

LRF

**Northamptonshire
Strategic
Coordination Centre**

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For Immediate release**

Covid-19 Press release

Contact:

nccg.urgentresponsecomms@nhs.net

Northamptonshire's Community Resilience Service launches new Coronavirus Support Line

Following the incredibly successful appeal last week to find volunteers to help those in need in Northamptonshire during the coronavirus pandemic, a new support line has now been launched to support the most vulnerable members of our community.

There are a large number of people across Northamptonshire who are currently in isolation for various reasons. These include individuals displaying symptoms of Coronavirus and those with existing health conditions, those who are pregnant or those aged 70 and above.

The new support line, which goes live today, allows those who cannot leave their homes under current restrictions and those who have nobody to call upon for help, to request support in getting access to food, prescriptions and other vital services that they require.

The customer Service Centre at Northamptonshire County Council will be managing the helpline, ensuring that each call is appropriately triaged so that individuals receive the care and support that is appropriate to their needs.

The Community Resilience Service will co-ordinate requests for help in conjunction with the District and Borough Councils, mapping those requests by area and linking them up with local community groups, volunteers and voluntary organisations who have pledged their support.

Matthew Golby, Leader of Northamptonshire County Council said:

"The launch of this new support line means that we can provide care and support to those that really need our help.

"By working together with our Borough and District Council colleagues, and with the hundreds of groups and individuals who have volunteered their help, we will be able to provide coordinated local support to the most vulnerable across the county".

Those requiring help are asked to call the support line on the following number.

0300 126 1000 (option 5)

Individuals can also email nccg.communityresilience.covid19@nhs.net and ask for help.

-Ends-

Notes to Editors:

Requests for support – people identified by Government as extremely vulnerable

Letters, emails and texts were sent out by Government last week as part of the drive to shield extremely vulnerable people during the COVID-19 outbreak. This communication advised individuals of the measures they need to take to protect themselves at this time, and also requested for them to register for the support they need at this time, including shopping for food and essential supplies, running errands and organising and collecting medication. This group of people are required to register through the established national service by calling 0800 028 8327 or online at www.gov.uk/coronavirus-extremely-vulnerable

Once requests are received, help with medication will be coordinated by the Department of Work and Pensions through a community pharmacy service, and support with food deliveries will be arranged through the national supply chain in most cases, with assistance from local Community Resilience Hubs where needed.

After the needs assessment, for those identified as extremely vulnerable where social contact is required, requests for this support will filter through to local Community Resilience Hubs.

- This briefing has been issued on behalf of the Northamptonshire Local Resilience Forum.
- Media enquiries should be sent to: nccg.urgentresponsecomms@nhs.net