



# COVID-19 important information

## Accessing support during the national lockdown

Do you need or do you know someone who needs support during the national lockdown? Here is some information on what you can do.

## I am worried about going out to buy food

Most large supermarkets offer home delivery services and you can contact them to order food and book delivery slots to have your groceries delivered straight to your home.

Alternatively, you can ask a friend, relative or neighbour to do some food shopping for you.

## I am worried about going out to collect my prescription

Your local pharmacy may offer a prescription delivery service. Give your pharmacy a call and see what support they can offer.

If your pharmacy doesn't offer this service you may want to use a different pharmacy or you can ask a friend, relative or neighbour to collect your prescription for you.

## I don't have access to any support. Who do I contact?

The Hampshire Coronavirus Support and Helpline operates Monday to Thursday 9am to 5pm and Friday from 9am to 4.30pm. You can contact the helpline on **0333 370 4000** and someone will be able to provide you with advice or refer your request for support to the local community hub.



Hampshire  
County Council



Basingstoke  
and Deane

## I find it hard to be at home

There are a number of local and national charities continuing to provide support on issues such as mental health, loneliness and domestic abuse.

- Mind – call **0300 123 3393**, text on 86463, email [info@mind.org.uk](mailto:info@mind.org.uk) or visit [www.mind.org.uk](http://www.mind.org.uk)
- Samaritans – call **116 123**, email [jo@samaritans.org](mailto:jo@samaritans.org) or visit [www.samaritans.org](http://www.samaritans.org)
- The Silver Line (advice and friendship for the elderly) – call **0800 470 80 90** or visit [www.thesilverline.org.uk](http://www.thesilverline.org.uk)
- Age Concern Hampshire – call **01256 23874** or visit [www.ageconcernhampshire.org.uk](http://www.ageconcernhampshire.org.uk) or email [basingstokeoffice@ageconcernhampshire.org.uk](mailto:basingstokeoffice@ageconcernhampshire.org.uk)
- Hampshire Domestic Abuse Service – call **03300 165112** or visit [www.hants.gov.uk/socialcareandhealth/domesticabuse](http://www.hants.gov.uk/socialcareandhealth/domesticabuse)
- National Domestic Abuse Helpline – call **0808 2000 247** or visit [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)
- Childline – call **0800 1111** or visit [www.childline.org.uk](http://www.childline.org.uk)
- Respect Phonenumber – call **0808 8024040** or visit [www.respect.uk.net](http://www.respect.uk.net)
- Citizens Advice – call **0300 3309 064** or visit [www.basingstokeandtadleycab.org.uk](http://www.basingstokeandtadleycab.org.uk)

For more information on the restrictions in place during the national lockdown and other advice and guidance, visit [www.basingstoke.gov.uk/coronavirus](http://www.basingstoke.gov.uk/coronavirus)

