

United Church Dorchester USEFUL INFORMATION

Dorset's Help and Kindness website has lots of useful information and contact details including an easy to read support guide. <https://www.helpandkindness.co.uk>
This website came from a project run by Dorchester Poverty Action.

Health and well being

For medical help NOT related to covid-19 Do NOT go to GP surgery, pharmacy or hospital.
Instead

- For health information and advice use the NHS website or your GP website.
- For urgent medical help use the NHS111 online service. ONLY call 111 if you are unable to get help online
- For life-threatening emergencies, call 999 for an ambulance.

For regular updates about hospital and community services check the Dorset County Hospital

- website. www.dchft.nhs.uk or phone 01305 251150

To Talk about your Worries. Samaritans are there if you feel that you are unable to speak to friends or family about certain worries or concerns.

- Phone: 116 126 (free 24 hour helpline)
- Website: www.samaritans.org.uk

Dental Problems

All NON urgent dental care has been stopped due to the current restrictions.

There is a NHS Dental Hub in Dorchester. No drop ins are permitted

So if you need urgent care

- Registered Patients Contact your practice by phone for referral.
- Out of Hours Call NHS 111
- Unregistered patients call 111

Dorset Council's Educational Psychology Service

has set-up a new helpline to support those who are worried about their child or teenager during the lockdown.

- The helpline number is: 01305 228300.
- It is open from Monday to Friday from 9am to 4.45pm.
- Callers need to ring and make an appointment for a 30 minute phone consultation. Calls are confidential unless there is a risk of harm to the caller, their child or someone else.

Dorset Healthcare

- Links to organisations providing online or phone support to people acting as a carer – including how to access support if you are caring for someone with a mental health condition.
- <https://www.dorsethealthcare.nhs.uk/patients-and-visitors/carers>

Domestic Abuse

- Dorset County - You First - 0800 032 5204 (24 hours)

Carers

- Carers support Dorset has lots of useful information on their website

COVID -19 Response Hub

- If you don't have family, friends or a support network that can help you get the basic things you need like food, medication or to know how to access help.
- This dedicated helpline can provide additional help and information if you are particularly

vulnerable and have been advised to self isolate for 12 weeks.

- Phone 01305 221022
- Email communityresponse@dorsetcouncil.gov.uk

Financial help

Citizens Advice Bureau

- Advice and information support has been extended from 10am-4pm on weekdays during the current crisis to include Saturdays and Sundays from 10am-1pm.
- Call them on a range of topics on including help with debt or benefits, employment or any other issue on 03444 111 444. If your call isn't answered, you can leave a message and they will call them back as soon as possible.
- You can also email them at advice-dorch@centralca.org.uk

Energy Advice

if you have issues topping up, are struggling to pay energy bills or to see if you're eligible for extra income (phone line run by Citizens Advice) Call: 01929 775500

Emergency Local Assistance

ELA has been a valuable resource to Dorset residents for a number of years, providing practical and financial support to individuals and families in a time of crisis or extreme financial hardship. Call them Mon-Fri 8.30am-5pm on 0330 1234 225 to see if you are eligible for help.

Money Advice Service,

Free money advice - <https://www.moneyadviceservice.org.uk/en> Call: 0800 138 7777/0800 915 4622

Trading Standards

has lots of information about scams – there are many Coronavirus scams circulating so be very careful when you press that button.

3 local food bank projects in Dorchester can offer support.

- The projects in town include: The Dorchester Foodbank, Food Share & The Dorchester Community Kitchen
- Details of opening times, how to access the services and how to donate check on their websites

Other useful contacts

Digital hotline

- If you are struggling to use all available technology. Anyone can call the new helpline run by Dorset's digital champions, mostly retired professionals, with their IT questions
- NO questions are TOO small
- Phone 01305 221048 10am-12 noon weekdays only.

Dorset Libraries - ebooks, audiobooks and digital magazines;

- During the lock down they can be accessed even though the library is closed and are available for your computer, laptop, tablet, smart phone and kindle.
- <https://www.librarieswest.org.uk/client/en>
- If you do NOT have a membership card you can still register temporarily during the lock down.