

# COVID-19 KEY SUPPORT LINKS

Key links to support for people that need help with staying healthy and independent during the pandemic

## Covid-19 Support for general public

### HELP WITH PRACTICAL TASKS

Anyone impacted by Covid-19 not coping and looking for help/offering help in their local area can contact Volunteer Cornwall  
Practical support from volunteers with shopping, collecting prescriptions or other tasks as a result of Covid-19

Phone: 01872 266988

Email: [requestforhelp@volunteercornwall.org.uk](mailto:requestforhelp@volunteercornwall.org.uk)

### HELP WITH HOUSING AND HOMELESSNESS

Anyone homeless or threatened with homelessness can contact Cornwall Housing  
Information and advice: [www.cornwallhousing.org.uk](http://www.cornwallhousing.org.uk)

Phone: 0300 1234 161 and ask for the Prevention & Engagement team.

Anyone concerned about someone rough sleeping - report through Streetlink

[www.streetlink.org.uk](http://www.streetlink.org.uk) or phone 0300 500 0914

# Covid-19 Support for people with health and wellbeing needs

## ONLINE RESOURCE

Covid-19 Community Networking Platform on The Cornwall Link

<https://Cornwall-link.madeopen.co.uk>

(Age UK and Made Open)

## HELPLINE

Adults with health and wellbeing needs impacted by Covid-19 & professionals looking for support

Support available in communities, including on discharge from hospital

Information and advice

Guided conversations

Telephone/online support

Help with practical tasks

**Phone: 01872 266383**

Email: [Helpline@ageukcornwall.org.uk](mailto:Helpline@ageukcornwall.org.uk)

Monday to Friday 9am to 4.30pm.

## Practical Support

Need help with shopping, collecting prescriptions etc - link to local community groups, day centre, or one-to-one practical support (Inclusion Matters partners)

## Wellbeing Support

Feeling lonely and isolated - link to local community groups, online groups/tools, or one-to-one phone/digital support (Inclusion Matters partners)

## Welfare Support

Concerned about welfare issues - benefits, housing, rights etc - link to online tools, or one-to-one phone/digital support (Inclusion Matters partners)

(For disability related welfare issues you can also contact Disability Cornwall DIAL directly via phone: 01736 759500; or email: [advice@dialcornwall.org.uk](mailto:advice@dialcornwall.org.uk))

## Digital Support

Concerned about how to get online - help to develop digital skills - one-to-one phone/digital support, and online streaming (Inclusion Matters partners)

(You can also contact CRCC directly via phone 01872 243557 or 01872 243534 or email the Digital Inclusion team: [digitalinclusion@cornwall.gov.uk](mailto:digitalinclusion@cornwall.gov.uk))

## Transport

Need transport for urgent medical appts or hospital discharge – volunteer drivers, accessible transport and electric vehicle hire (Age UK C&IOS - funded separately – you can also contact directly via phone: 01872 266288; or email:

[tap.ageuk@nhs.net](mailto:tap.ageuk@nhs.net))

Provided by Inclusion Matters partnership funded by Adult Social Care - led by Cornwall Rural Community Charity (CRCC) with Age UK Cornwall & Isles of Scilly (Age UK C&IOS), Disability Cornwall, Inclusion Cornwall and the Digital Inclusion team

# Covid-19 Support for people with specialist needs

## DRUG AND ALCOHOL SUPPORT

Anyone concerned about drug and alcohol use or needle exchange can contact We Are With You

Information and advice: <https://www.wearewithyou.org.uk>

**Phone: 0333 200 0325**

## DOMESTIC ABUSE SUPPORT

Anyone concerned about domestic abuse and sexual violence can contact Safer Futures

**Phone: 0300 777 4777;** or email: [saferfutures@firstlight.org.uk](mailto:saferfutures@firstlight.org.uk)

Alternatively you can also access refuge and support via Cornwall Refuge Trust online at <https://www.cornwallrefugetrust.co.uk/> or **phone 01872 225629**

## CARERS SUPPORT

Any adults concerned about coping with caring responsibilities can contact CRCC Kernow Carers Service

Link to local community groups, online groups, or one-to-one phone/digital support

**Phone: 0800 5878191;** or email: [fis@cornwall.gov.uk](mailto:fis@cornwall.gov.uk)

## MENTAL HEALTH SUPPORT

Any adults feeling concerned about mental health, anxiety and depression can contact the XXX Helpline (tbc)

Link to local community groups/specialist support, online groups/tools, or one-to-one phone/digital support

**Phone: XXXX (tbc);** or email (tbc)

## MULTIPLE NEEDS SUPPORT

Any adults experiencing multiple issues together e.g. managing health/wellbeing/housing/money/multiple risks can contact the Home Group Helpline (support also provided by Harbour Housing, LiveWest and Coastline Housing)

Link to online tools/specialist support, one-to-one phone/digital support

**Phone: 07710 709 527;** or email: [eicountywideoutreach@homegroup.org.uk](mailto:eicountywideoutreach@homegroup.org.uk)

## ADVOCACY SUPPORT

Any adults concerned about getting their voice heard, including where decisions are being made about their care and support, can contact The Advocacy People (previously SeAp)

One-to-one phone/digital support

Information and advice: <https://www.theadvocacypeople.org.uk/>  
**Phone: 0330 440 9000;** or email: [info@theadvocacypeople.org.uk](mailto:info@theadvocacypeople.org.uk)