text 86463 EMAIL
Anxiety UK	Anxiety UK's info line service is operated by a team of dedicated volunteers and staff. Many of whom have personal experience of anxiety, stress or anxiety based depression and can offer practical advice and information on support services that are available.	WEBSITE 03444 775 774 EMAIL
SANE	Open 4.30pm-10.30pm For to anyone affected by mental illness, including family, friends and carers.	WEBSITE 0300 304 7000
Refugees, Asylum Seekers	Voices In Exile Supporting refugees, asylum seekers and those with no recourse to public funds. Do you have 'limited leave to remain' (LTR) with 'no recourse to public funds' (NRPF)? Have you recently lost your job or part of your income because of Covid-19? If so, you can	WEBSITE 01273 082105 Tuesdays 1.30-3.30pm, Thursdays 2-4pm or Fridays 11am-1pm





get free legal advice on removing the NRPF condition so you can claim benefits.

[EMAIL](#)

Afghanistan and Central Asian Association

This organisation offers telephone advice services/interpretation and other support for migrants and refugees. Based in London but able to support people outside London including those in Sussex.

[WEBSITE](#)
0750 877 3336
Monday – Friday
9am – 1pm

[EMAIL](#)

Miscellaneous

Cinnamon Trust

The National Charity for the elderly, the ill and their pets. Peace of mind and practical help for people – love, care and safety for pets. They can offer dog walking for people aged 65+

[WEBSITE](#)

01736 757 900

Public toilets

The most up to date list of public toilets which are open at this time can be found here:

[WEBSITE](#)

Furniture and white goods

Now!Charity are able to supply beds, white goods such as fridges, freezers and washing machines, small appliances such as microwaves and toasters, miscellaneous essential household items such as utensil packs to people in need living in Sussex. Please note it is only one item per household, and this doesn't include installation. Because of social distancing all deliveries will be left on the doorstep.

[WEBSITE](#)

TRANSPORT

Brighton & Hove Buses – Important Information

As the government moves to the next phase of managing the Coronavirus pandemic, more people are returning to using the buses; to get to work, appointments, and now for socialising and leisure. Buses are becoming busier and therefore services have been increased to support social distancing. Every bus is subjected to a rigorous clean through every night. Cleaners have been using the highest quality cleaning products - as used in NHS hospitals - to minimise viral and bacterial risks, and cleaning is also taking place at key points on route during the day.

[WEBSITE](#)

01273 886200



Brighton & Hove Buses – Face Covering Guidance

In line with guidance from the Government, if you can you must wear a face covering on public transport. This can be a mask, scarf, snood, bandana or even something you can make out of an old t-shirt.

[WEBSITE](#)

01273 886 200

[EMAIL](#)

Some people don't have to wear a face covering for health, age or equality reasons. If you fit into any of the Government exemptions, then you'll be able to travel on our buses without wearing a face covering. See website for more information.

The Helping Hand Scheme now also has a face covering exemption support card, which you can order online or download the pdf version to have on your phone ready to be shown if needed.

[WEBSITE](#)

Southern Rail

The latest information on Southern services during the Coronavirus outbreak and general guidance on train travel.

[WEBSITE](#)

Before you travel, consider if your journey is necessary and if you can, stay local. Try to reduce your travel. This will help keep the transport network running and allow people who need to make essential journeys to travel. If you need to travel you must wear a face covering whilst travelling and please always practise social distancing.

Easy Link

A door-to-door transport service for people, including people in wheelchairs, who find it difficult or impossible to get on and off buses, or to get to the bus stop. To register please call the telephone number provided here.

01273 677559

[WEBSITE](#)

Travel Help - if Looking for Work

Looking for work and live in Portslade / Mile Oak or Tarner / Kemp Town / Manor Hill / Whitehawk?

[WEBSITE](#)

07876 394 865

[EMAIL](#)

Get help to: • Fix your cycle, or buy one for as little as £10-30. • Pay for bus or train for first month of paid work.



Shopping and Help Accessing Food Directory

Updated 21/09/2020

To help support people during the outbreak of Coronavirus in the UK, Ageing Well have collated the following list of supermarket information, local green grocers and wholesalers as well as other useful food and shopping related services.

We will be adding to and updating the information once a week, so please keep checking our website for the most recent version.

If something is missing from this list please call the Ageing Well telephone number on **07770 061 072** and we will do our best to find the information you need.

Below is information on these topics

If you are looking at this online you can click on the topic that you are most interested in and it will take you straight there!

[Dedicated Shopping Times](#)

[Telephone Supermarket Shopping](#)

[Online Supermarket Shopping](#)

[Supermarket Volunteer Shopping Cards](#)

[Meal Deliveries](#)

[Medication](#)

[Paid for Food Delivery Services](#)

[Independent Cafes, Bakeries, Fish Mongers and Butchers](#)

[Takeaway and Corner Shop Delivery](#)

[Local Charities and Organisations](#)

[For Fun](#)

Ageing Well Food and Nutrition	Eating well is an important part of ageing well. Our service supports older people at risk of undernutrition by telephone. 1-1 support is available if practical and safe to do so. We will help you to understand what services and help	07736 041926 ageingwellbh@impact-initiatives.org.uk http://ageingwellbh.org/food-and-nutrition/
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	<p>are available. We can also discuss how your nutritional needs will change and what you can do to be healthy and feel good.</p> <p>We have a booklet Eating Well to Stay Healthy as You Age for older people who may not be eating enough to be healthy. The guide is designed to help spot the signs of undernutrition and suggests ideas to help prevent it.</p>	
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<p><u>Supermarket</u> <i>(click hyperlink for latest up to date information on Opening Times for different groups)</i></p>	<p>Most supermarkets are now back to their normal opening hours however continue to offer dedicated shopping times for older people, NHS staff and care workers. Other services such as telephone shopping and shopping with local independent shops or wholesalers that deliver can be found later in this directory and are encouraged if you are unable to go out. Advice on staying safe outside your home from the government can be found here. Shopping at quieter times, maintaining a 2m (6feet) distance, using contactless payments, making use of sanitation stations and only touching what you intend to buy remain advisable.</p> <p>It is now mandatory for all customers (with certain exceptions) to wear a face covering for the duration of their visit.</p>	
	<h3>Supermarkets Dedicated Shopping Times</h3>	
	<p>Older people, disabled people and their carers</p>	<p>Anyone with an NHS ID badge</p>
<p>Sainsbury's</p>	<p>8:00am to 9:00am Mon, Wed, Fri (priority entry)</p>	<p>07:30 to 8:00am Mon-Sat (priority entry)</p>
<p>Tesco</p>	<p>9:00am to 10:00am Wednesday and Sunday</p>	<p>Priority access with valid ID</p>
<p>Iceland</p>	<p>No dedicated hours</p>	<p>No dedicated hours</p>
<p>Co-Op</p>	<p>8:00am to 9:00am Mon-Sat, 10:00am to 11:00am Sun</p>	<p>8:00am to 9:00am Mon-Sat, 10:00am to 11:00am Sun</p>
<p>Asda</p>	<p>No dedicated hours</p>	<p>No dedicated hours</p>
<p>Morrison's</p>	<p>No dedicated hours</p>	<p>6:00am to 7:00am Mon-Sat, 9:00am to 9:30am Sun</p>
<p>ALDI</p>	<p>7:30am to 8:00am Mon-Sat for older and vulnerable people (browsing only)</p>	<p>Emergency workers and social care workers take priority ahead of queues opening 30 minutes early on Sunday (browsing only)</p>



LIDL	No dedicated hours	No dedicated hours
Marks & Spencer	8:30am to 9:30am Mon and Thurs	8:30am to 9:30am Tue and Fri
Infinity Foods	9:30am to 10:30am Thursdays	NHS workers can show their ID to queue jump
Waitrose	First hour of trading	Priority access with ID to shops and checkouts

Getting out to go shopping

As lockdown eases may want to return to running your own errands and doing your own shopping. Some organisations run services to make this easier and these will be listed here as the services return to normal.

Possability People's low cost scooter and wheelchair hire	Possability People are running a reduced service hiring out mobility scooters, wheelchairs, powered wheelchairs and even portable 'bus' scooters on Wednesdays and Thursdays only. For pick up and drop off in Churchill Square. Accepting pre-booked hires only (at least one day in advance) call Monday – Friday.	01273 32 32 39 shopmo@possabilitypeople.org.uk https://www.possabilitypeople.org.uk/how-we-can-help/independent-living/shopmobility-2/
Brighton and Hove Community Transport	Easy link is a door to door transport service for people that find it difficult or impossible to use the normal bus service, including wheelchair users. Our Easylink Shopping Service serves Brighton and Hove from Portslade to Saltdean, taking passengers to their nearest supermarket. You can call or go online to book.	01273 677559 https://bhct.co.uk/

Telephone Supermarket Shopping

Some supermarkets have made it possible for older and vulnerable people to order groceries over the phone. From page 7 you will also find local green grocers and wholesalers where telephone orders are possible.

Morrison's Doorstep Delivery *Working well for AW service users	Morrison's have set up a service called Morrison's Doorstep Delivery. It operates 9am- 5pm, Monday – Saturday. The order will be delivered the next day. The telephone number is 03456116111, option 5. Have your shopping list ready. Payment can be made by contactless card or chip and pin on	0345 611 6111 press option 5 https://my.morrisons.com/doorstep-deliveries
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	delivery. In order to use this service you must live within 10 miles of a Morrison's store. No delivery charge and no minimum order.	
Sainsbury's Assisted Shopping	Sainsbury's Assisted Shopping scheme helps older and vulnerable customers to place orders over the phone. When calling for the first time you will be asked to set up an account including registering your bank details. You will then need to provide the last 4 digits of you long card number every time you call to make an order. There is a minimum order of £25. Orders under £40 will be charged £7 delivery and over from £0.50 to £7 depending on the slot chosen. Delivery passes are available.	0800 917 8557 press option 1

Same Day
Online
Supermarket
Shopping
with
Deliveroo

Morrison's, Co-op and Marks and Spencer's food can be ordered online or via the Deliveroo App by clicking on the grocery tab. **Delivery within half an hour depending on your location.** Use the postcode search tool to find out if they deliver to your area. There is a charge and a small service fee.

<https://deliveroo.co.uk/>

Online
Supermarket
Shopping

The government are no longer delivering a weekly box of basic supplies however if you signed up for priority supermarket deliveries you will continue to have access to those.

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

Asda	Asda releases new delivery slots at 6pm every day	www.asda.com
Asda Food Boxes	Asda Food Boxes are packed with a selection of 31 cupboard fillers, perfect for replenishing your stocks without needing a trip out.	https://foodboxes.asda.com/
Co-op	Where slots are available, you will only be able to order up to 20 items. Enter postcode to see if deliveries are available in your area, delivery may be possible in 2 hours.	www.coop.co.uk
Iceland	Free delivery over £35.	https://www.iceland.co.uk/
Marks & Spencer's	M&S food have a new range of food boxes including boxes of ready meals. Stating from £20.	https://www.marksandspencer.com



Morrison's	Morrison's Food Boxes mean in just one click you can fill your shopping trolley with a meat, vegetarian, vegan or gluten free option. If you are elderly or do not have internet access you can call to order your box. It will be option 4.	https://www.morrisons.com/food-boxes/ 0345 611 6111 press option 4
Ocado	Register and log in to select a delivery slot.	0330 123 0022 https://accounts.ocado.com/
Sainsbury's Chop App	Sainsbury's app is now available in Brighton. Get 20 items in 60 minutes. No minimum basket spend. £4.99 delivery fee. Check they are delivering to your post code and download the app to get started.	https://www.chopchopapp.co.uk/
Sainsbury's Hove Click and Collect delivered by Dinner 2 Go	Complete a click and collect order to Sainsbury's in Hove and have it delivered by Dinner 2 go for £5. Provide details of the order reference and collection code in the note to driver box when checking out.	https://dinner2go.co.uk/hove/clickandcollect/Sainsburyshove
Tesco	As home deliveries are high in demand you might be able to get a Click+Collect slot and ask someone to pick it up for you	www.tesco.com
Waitrose	Order online for delivery or select click and collect. You can create favourites or edit your previous order and start from there.	www.waitrose.com
Waitrose and Partners Rapid	Waitrose are offering a same-day Waitrose grocery delivery, delivery within two hours, £10 minimum basket spend and a £5 delivery charge, never pay extra for substituted items. Enter your postcode to check delivery to your area.	https://rapid.waitrose.com/
Waitrose and Partners Food Box	Waitrose food boxes include a set 25 items that are designed to feed one adult for a week. Delivery £3.50 for one, free delivery for two. For the full list of items visit www.johnlewis.com/waitrose-partners-food-box/p4999059 or call 0800 022 4055	0800 022 4055 www.johnlewis.com/waitrose-partners-food-box/p4999059
Infinity Foods Shop and Bakery	Infinity Foods have partnered with Click it Local. Delivery for £3 and for each additional retailer you order from, this adds another £1 to delivery. Click it Local allows small local shops to compete with bigger supermarkets.	https://www.clickitlocal.co.uk/brighton/

Supermarket
Volunteer
Shopping
Cards

Supermarkets are offering a cashless shopping card so that volunteers can get your shopping for you and avoid the exchange of money. Top up your card online and the volunteer can print out a code to be used at the checkout. You can decide how much money goes on the card and how often you want to top it up.



Asda	Visit the Asda website to sign up for a volunteer shopping card	www.asda.com/volunteercard
Marks & Spencer's	M&S have launched a 'We're all in this together' e-gift card. Order online a card with your desired amount and then email the barcode to your volunteer.	https://www.marksandspencer.com/all-in-this-together/p60282075
Sainsbury's	Send an E-Gift card to a friend or helper so they can shop in store for you. For help call 03712001597	https://sainsburysgiftcard.co.uk/
Aldi	Aldi has introduced a voucher scheme to make it easier for volunteers to buy food on behalf of the vulnerable and those self-isolating. Once purchased, the vouchers can be posted to any address in the UK so they can be given to volunteers, friends or family members to shop on their behalf.	https://www.aldi.co.uk/vouchers
Coop	Coop have set up a community shopping scheme and have made community shopping cards available. Call 0800 029 4592 and the card will be sent to you in 2-3 working days.	0800 029 4592 https://www.coop.co.uk/terms-and-conditions

Meal Deliveries

The following companies deliver hot, chilled or frozen meals across Brighton and Hove. Orders can be made over the phone or online with payments made by card and some companies allow cash or cheque on delivery.

If there is a company which takes your interest, you can call them to request a free brochure and browse at your leisure. You can ask Ageing Well to request this for you if you are happy for your contact details to be shared.

Make sure you have enough space to correctly store the food you have ordered especially when requesting frozen meals. You will need a microwave or oven to heat the frozen meals.

Please ensure to let the company know if you are socially isolating. They are all taking extra measures to follow guidelines on social distancing and will be able to discuss with you how this is done over the phone.



Hot meal delivery		
Presto	Presto are a meal provider approved by BHCC. Drivers are using fresh gloves between each delivery and regular handwashing and equipment cleaning. The service includes a brief welfare check where drivers will phone in, if someone doesn't answer the door. Presto have now introduced grocery delivery along with the meals.	01323 643 726 www.getpresto.co.uk info@getpresto.co.uk
Mother Theresa's Foods	Using fresh, locally sourced ingredients to create a menu of traditional favourites delivered hot to your door over the lunchtime period.	01323 441 114 www.mothertheresas.co.uk info@mothertheresas.co.uk
Frozen ready meal delivery		
Oakhouse Foods	Regular and reliable deliveries. Orders of £30 or more are delivered for free otherwise £1 charge. Payment by cash or cheque on delivery possible or pay by card online and over the phone. .	01273 582 260 www.oakhousefoods.co.uk
Wiltshire Farm Foods	Over 300 delicious meals and desserts, including gluten free and vegetarian options. Free no-contact delivery. Deliveries can be bought into your home on request.	01903 206 777 www.wiltshirefarmfoods.com
Cook	Limited delivery slots available, £40 minimum order or click and collect from store. Card payments only.	01732 759 020 www.cookfood.net
Chef Akila	Deliciously healthy curries & biryanis, delivered frozen. Slow-cooked with all natural ingredients. Vegan options available.	0203 991 9736 https://www.chefakila.com/
Spice Upp	UK's No. 1 African Caribbean Online Supermarket selling frozen ready meals made by experienced chefs bringing you the best in delicious dishes from the roots of Africa and the Caribbean. Payment via website or bank transfer only. Delivery from £6.99.	01509 390174 https://spiceupp.co.uk/12-ready-meals
Other types of meal delivery		
Alimento	Easy ready meals for those with swallowing difficulties and drinks to boost nutritional intake.	https://alimento.co.uk/ 0800 083 4446
Parsley Box	No need for a fridge or a freezer! Cupboard stored meals delivered straight to your door and ready to eat within minutes	www.parsleybox.com



Medication

The national pharmacy medicine delivery service will end on Friday 31st July 2020. Therefore patients are being advised to ask a friend, relative or trustworthy neighbour to collect their medicines for them OR call NHS Volunteer Responders on 0808 196 3646(8am to 8pm) to arrange support OR contact their pharmacy or their local council to find a local volunteer.

Pharmacy2U	Taking care of your prescription delivery for free	https://www.pharmacy2u.co.uk/prescriptions/electronic-prescription-service-nhs
NHS find a pharmacy	Find your local pharmacy and pharmacy details	https://www.nhs.uk/service-search/find-a-pharmacy

Paid for Food Delivery Services

Brighton and Hove Community Transport	BHCT have a new food delivery service and are working with local independent grocer Dupleaus. Order and pay over the phone or order online. The city is set up into 5 zones with two delivery days for each. There is a £6 delivery charge.	07739 953 600 / 07548 226 452 https://food.bhct.co.uk/pages/brighton-hove-community-transport-food-project
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Independent Grocery Delivery Services

The following services operate in or deliver to Brighton & Hove. Orders can be made by phone and/or online. Please check website security – look out for padlock at beginning of URL.

In addition to this list **Brighton and Hove Food Partnership** have many more shops listed who can deliver. Visit their website for more details.
<https://bhfood.org.uk/coronavirus-update/>

Adams Wholesale	Minimum delivery order £50. Delivery to Brighton on Tuesdays and Thursdays.	01903 282 220 www.adams-wholesale.com
Sun Harvest	One-stop-shop. Minimum delivery order £25. Free delivery in 3-4 days however priority delivery to vulnerable and NHS workers. Order Monday-Saturday. Place orders by phone, email, WhatsApp and via website. If ordering online and you are vulnerable and need priority delivery, add this to the notes section	01273 777 768 / 01273 697 631 WhatsApp 0794 400 1901 https://www.sunharvestltd.co.uk
Dubleaus the Grocer	Currently no minimum order or delivery charge. Try to achieve next day delivery. Orders over the phone possible. Pay over the phone or if necessary by exact cash on delivery. Lots of fruit and veg and some dairy, bakery and store cupboard items.	01273 945 674 www.dubleaus.com
Premier Wholesale Foods	£40 minimum spend and next day delivery if ordering by 3pm. Frozen fruit and veg available	https://www.premierwholesalefoods.co.uk/ 01903 214 747
Premier Food Service Provider	Lots of different produce boxes to choose from on their website and you can make your own by clicking on the tabs at the top of the page. Alternatively you can all to be talked through ordering your box. £1 of every box delivered to Brighton will be donated to a local food bank. Delivery in 1-3 days.	https://shop.premierfsp.com/ 020 7720 7755
Bidfood	Bidfood (normally a wholesaler) are doing next day home delivery when ordering before 2pm. Orders only £100. Please be aware that quantities are large and may not be suitable for people living alone.	https://www.bidfood.co.uk/home-consumer/
Taj	You can now shop with Taj on Western Road online. A selection of boxes available. Free delivery. Delivery in 24 hours.	https://www.tajnaturally.co.uk/



Florence Road Market	The market has gone online! Order on Mondays for best stock availability. No minimum order, delivery £5. Subscription options coming soon.	www.florenceroadmarket.com
DBC Green Grocers	Woodingdean Only. DBC Green Grocers sells fresh fruit, veg and infinity foods products (grains, pulses, nuts, dried fruits etc). Phone or email for weekly delivery or phone in advance and collect. Payment via cash in and envelope or BACCS transfer. Open 9am - 4pm	suedbcgreengrocers@gmail.com 01273 300 441
7 Dials Veg Box	Large Box £30 and Bumper Box £50. Order by 10pm online for next day delivery.	https://www.7dialsvegbox.com/ 07895 019 727
Black Radish	Currently delivering NON-ORGANIC fruit and vegetables in the Brighton & Hove area. Message on Black Radish Facebook messenger for more details.	01273 723 392 https://www.facebook.com/blackradishltd/
Rushfields Farm Shop	Farm shop - bread, cheese, meat, veg. Order online.	https://www.rushfields.com/
Wellocks at Home	Quality ingredients normally sold to Michelin restaurants available online	https://wellocksathome.co.uk/
Sing Kee Foods	Sing Kee has a wide range of provisions from the Far East. It is one of Yorkshire's largest Oriental supermarket networks. Order online or over the phone, there is a £6.99 delivery charge under £70. Available languages: Cantonese, Mandarin and Thai	0199 270 1701 option 4 https://singkeefoods.co.uk/gb/
Food to your Home	Previously supplying restaurants Food to Your Home has been set up to bring food to your doorstep. Order online	https://www.foodtoyourhome.com
Approved Food	The UK's best selection of clearance food & drink at discount prices. Delivery from £3.	https://www.approvedfood.co.uk/

Independent Cafes, Bakeries, Fish Mongers and Butchers

In addition to this list **Brighton Quarantine Delivery** have put together a list of independent shops delivering during the coronavirus crisis. Maybe you'll find your local shops on here. It is great to support local business during this time if you are able to.

www.brightonquarantine.co.uk



Soul Soup	Delivering Monday, Wednesday, Friday soup and fresh produce for a recommended donation, e.g. 4x soup £8. Bank transferred preferred, cash payment possible. Currently possible to order day before desired delivery	07423 557 433 info@soulsoup.cafe
Kari Club Praan Vitality Ready Meal	Choose from delicious vegan soups to hearty main courses. All dishes are made individually from fresh with no additives or colours. These dishes come in recyclable cartons and are suitable for freezing. Delivery on Fridays only.	https://thekariclub.com/praan/
Brighton and Newhaven Fish Sales	Order fish by phone 7am-3pm for Tuesday-Saturday delivery. Minimum £20 spend and free delivery. Card payment only	01273 420 123 www.brighton-fish-sales.co.uk
Brighton Express Meats	Order meat by phone or online for next day delivery. Free delivery for orders over £20. Card payment preferable	01273 258 208 www.brightonexpressmeats.co.uk
Flourpot Bakery	Order online for bread and food normally sold in the café. 48 hours notice needed. Minimum order £10, delivery charges apply	www.theflourpot.co.uk
The Cheese Hut	Free delivery on orders over £35	https://tonycowling1971.wixsite.com/thecheesehut 01273 789 107
Coburn and Baker	Fresh bread boxes can be ordered and paid for over the phone. Order by 1pm Monday to Friday for next day delivery. Boxes start from £7 and delivery is £2. Birthday cakes are available.	https://www.coburnandbaker.co.uk/ 01273 414 166 01273 414 104
Southwick Square Meats	To place an order please call 01273 592168 or message us on Facebook, orders will have to be in by 11.30am for that day delivery, minimum order £20.00	www.southwicksquaremeatsltd.co.uk 01273 592 168

Local Restaurant and Takeaways on Delivery

During this time more and more restaurants will be making their food available for delivery. If you are unable to get online or use a mobile app you may be able to ask someone to do so for you. Some companies allow you to pay cash on delivery however please put it in an envelope or something similar and maintain the recommended 2m distance.

Dinner 2 Go	Online Brighton based delivery service. Delivering from local restaurants, takeaways and off-licenses. App available. Cash can be paid on delivery if necessary.	www.dinner2go.co.uk/brighton
Restaurants Brighton	Directory of restaurants and cafes delivering in Brighton. Updated regularly	www.restaurantsbrighton.co.uk/brighton-takeaway

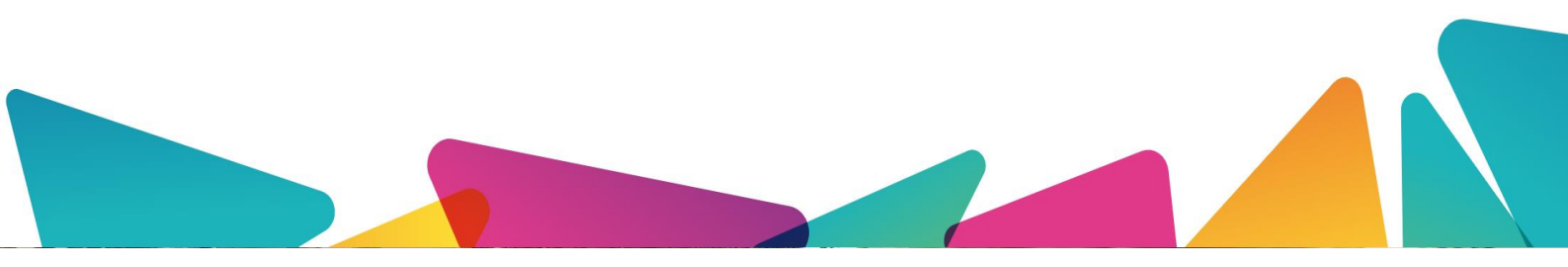


Just Eat	Online and app takeaway delivery service. Cash payment possible however place in envelope (or similar) and take measures to keep distance when handing over	www.just-eat.co.uk
Deliveroo	Online and app takeaway delivery service. Card payment only.	www.deliveroo.co.uk
Uber Eats	Online and app takeaway delivery service. Card payment only.	www.ubereats.com

Corner Shop Delivery

Similarly to ordering a takeaway on an app or online you can order groceries from your local corner shop

Beelivery	Beelivery is a nationwide on demand grocery delivery service using crowdsourced delivery drivers.	www.beelivery.com
Runner UK	Download the app for £2.50 delivery charge of corner shop items e.g. Soft drinks, Drinks, Frozen food, Pantry, Dairy, Bread. Tea/Coffee, Household, Pet food, Veg, Fruit.	07308 848520 https://www.runneruk.com/
Grocemania	A new shopping delivery app for smaller shops. Delivery in 1 hour. There is free delivery on orders over £30, while delivery of orders between £10 and £30 cost £2.50, and orders under £10 cost £4.50	https://grocemania.co.uk/





Local Charities and Organisations

Local charities are very aware of the current issues around food access and are working hard to support you.

Brighton & Hove Council have partnered with Brighton & Hove Food Partnership to offer various food supply services. We would recommend that you contact the Council for support and information: <https://new.brighton-hove.gov.uk/coronavirus-covid-19/request-help-yourself-or-someone-else> 01273 293 117

Real Junk Food Project	RJFP will be offering pre-packaged meals and pre-package food packages on a pay as you feel basis for collection only. See website for locations	www.realjunkfoodbrighton.co.uk/covid-19/
BMECP Food Bank	BMECP has set up a foodbank to reach out to the BME, BAME and other communities and help where they can. It will run every Friday from 12.00-3.00 pm.	http://bmecp.org.uk/bmecp-food-bank/
Food and Friendship	Food and Friendship the lunch club normally at Hove Methodist Church are delivering a hot meal free of charge to vulnerable people Tuesdays and Thursdays	cookingcaroline@outlook.com 07813 667 857
Java Café	Java Community Café are back to running their café with social distancing measures in place. They can do takeaway.	01273 308 840
Brighton Unemployed Centre Families Project	Emergency food parcels for people with no money or access to food. Please fill out their form online (call if internet access is not possible).	01273 671 213 www.bucfp.org
East Brighton Food Coop	If you live in East Brighton and need a freshly prepared nutritious hot meal or a food parcel during Covid -19 please contact us to place an order at Robert Lodge Community Kitchen	eastbrightonfoodcoop@gmail.com or call: 01273 885 068 and leave a message and we will call you back https://www.eastbrightonfoodcoop.uk/
Very Local Food Hubs	Community food boxes, fresh, affordable and available weekly in Moulsecoomb, Bevendean and Bates Estate. Prices vary from £12 to £18, available for collection or delivery if you are isolating/vulnerable.	07591 972 600 https://www.facebook.com/verylocalfoodhubs
Lunch Positive	Lunch Positive are now providing home delivery of free meals and food items to anyone with HIV in need. Fill in the form on their website	07846 464 384 www.lunchpositive.org/special-plans
Neighbourhood Volunteer support Many new schemes have been set up to support people during Covid-19. Volunteers will have signed an agreement but may not be DBS checked, please use your discretion and alert us to any suspicious behaviour. If you are an older or vulnerable person in need of support navigating the options please call Ageing Well. We will be happy to connect you with options that have worked well for others and refer you to the Ageing Well partners when further support is needed.		



Brighton Cooking Club	Brighton Cooking Club can help by providing home cooked meals. They team you up with people in your local area who have volunteered to cook. Nutritious meals will be delivered contactless to your door.	https://www.brightoncookingclub.com/
Mutual Aid Groups	Neighbours are offering to support each other with shopping, telephone calls and more. Find your local group through their website	Emergency phone number 07872 023 446 https://brightonmutualaid.co.uk/
Craven Vale Community Association	Craven Vale Community Association has organised a team of volunteer community helpers to get your shopping. Available to people living in Monument View, Craven Vale and Bakers Bottom. Call or email Sim to request help.	valecentrefoodbank@gmail.com 07774 644 375
Acorn the Union	Acorn are matching volunteers to people needing help with food and supplies. Fill in the form online. Suggested maximum shop of £20, money exchange to be discussed with the volunteer. Volunteers sign data agreement but do not have background checks.	www.acorntheunion.org.uk/corona
NHS Volunteer Responder	You can self-refer for support from a NHS volunteer responder. <ul style="list-style-type: none">• People who want to continue to stay at home or who need to avoid busier public spaces, such as supermarkets• People with caring responsibilities• People who are self-isolating because they've been diagnosed with COVID-19 or have symptoms• People who've been instructed to self-isolate by the 'Test and Trace' service, because they've been near someone infected.• People who are self-isolating ahead of planned hospital care.• Frontline health and care workers• The responder can support with shopping, prescription collection or a friendly chat.	Call 0808 196 3646 (8am to 8pm) to refer yourself https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders-portal/isolating
Pop To The Shop	Pop to the Shop connects people who need food or medicine delivered to locals who shop for them. It uses an online system to match people. It's easy to set maximum prices and use a card to pay.	https://www.poptotheshop.org/



	The only extra charge is a £1 payments fee.	
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For Fun There are some great opportunities to get online and learn new cooking skills!

Man with a Pan	Man With a Pan is an opportunity for men to learn to cook, be creative, meet new people, build self-confidence and prepare delicious food.	https://www.eventbrite.co.uk/e/man-with-a-pan-online-cookery-course-16-july-13-august-tickets-110598900288
Cooking Confidence with the Community Kitchen	A Facebook group for people who are learning to cook or building up their cooking confidence. Run by the friendly team at the Community Kitchen - a cookery school in Brighton.	https://www.facebook.com/groups/cookingconfidencebtnkitchen/
Community Chef, good food for all	Online cookery courses for isolated and vulnerable people	http://communitychef.org.uk/online-cookery-courses-for-isolated-and-vulnerable-people/?fbclid=IwAR3fC-C1qbJ312SPAqAX4sRIkJ2Ycy6Utpsv1ZkuCKu2XINZhlH_IWhLto

