

## 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://gov.uk/coronavirus)*

Release date  
21/01/2021

Below is information on these topics:

- [Information on all Services](#)
- [Befriending](#)
- [Carers Support](#)
- [Coronavirus / Covid-19](#)
- [Home safety advice](#)
- [Dementia](#)
- [Digital Help](#)
- [Abuse](#)
- [Domestic Violence](#)
- [Groups, Activities & Entertainment](#)
- [Exercise](#)
- [Financial Advice](#)
- [Health](#)
- [Bank contact numbers](#)
- [Information & Advice](#)
- [LGBTQ+ Services](#)
- [Medical](#)
- [Mental Health](#)
- [Miscellaneous](#)
- [Shopping and food](#)
- [Transport](#)
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- [Bereavement](#)
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- [Refugees & Asylum Seekers](#)
- [Foot Care](#)

*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!*

Your list of local and national services to support yourself and the people you care for during the outbreak of coronavirus in the UK.

Ageing Well will be updating the information once per week, so please keep checking our website for the most recent version, or join our mailing list.

Access the latest information and tips on how to readjust to the new normal and find out what is available both online and locally whilst we are in our third National Lockdown until further notice.

If something is missing from this list or if you need any further help, 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 is a signposting and support service for people aged 50+ in Brighton & Hove.

You can use this service as a point of contact for information and support during COVID-19 (Coronavirus) crisis.

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.

**WEBSITE**

**07770 061 072**

Mon – Fri:  
9am – 5pm

**EMAIL**

**IMPORTANT  
INFORMATION  
FROM THE  
GOVERNMENT**

**STAY HOME**

As of 4<sup>th</sup> January 2021, we are in a national lockdown. Here is the official Government online guidance:

<https://www.gov.uk/guidance/national-lockdown-stay-at-home>

This means you **must stay at home** except where **necessary**. You may leave the home to:

- shop for basic necessities, for you or a vulnerable person
- go to work, or provide voluntary or charitable services, if you cannot reasonably do so from home
- exercise with your household (or support bubble) or one other person, this should be limited to once per day, and you should not travel outside your local area.
- meet your [support bubble](#) or [childcare bubble](#) where necessary, but only if you are legally permitted to form one
- seek medical assistance or avoid injury, illness or risk of harm (including domestic abuse)
- attend education or childcare - for those eligible

You must not leave or be outside of your home except where you have a 'reasonable excuse'. This is the law. The police can take action against you if you leave home without a 'reasonable excuse', and issue you with a fine (Fixed Penalty Notice).

If you would like easy-read information on staying home, this can be found here:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/952298/National\\_Lockdown\\_Easy\\_Read.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/952298/National_Lockdown_Easy_Read.pdf)

**HANDS.  
FACE.  
SPACE.**

**Hands. Face. Space.**

Approximately 1 in 3 people who have coronavirus have no symptoms and could be spreading it without realising it. Remember - 'Hands. Face. Space.'



- hands – wash your hands regularly and for at least 20 seconds
- face – wear a face covering in indoor settings where social distancing may be difficult, and where you will come into contact with people you do not normally meet
- space – stay 2 metres apart from people you do not live with where possible, or 1 metre with extra precautions in place (such as wearing face coverings)

In all circumstances, you should follow the [guidance on meeting others safely](#).

You cannot meet people in a private garden, unless you live with them or have formed a support bubble with them.

**Communal  
worship and  
life events**

You can leave home to attend or visit a place of worship for communal worship, to attend a funeral or event related to a death, to visit a burial ground or a remembrance garden, or to attend a wedding ceremony. You should follow the [guidance on the safe use of places of worship](#) and must not mingle with anyone outside of your household or support bubble. Weddings, funerals and religious, belief-based or commemorative events linked to someone's death are all subject to limits on the numbers that can attend.

**TESTING  
POSITIVE**

If you test positive for coronavirus or NHS Test and Trace instruct you to, you need to self-isolate for at least 10 days. Failure to comply may result in a fine.

**CEV  
SHIELDING**

**If you or someone you know is 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>

**SYMPTOMS**

**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, you should order a free test here:**

<https://www.gov.uk/get-coronavirus-test> and please also see this guidance on staying home:

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

**119 Helpline**

If you cannot access the internet and need to speak with the NHS Coronavirus testing service, dial 119 from any phone. There is also a



BSL (British Sign Language) service available. For more information see here: <https://signhealth.org.uk/announcement/nhs-119-bsl/>

### Vaccination

The NHS is currently offering the COVID-19 vaccine to people most at risk from coronavirus. The vaccine is being offered in some hospitals and hundreds of local vaccination centres run by GPs. It's being given to:

- some people aged 80 and over who already have a hospital appointment in the next few weeks
- people who live or work in care homes
- health care workers at high risk

You will also need to be registered with a GP surgery in England. You can [register with a GP](#) if you do not have one.

The vaccine will be offered more widely, and at other locations, as soon as possible. The order in which people will be offered the vaccine is based on advice from the Joint Committee on Vaccination and Immunisation (JCVI), which can be read about here: <https://www.gov.uk/government/publications/priority-groups-for-coronavirus-covid-19-vaccination-advice-from-the-jcvi-30-december-2020>

When it is the right time people will receive an invitation to come forward. For most people this will be in the form of a letter either from their GP or the national booking system; this will include all the information they need, including their NHS number. The latest information on the Sussex COiv-19 Vaccination programme can be found here:

<https://www.sussexhealthandcare.uk/keepsussexsafe/sussex-covid-19-vaccination-programme/>

### Vaccination Scam Alert

Some people are receiving fraudulent calls and text messages offering the COVID-19 vaccination. In some cases, people are asked to press a number on their keypad or to send a text message to confirm they wish to receive the vaccine. Doing so is likely to result in a charge being applied to their phone bill. In other cases, callers are offering the vaccine for a fee or asking for bank details. The vaccine is only available from the NHS and the NHS will contact you when it is your turn. At present, appointments are only being offered to the public over 80 years old, care home residents, and staff.

The NHS will:

- NEVER ask you to press a button on your keypad or send a text to confirm you want the vaccine.



- NEVER ask for payment or for your bank details.

If you receive a call you believe to be fraudulent, hang up. If you believe you have been the victim of fraud or identity theft you should report this directly to Action Fraud on 0300 123 2040. Where the victim is vulnerable, report it to Sussex Police online or by calling 101.

You can also view further information courtesy of Healthwatch here: <https://www.healthwatchbrightonandhove.co.uk/news/2021-01-05/vaccinations-covid-19>

Easy-read information on the vaccination can be found here: [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/951000/PHE\\_11843\\_Covid-19\\_Easy-read\\_leaflet.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/951000/PHE_11843_Covid-19_Easy-read_leaflet.pdf)

**Points of contact who can direct you to specific information**

**Impact Initiatives' Food Access Support**

Food & Essential Supplies for people 18+ who can afford to pay for shopping

- Support to use online and telephone shopping opportunities.
- Access to priority online delivery slots for Tesco & Iceland home deliveries.
- Support to regain confidence in shopping for themselves again.
- Linking people to paid shopping services.
- One-off small food shop in if no other options are available.
- [Shopping and Help Accessing Food Directory](#)

**WEBSITE**

**07770 061 072**  
or via BHCC:  
**01273 293 117**  
**option 3**

**EMAIL**

**Covid Brighton Hove**

Coronavirus is still making life hard, but you're not alone. There's still help on offer. Brighton and Hove council have put together this directory to find support with food shopping, money and work, Covid testing, and more. You can also use it to find help for friends, family and neighbours.

**WEBSITE**

**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**

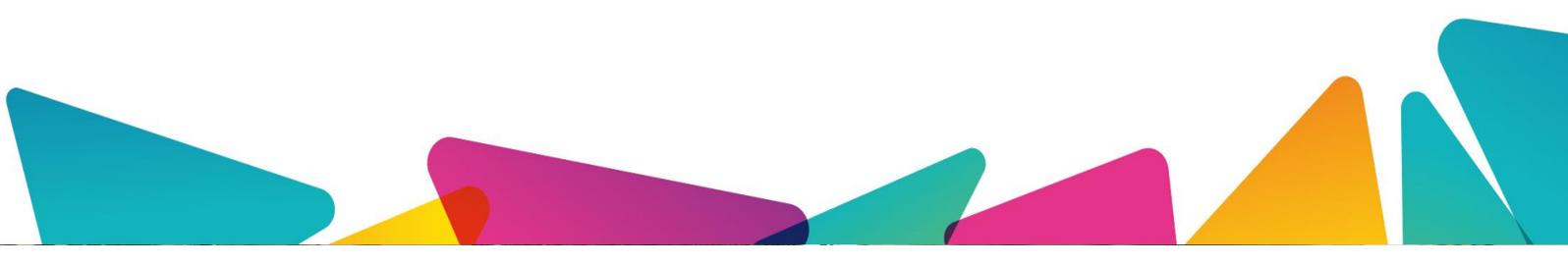
**Community Roots**

A network of local community-based services working together to support good mental health and wellbeing in Brighton and Hove. Telephone for Mental health and wellbeing support, or [request contact online](#).

**WEBSITE**  
**0808 196 1768**  
Mon – Fri:  
9am – 5pm



	<b>Healthy Lifestyles Team</b>	Support for people to get and stay active is still being provided through: <ul style="list-style-type: none"> <li>• A weekly programme of virtual adult exercise classes (hosted on Zoom)</li> <li>• 1 to 1 support from a <a href="#">Health Trainer</a> (by phone or online support)</li> <li>• <a href="#">Healthwalks Winter Walking Challenge</a></li> <li>• <a href="#">Online information and resources to stay active</a>, including our <a href="#">You Tube Channel</a></li> </ul>	<a href="#">WEBSITE</a> <b>01273 294 589</b> <a href="#">EMAIL</a>
	<b>Together Co</b>	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.	<a href="#">WEBSITE</a> <b>01273 229 382</b> <a href="#">EMAIL</a>
<b>Brighton &amp; Hove City Council Support</b>	<b>If you or someone you know is vulnerable</b>	If you are a vulnerable person or you think someone in your community or group needs some additional support during the national Lockdown, you can refer them to Brighton and Hove City Council's Community Hub. You may then be put in touch with other organisations for continued support during the Covid-19 pandemic.	<a href="#">WEBSITE</a> <b>01273 293 117 option 2</b> Mon – Fri: 10:30am – 4:30pm
	<b>The Local Covid-19 Outbreak Plan</b>	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	<a href="#">WEBSITE</a>
<b>Government Support</b>	<b>'Clinically Extremely Vulnerable'</b>	Get support if you are clinically extremely vulnerable to coronavirus. You can use this service to get access to priority supermarket deliveries or ask someone to contact you about any local support available.  If you have registered previously and got priority access to supermarket deliveries, you will be able to keep this. However, you can use the website to update your information if necessary.	<a href="#">WEBSITE</a> <b>0800 028 8327</b>
<b>Befriending</b>	<b>Together Co</b>	Together Co are offering telephone befriending support at this time.	<a href="#">WEBSITE</a> <b>01273 775 888</b>
	<b>Time To Talk Befriending</b>	Time To Talk Befriending are offering telephone befriending support at this time.	<a href="#">WEBSITE</a> <b>01273 737710</b>






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<b>The Silver Line</b>	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.	<a href="#">WEBSITE</a> <b>0800 4 70 80 90</b>
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<b>Hangleton &amp; Knoll Project</b>	HKP have recruited and are supporting volunteers to provide telephone befriending, delivery of food shopping/medications and IT support. If you would like to know more about these services, are in need yourself or would like to volunteer please contact Claire Johnson.	<a href="#">WEBSITE</a> <b>01273 410858</b>  <a href="#">EMAIL</a>
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<b>Independent Age</b>	Independent Age offers telephone befriending.	<a href="#">WEBSITE</a> <b>0800 319 6789</b>
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<b>Age UK WSBH</b>	Age UK West Sussex, Brighton & Hove are offering telephone befriending for people that live alone. They can support people living with early stage dementia.	<b>0800 019 1310</b>  <a href="#">EMAIL</a>
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<b>Reengage</b>	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.	<a href="#">WEBSITE</a> <b>0800 716543</b>
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**Carers**

<b>Agespace</b>	A group for people supporting elderly relatives at risk of Coronavirus. A chance to meet others (virtually) in the same position, ask questions and share your experience in these strange and uncertain times.	<a href="#">WEBSITE</a>
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<b>Brighton &amp; Hove Council</b>	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.	<a href="#">WEBSITE</a>
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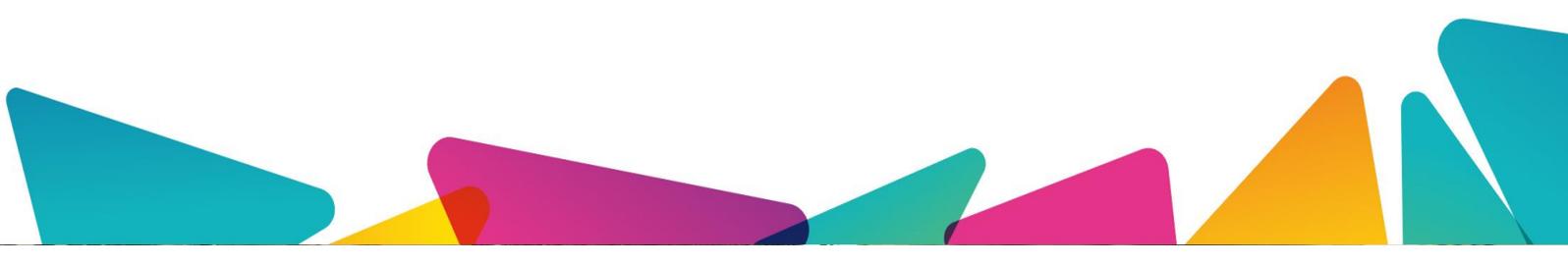
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<b>Carers Centre</b>	Providing family Carers with emotional support, advice and a well-deserved break from their caring role.	<a href="#">WEBSITE</a> <b>01273 746 222</b> <a href="#">EMAIL</a>
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<b>Carers UK</b>	General Coronavirus Information.	<a href="#">WEBSITE</a>
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		A-Z of changes to benefits, assessments and support for carers during Covid-19.	<a href="#">WEBSITE</a>
	<b>Carers Information and Support Programme (CrISP)</b>	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.	<a href="#">WEBSITE</a> <b>01202 458204</b> <a href="#">EMAIL</a>
<b>Coronavirus / Covid-19</b>	<b>Citizens Online</b>	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!	<a href="#">WEBSITE</a> <b>0203 916 5484</b>
	<b>NHS</b>	Find out more about symptoms and what to do if you are concerned about Coronavirus.	<a href="#">WEBSITE</a>
	<b>Government Advice</b>	The latest information on social distancing, support and advice.	<a href="#">WEBSITE</a>
	<b>Sussex Interpreting Services (SIS)</b>	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	<a href="#">WEBSITE</a>
	<b>Doctors of the World UK</b>	Doctors of the World UK have translated the latest NHS guidelines into 60 languages.	<a href="#">WEBSITE</a>
	<b>Public Health England</b>	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.	<a href="#">WEBSITE</a>
	<b>Age UK</b>	Advice on how to assess your own risk in regards to coronavirus.	<a href="#">WEBSITE</a>
	<b>Free Easy Read Posters</b>	Easy read posters with guidance and information around Covid-19 - free to print or share online from Photosymbols. Please note: Update from 4th July - no longer updating these posters.	<a href="#">WEBSITE</a>
	<b>Brighton Covid-19 Mutual Aid Groups</b>	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. Please be aware	To find your nearest group search here: <a href="#">WEBSITE</a>



that mutual aid groups are not monitored or regulated, but they can offer lots of different help from dog walking to posting mail – it varies from group to group.

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.

**Post Covid-19  
Recovery  
Information**

**British Geriatrics Society** Up-to-date information about Coronavirus. [WEBSITE](#)

**Covid-19: the Road to Recovery** Chartered Society for Physiotherapy's guidance on what to expect when recovering from Covid-19. [WEBSITE](#)

**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](#)

**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](#)

**Local Council  
Coronavirus  
Support**

**Brighton & Hove City Council** <https://new.brighton-hove.gov.uk/coronavirus-covid-19>

**Adur and Worthing Council** [www.adur-worthing.gov.uk/coronavirus](http://www.adur-worthing.gov.uk/coronavirus)

**West Sussex County Council** [www.westsussex.gov.uk/coronavirus](http://www.westsussex.gov.uk/coronavirus)

**East Sussex County Council** [www.eastsussex.gov.uk/coronavirus](http://www.eastsussex.gov.uk/coronavirus)

**Covid Brighton & Hove Directory** [www.adur-worthing.gov.uk/coronavirus](http://www.adur-worthing.gov.uk/coronavirus)  
<https://covidbrightonhove.org.uk/>



**Dementia**

**Ageing Well –  
Early  
Interventions for  
People Living  
with Dementia**

As part of our single point of contact (SPOC) service, we now offer signposting for those in the early stages of dementia. This includes for anyone who suspects they may have dementia or for those looking for groups and activities in the city.

**07770 061072**  
Mon – Fri:  
9am – 5pm

**Alzheimer’s  
Society**

Alzheimer’s Society Brighton & Hove service is open Monday to Friday for advice, support and information.

Brighton & Hove:  
**01273 726 266**

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:  
[WEBSITE](#)  
**0333 150 3456**

Alzheimer’s Society have produced guidance to help people with dementia and their carers stay safe during the coronavirus pandemic.

[WEBSITE](#)

**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](#)

**Time to Talk  
Befriending**

Working with experts in the field of dementia, this service offers a range of workshops and opportunities for volunteers to benefit from, including a new concept called ‘Use Your Marbles’ designed and delivered by friend of the Charity Charlotte Overton-Hart aka Story Chaplain to benefit people living with dementia and the volunteers that are matched with them.

[WEBSITE](#)

**Open Strings**

Open Strings are offering their wonderful musical activities online for everyone, including people living with dementia and their carers. Please contact them for more information.

[WEBSITE](#)  
**01273 569 096**  
[Anna’s Email](#)  
[Isabel’s Email](#)

**Plot 22**

Offering the opportunity to be with nature in community. A range of sessions available including Dementia Inclusive Gardening, Women only, families with children and adults only. Please get in touch for more information, booking essential.

[WEBSITE](#)  
**07717 467 862**  
[CONTACT ONLINE](#)



	<b>Dementia Friendly Food Project</b>	Currently offering socially distanced visits at home for those living with dementia. The friendly, outdoor visits are adapted to suit the individual's situation and where possible we will do some gentle gardening together.	<a href="#">WEBSITE</a> <a href="#">EMAIL</a>
	<b>Dementia Adventure</b>	Online dementia skills sessions for family and carers of people living with dementia.	<a href="#">WEBSITE</a> <b>01245 237548</b> <a href="#">EMAIL</a>
<b>Digital Help</b>	<b>Digital Unite</b>	<b>Over 400</b> how-to guides covers a whole host of digital topics including online shopping, social networking, health & fitness and music.	<a href="#">WEBSITE</a> <b>0800 048 7642</b>
	<b>AbilityNet</b>	Free IT support at home over the phone or online.	<a href="#">WEBSITE</a> <b>0800 048 7642</b>
	<b>BBC guide</b>	Step-by-step guide: How to video call your family.	<a href="#">WEBSITE</a>
	<b>Learn My Way</b>	Free courses (online) to learn different digital skills to stay safe and connected.	<a href="#">WEBSITE</a>
	<b>Age UK WSBH</b>	AUKWSBH's Techno Team is a group of friendly and experienced volunteers who offer a free telephone service to help you to learn and improve your IT skills. For beginners and those with computer experience.	<a href="#">WEBSITE</a> <b>01903 731800</b> <a href="#">EMAIL</a>
	<b>Digital Brighton &amp; Hove</b>	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. <a href="#">Please complete this form</a> if you know a vulnerable person who could benefit from this.	<a href="#">WEBSITE</a> Digital Helpline: <b>07475946084</b> <a href="#">REFERRAL FORM</a>
	<b>Deafcog</b>	How-to videos for downloading and using Zoom, with BSL narration.	<a href="#">WEBSITE</a>
<b>Support with obtaining equipment</b>	<b>Wavelength</b>	Supports organisations helping people who are lonely and isolated, by giving free TVs, tablets, and radios. This technology is often used in communal spaces or as part of specific projects.	<a href="#">WEBSITE</a>



	<b>Friends of the Elderly</b>	Provide grants to help older people get online and stay connected. They can be used towards the cost of equipment such as tablets and smartphones as well as broadband costs.	<a href="#">WEBSITE</a> <b>0330 332 1110</b>
	<b>GrandPad</b>	A rental service of a smart, simple, and safe way to connect older adults with their family and friends. GrandPad is an internet enabled tablet device which comes preloaded with all features older adults need to reconnect to their family, friends, and community, with a Lifetime guarantee.	<a href="#">WEBSITE</a> <b>0808 168 7278</b> <a href="#">CONTACT ONLINE</a>
	<b>Get Online at Home</b>	Affordable refurbished laptops and PCs for all, with discounts available to those in receipt of benefits.	<a href="#">WEBSITE</a> <b>03719 100 100</b>
<b>LGBTQ+ Services</b>	<b>LGBT Switchboard</b>	If you could use a friendly chat with another LGBTQ person, please call Switchboard helpline.	<b>01273 204050</b> Wed – Thurs: 7pm – 9:30pm
	<b>LGBT Switchboard Directory of Services</b>	During the COVID-19 Pandemic, many LGBTQ service providers have made significant changes to their services. This directory lists those changes.	<a href="#">WEBSITE</a> <a href="#">EMAIL</a> <a href="#">WEB CHAT</a> <a href="#">DIRECTORY</a>
	<b>MindOut</b>	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.	<a href="#">WEBSITE</a> <b>01273 234 839</b> <a href="#">EMAIL</a>
	<b>Galop</b>	LGBT+ anti-violence charity. Resources include: <a href="#">TRANS RESILIENCE IN ISOLATION GUIDE</a>	<a href="#">WEBSITE</a> <b>0800 999 5428</b> <a href="#">EMAIL</a> <a href="#">REFER ONLINE</a>
<b>Domestic Violence</b>	<b>RISE</b>	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.  <a href="#">STAYING SAFE AT HOME</a>	<a href="#">WEBSITE</a> <b>01273 622 828</b> Mon - Tues: 9am – 5pm Wed: 9am – 8pm Thurs – Fri: 9am – 5pm
	<b>Survivors' Network</b>	Supporting survivors of sexual violence and abuse in Sussex.	<a href="#">WEBSITE</a> <b>01273 203 380</b>



	<b>Refuge - Domestic Abuse</b>	National domestic abuse helpline. Help and support for women facing domestic abuse.	<a href="#">WEBSITE</a> <b>0808 2000 247</b>
	<b>Respect - Men's Advice Line</b>	A helpline service for male domestic abuse survivors.	<a href="#">WEBSITE</a> <b>0808 801 0327</b>
	<b>National LGBT+ Domestic Abuse Helpline</b>	Emotional and practical support for LGBT+ people experiencing domestic abuse run by Galop, the LGBT+ anti-violence charity.	<a href="#">WEBSITE</a> <b>0800 999 5428</b>
<b>Elder Abuse</b>	<b>Hourglass</b>	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.	<a href="#">WEBSITE</a> <b>0808 808 8141</b>  <b>07508 823975</b> (Project Coordinator Gail Shanahan)
<b>999 calls if you cannot speak, but need help</b>	<b>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</b>		
<b>Online Exercise</b>	<b>The Hop 50+</b>	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: <a href="#">EMAIL</a>
	<b>Later Life Training</b>	Make Movement your Mission - Join Bex, 3 times a day (8am, 12pm and 4pm) for 10 minute 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.	<a href="#">FACEBOOK GROUP</a>  <a href="#">YOUTUBE VIDEO</a>
	<b>Sport England</b>	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.	<a href="#">WEBSITE</a> <a href="#">TIMETABLE</a> <b>0345 8508 508</b> <a href="#">EMAIL</a>
	<b>BHCC – How To Stay Active at Home</b>	Find information and advice about how to stay active at home during the Coronavirus (COVID-19) pandemic.	<a href="#">GUIDE</a>



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<b>Active for Life</b>	<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><a href="#">WEBSITE</a> 01273 294 589</p> <p><a href="#">REGISTRATION FORM</a></p>
<b>Exercise and physical activity for osteoporosis and bone health</b>	<p>Online exercise videos and factsheets offered by the Royal Osteoporosis Society.</p>	<p><a href="#">ACTIVITY FOR OSTEOPOROSIS</a></p>
<b>Vida Active Cub</b>	<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><a href="#">WEBSITE</a></p>
<b>Exercise online</b>	<p>Here are lots of different online options for you to try!</p> <p><b>10 Today</b> – Short ten-minute routines to get people stretching and moving. Includes both online videos and daily radio shows (with recordings captured online).</p> <p><b>Sitting Exercises</b> - 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><b>Flexibility Exercises</b> – These home exercises help to improve mobility.</p> <p><b>Balance exercises</b> – Simple home exercises to improve steadiness with walking and moving.</p> <p><b>Strength exercises</b> – Home exercises to improve lower limb strength.</p>	<p><a href="#">WEBSITE</a></p> <p><a href="#">WEBSITE</a></p> <p><a href="#">WEBSITE</a></p> <p><a href="#">WEBSITE</a></p> <p><a href="#">WEBSITE</a></p>
<b>Brighton and Hove Healthwalks</b>	<p>Have developed a Facebook page for those who want help to keep walkers walking!</p>	<p><a href="#">FACEBOOK PAGE</a></p>

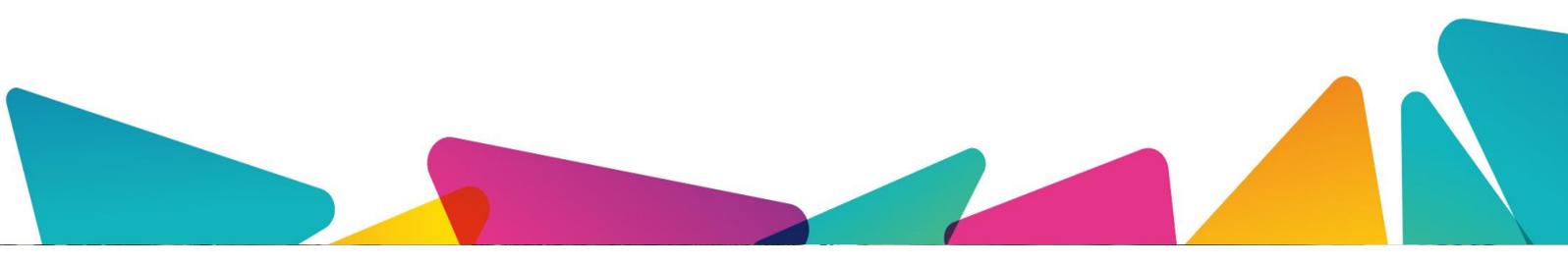
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<b>LGBTQ+ Healthwalk</b>	A free social walk for members of the LGBTQ+ community to increase fitness and enjoy fresh air. Last Friday of the month 10.30-11.30am, meet at King Alfred Leisure Centre car park (by beach railings). Register for the walk by calling Healthy Lifestyles team.	<a href="#">POSTER</a> <b>01273 294 589</b>
<b>Rosaria Gracia Dance and Exercise classes</b>	Offering some free and some paid online classes.	<a href="#">WEBSITE</a>
<b>Lifelines</b>	Offer seated Pilates classes online, amongst many other fun activities.	<a href="#">TIMETABLE</a> <b>01273 688 117</b> <a href="#">EMAIL</a>
<b>King Alfred Leisure Centre</b>	Closed during National Lockdown.	<a href="#">WEBSITE</a> <b>01273 290 290</b>
<b>Silver Swans Ballet Classes Online</b>	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.	<a href="#">WEBSITE</a>
<b>Groups, Activities &amp; Entertainment</b>	<b>Impact Initiatives and Ageing Well Activity Packs</b> Activity Packs are being made weekly, containing lots of different activities, cookery tips and things to do – there is something for everyone!	If you would like to receive the pack <a href="#">EMAIL</a>
	<b>The Hop 50+</b> 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.	To join the online group activities: <a href="#">EMAIL</a>  <a href="#">FACEBOOK PAGE</a>
	<b>Brighton &amp; Hove Libraries</b> Following the government announcement on the national lockdown and increasing Covid rates in the city, Brighton & Hove Libraries and most services will be closed throughout January. They will review this situation at the end of January.	<a href="#">WEBSITE</a> <b>01273 290 800</b> <a href="#">EMAIL</a>
	<b>e-Library Services</b> <a href="#">Their digital services</a> continue to be available. There are many eBooks, eAudiobooks, eNewspapers, eMagazines,	



	eComics and online activities for families you can enjoy for free.	
	Staff will also be on hand to answer any of your enquiries - email <a href="mailto:libraries@brighton-hove.gov.uk">libraries@brighton-hove.gov.uk</a> or phone 01273 290 800.	<b>01273 290800</b> <a href="#">Email</a>
<b>Brighton &amp; Hove City Libraries Home Delivery Service</b>	If you are shielding and you would like books delivered to your door, please contact us or leave a message and our staff will respond as soon as they can Monday to Saturday. However no book deliveries will take place over the next few weeks because the Home Delivery Service is suspended until the end of January.	
<b>The Listening Library</b>	Audiobook lending service for anyone who finds reading difficult due to a physical or mental illness, disability or learning difficulty.	<a href="#">WEBSITE</a> <b>020 7234 0522</b> <a href="#">EMAIL</a>
	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.	
<b>The Social Distancing Festival</b>	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.	<a href="#">WEBSITE</a>
<b>Age UK WSBH Coffee Morning</b>	Currently not running during the National Lockdown.	<a href="#">WEBSITE</a> <b>07563 382793</b>
<b>Art Club Online</b>	Every two weeks Age UK WSBH'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. Age UK WSBH we will collate a gallery to share with the group.	<a href="#">EMAIL</a>
<b>Evolution Arts</b>	Are offering lots of different online courses, workshops and yoga classes.	<a href="#">WEBSITE</a>
<b>Hangleton and Koll Project Zoom Quiz N' Chat</b>	Log-in for some fun! On the 1 <sup>st</sup> Wednesday of every month. 10:45am – 12:00 midday. For further details and Zoom links, contact Claire.	<b>07422692845</b> <a href="#">EMAIL</a>





<b>Phoenix Art Space</b>	Are offering various online activities, such as life drawing and portrait photography.	<a href="#">WEBSITE</a>
<b>Open University</b>	Free online education courses.	<a href="#">WEBSITE</a>
<b>National Open Garden Scheme</b>	Take a virtual stroll around some of the country's most beautiful gardens.	<a href="#">WEBSITE</a>
<b>Brighton Mindfulness Centre</b>	Free 8-week online course on mindfulness and meditation.	<a href="#">WEBSITE</a>
<b>MovingSounds</b>	This community of professional facilitators have put together this list of their best music and movement videos for your entertainment.	<a href="#">WEBSITE</a>
<b>Belltree Music CIC</b>	Offering fantastic free music making videos for Wellbeing and Mental Health online	<a href="#">WEBSITE</a>
<b>Things for free!</b>	Paid-for things they've made FREE – audiobooks, box sets, fitness classes, wellbeing apps and more.	<a href="#">WEBSITE</a>
<b>ChatterPack</b>	A list of free, online, boredom-busting resources.	<a href="#">WEBSITE</a>
<b>Online Sudoku</b>	Free Sudoku games online.	<a href="#">WEBSITE</a>
<b>Grace Eyre's group for learning disabilities</b>	A Facebook group for people with learning disabilities to connect with each other.	<a href="#">FACEBOOK GROUP</a>
<b>Online Scrabble</b>	Free scrabble games online.	<a href="#">WEBSITE</a>
<b>Word Games online</b>	Free word games online.	<a href="#">WEBSITE</a>
<b>Free knitting patterns online</b>	Explore a wide range of free knitting patterns.	<a href="#">WEBSITE</a>
<b>Lifelines</b>	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-phone coffee mornings, reading groups, quizzes and more.	<a href="#">TIMETABLE</a> <b>01273 688 117</b> <a href="#">EMAIL</a>



<b>Brighton Natural Health Centre</b>	Brighton Natural Health Centre Online and in-person yoga, pilates and movement classes.	<a href="#">TIMETABLE</a>
<b>WEA Adult Learning</b>	Are offering a selection of free online courses and taster sessions in a variety of subjects.	<a href="#">WEBSITE</a>
<b>Online tours of museums</b>	Stuck at home? These 12 famous museums offer virtual tours you can take on your couch.	<a href="#">WEBSITE</a>
<b>Possibility People's Directory</b>	Possibility People have gathered loads of links to exercises and cultural activities you can do at home.	<a href="#">WEBSITE</a>
<b>Sing for Better Health</b>	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 with friendly and welcoming members. No singing ability is required.	<a href="#">WEBSITE</a>
<b>Sofa Singers</b>	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.	<a href="#">WEBSITE</a>
<b>Carers Zoom Coffee and Chat</b>	While we are still all social distancing, the Carers Hub is hosting a new weekly online meeting for all carers via Zoom on Wednesdays at 10.30am. This is a bookable event and is open to all unpaid family/friend carers in Brighton & Hove.	<a href="#">WEBSITE</a> <b>01273 977 000</b>
<b>LGBT+ Carers Group</b>	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.	<a href="#">POSTER</a>
<b>Switchboard Older People's Project</b>	For LGBTQ people aged 50+ looking for a sense of community, support or information. Currently they offer Zoom group on the 1st and 3rd Wednesday of each month at 11am - 12.30pm. Please contact Helen for an invite, or to receive their monthly newsletter.	<a href="#">EMAIL</a>
<b>The Rainbow Café</b>	The Rainbow Café is for LGBTQ people living with dementia or concerned about memory loss. They are currently offering	<a href="#">EMAIL</a>



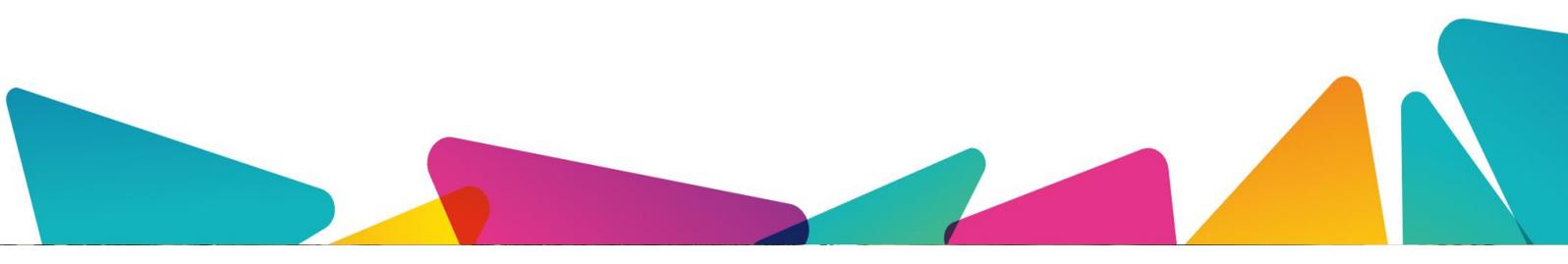
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	telephone and online support throughout lockdown. The project co-ordinator, John can be contacted by persons from the LGBTQ+ community affected by dementia to discuss their individual needs.	
<b>Brighton &amp; Hove Food Partnership</b>	An online group to share tips and video tutorials for BHFP's favourite recipes plus information about core cookery skills, healthy eating, budget cookery and lots more.	<a href="#">FACEBOOK GROUP</a>
<b>Community Base Online Event Calendar</b>	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.	<a href="#">CALENDAR</a>
<b>U3A</b>	Here you will find many ideas to keep learning during these times - a mixture of suggestions from members, quizzes, challenges and projects from our subject adviser volunteers. Some are one off events and others ongoing over a period.	<a href="#">WEBSITE</a>
<b>RNIB Connect Radio</b>	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.	<a href="#">WEBSITE</a> Freeview 730
<b>Community Chef</b>	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.	<a href="#">WEBSITE</a>
<b>Strike A Light – Arts &amp; Heritage CIC</b>	Creative and heritage activities exploring memories and archive material. Strike A Light focus on exploring people's life stories and local memories through exhibitions, books, reminiscence and oral history, heritage, arts and crafts, and more.	<a href="#">WEBSITE</a> <a href="#">EMAIL</a>
<b>Tapestry Lunch Club</b>	Offering virtual Tea Parties, TLC can provide you with a free rental of a <a href="#">GrandPad</a> and free weekly deliveries of delicious homemade sandwiches and cakes to enjoy while meeting online in small groups with a wonderful TLC hosts. The 'virtual' tea parties are based around a theme, quiz or an activity and remain free until March 2021. TLC are able to provide this service thanks to the generous support from The National Lottery Community Fund.	<a href="#">WEBSITE</a> <b>01403 791020</b> <a href="#">EMAIL</a> <a href="#">CONTACT ONLINE</a>

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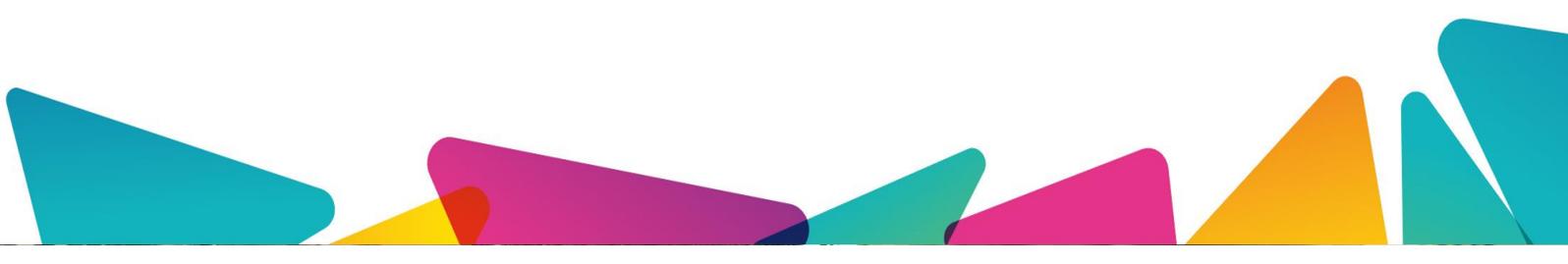
	<b>Brighton People's Theatre (BPT)</b>	Running weekly theatre workshops on Zoom specifically for people with no professional theatre experience, and are really fun and cheery. They are free of charge to Whitehawk residents and Pay-as-you-feel to those living elsewhere. Read more about their fun and creative events on their website.	<a href="#">WEBSITE</a> <a href="#">BOOK ONLINE</a> <a href="#">EMAIL</a>
	<b>The Baring Foundation – Treasury of Arts</b>	The Baring Foundation have put together an exciting pack of 50 activities, long and short, for use in any setting for older people. “The Treasury of Arts for Older People” can be viewed <a href="#">here</a> .	<a href="#">WEBSITE</a>
	<b>Age of Creativity – Creative Challenge Pack</b>	Age of Creativity have put together a “Creative Challenge Pack” 31 simple ideas to try at home! The packs can be printed and given to older people in your community that could use some creative entertainment!	<a href="#">WEBSITE</a>
	<b>Age of Creativity Festival</b>	A list of online downloadable creativity activities, ideas and upcoming events across the UK.	<a href="#">WEBSITE</a>
<b>Home Help</b>	<b>Age UK WSBH Help at Home</b>	AWSBH are offering a Help at Home Service. Home Helpers are able to assistants with the following, amongst others: General household cleaning, Hoovering, Dusting, Laundry and ironing, Bed making, Basic food preparation, Dog walking, buying your shopping. This service is continuing thoroughly the National Lockdown.	<b>01903 726276</b> <a href="#">EMAIL</a>
	<b>Age UK WSBH Crisis Care</b>	Crisis Level 1 provides temporary emergency support when other services are not available. Crisis can be there if you have an accident or are finding it impossible to cope in a domestic emergency. All Crisis carers are carefully selected and trained. E.g. shopping for essential items, light meal preparation, support with personal care and showering, posting mail and collecting prescriptions, sudden illness.	<b>01273 328555</b> <i>8am – 7pm</i>
	<b>Agincare</b>	Provide support to the elderly in their homes. Helping you get up and about in the morning, making sure you take your medication at the right time, feeding pets or helping you move around the house. Sometimes it's more	<b>0808 291 4762</b> Mon – Fri: <i>8am - 6pm</i> Sat – Sun: <i>10am – 2pm</i>





social than personal care, such as taking time to have a chat or going out to the shop.

	<b>Home and Company</b>	Home and Company offer a Help at Home service in Brighton and Hove. If you would like help with shopping, cooking, household admin and other jobs around the house like laundry and changing the bed linen, washing, dressing or prompting to take medication, then give them a call.	<a href="#">WEBSITE</a> <b>01273 434190</b> <a href="#">EMAIL</a>  <a href="#">EMAIL</a>
<b>Financial and Home Safety Advice</b>	<b>Understanding Universal Credit</b>	This page provides information about coronavirus and claiming benefits. It will continue to be updated. Please check this page regularly for updates arrangements.	<a href="#">WEBSITE</a>
	<b>Moneyworks</b>	This is a partnership of local charities which supports residents with financial issues and is free to use. Their website also contains a useful directory of trusted online information around finances.	<a href="#">WEBSITE</a> <b>0800 9887 037</b> <b>01273 809 288</b> <u>Mon: 3pm – 7pm</u> <u>Tue: 10am – 2pm</u> <u>Wed – Thurs:</u> <u>12:30pm – 2pm</u> <u>Fri: 10am – 2pm</u>
	<b>Money Advice Plus</b>	Money Advice Plus provide money and debt advice services, including casework, by phone to people who have money and debt difficulties.	<a href="#">WEBSITE</a> <b>01273 664 000</b> <a href="#">EMAIL</a>
	<b>Post Office Card Account Holders</b>	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 ' <i>Permanent Agent Access Form P6163</i> ' available at your local Post Office or telephone. Only one helper can have access to your account 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 <a href="#">website</a> .	<a href="#">WEBSITE</a>  <b>03457 22 33 44</b>
	<b>Having other people withdraw</b>	Self-isolating or vulnerable citizens can now contact their bank and arrange to withdraw	<a href="#">WEBSITE</a>





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<b>money from your bank account using the Post Office.</b>	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.	
<b>Southern Water - Priority Services Register</b>	<p>A 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.</p> <p>You can register if you have:</p> <ul style="list-style-type: none"><li>• Physical or mental health challenges</li><li>• A medical conditions requiring a constant supply of water</li><li>• Difficulty communicating</li><li>• Reached pensionable age</li><li>• Another reason you need a little help</li></ul>	<p>You can register yourself – or apply on behalf of others in your family:</p> <p><a href="#">REGISTRATION FORM</a></p>
<b>East Sussex Fire and Rescue Service</b>	<p>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:</p> <ul style="list-style-type: none"><li>• Post you further information leaflets</li><li>• Post you smoke alarms to fit yourself</li><li>• 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</li></ul>	<p><a href="#">WEBSITE</a></p> <p><b>0800 177 7069</b></p>
<b>Advice for people who rent their home</b>	<p>The Acorn Union have advice on their website for renters.</p>	<p><a href="#">WEBSITE</a></p>
<b>Brighton and Hove Independent Mediation Service - Homeless Prevention Service</b>	<p>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.</p>	<p><a href="#">WEBSITE</a></p> <p><b>01273 700812</b></p> <p><a href="#">EMAIL</a></p>

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**Local Energy  
Advice  
Partnership**

LEAP offers a free of charge energy advice service. Their friendly Energy Advisors can:

- offer simple energy and money saving advice via telephone
- install free simple energy saving measures such as LED light bulbs and draught-proofing during a LEAP follow up home visit
- check if you're on the best energy tariff
- via our dedicated energy switching service arrange a free money advice consultation
- help you find funding for further energy-saving home improvements.

[WEBSITE](#)

**0800 060 7567**

[EMAIL](#)

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**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**

[EMAIL](#)

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**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](http://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:**

- Texts or phone calls requesting bank details in order to receive a covid vaccine
- 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:

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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.

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**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 08082 78 78 15. 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/>

<b>Banks</b>	<b>RBS</b>	Dedicated support line for customers over 70 or those in isolation, and a separate service for NHS workers.	<b>0800 051 4177</b>
	<b>Natwest</b>	Dedicated support line for customers over 70 or those in isolation, and a separate service for NHS workers.	<b>0800 051 4176</b> Mon – Sun: 8am – 8pm
	<b>Santander</b>	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: <b>0800 015 6382</b>  General number: <b>0800 9 123 123</b>
	<b>Barclays</b>		<b>03457 345 345</b>
	<b>HSBC</b>	Vulnerable customers who contact the bank may be referred to a specialist support team.	<b>03457 404 404</b>
	<b>TSB</b>		<b>03459 758 758</b>
	<b>Metro Bank</b>	Monday to Friday from 8am to 9 am for vulnerable customers and over 70s only.	<b>0345 08 08 500</b>
	<b>Lloyds</b>	New service for over-70s, vulnerable and NHS workers to offer support to those who need it most.	<b>0345 072 5555</b>
	<b>Halifax</b>	New service for over-70s, vulnerable and NHS.	<b>0345 720 3040</b>
	<b>Bank of Scotland</b>	New service for over-70s, vulnerable and NHS workers.	<b>0345 721 3141</b>
	<b>Co-operative Bank</b>	Lines are open 8am – 6pm Monday to Friday, and 9am – 5pm Saturday and Sunday.	<b>03457 212 212</b>
	<b>Nationwide</b>		<b>0800 30 20 11</b>



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 Practises will remain open throughout this National Lockdown. However, 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. Patients must be screen, triaged and possibly tested.

[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 can send out exercise programmes. They are also building a library of resources, free and accessible for all to use, available on their website.

[WEBSITE](#)

01273 668591

[EMAIL](#)

**Neighbourhood Health Squad**

Are offering up to 8 sessions of support for anyone interested in getting more active, nutrition, healthy snacks, keeping hydrated, managing your weight, stopping smoking, supporting your wellbeing and more.

[WEBSITE](#)

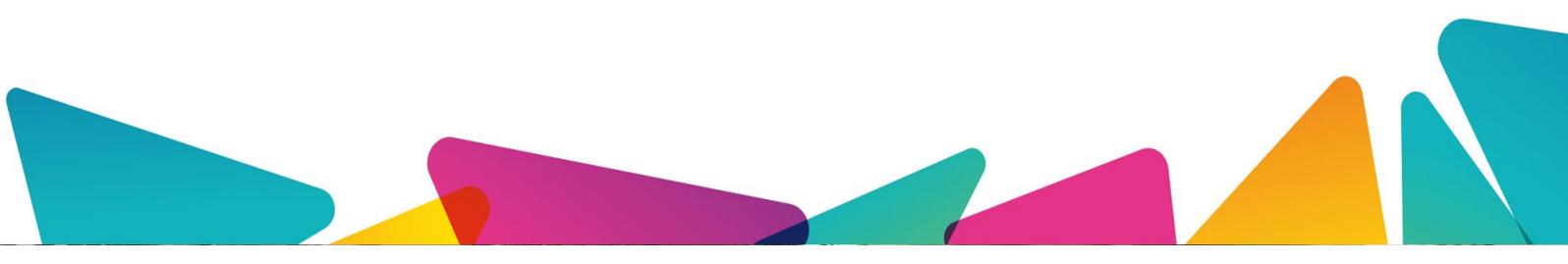
[EMAIL](#)

01273 878 269

**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](#)

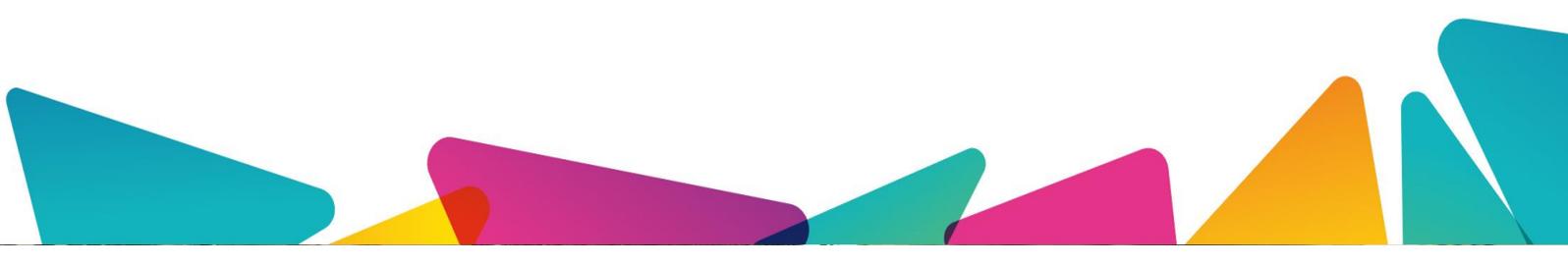




<b>The Brighton &amp; Hove Recovery service – Formally Pavilions</b>	The Brighton & Hove Recovery service provides drug and alcohol services for adults in Brighton & Hove. Support is available to anyone concerned about drug or alcohol use, or to the families and carers supporting those struggling with substance misuse.	<a href="#">WEBSITE</a> <b>01273 731 900</b> <a href="#">EMAIL</a>
<b>The College of Podiatry</b>	Find a fully qualified and registered podiatrist near to you. Contact them directly to see if they are conducting home visits.	<a href="#">WEBSITE</a>
<b>Beezee Bodies</b>	Are a weight management service who are offering group webinars, videos, Whatsapp groups, advice on social media and 1-1 telephone support.	<b>01273 294 589</b> <a href="#">EMAIL</a>
<b>Stop Smoking</b>	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.	<a href="#">WEBSITE</a> <b>01273 294 589</b> <a href="#">EMAIL</a>
<b>Health Trainers</b>	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.	<a href="#">WEBSITE</a> <b>01273 294 589</b> <a href="#">EMAIL</a>
<b>Drink Wise, Age Well</b>	A great resource of information and advice on making healthy choices around alcohol consumption.	<a href="#">WEBSITE</a>
<b>Macmillan</b>	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).	<a href="#">WEBSITE</a> <b>0808 808 00 00</b>



	<b>Macmillan Horizon Centre</b>	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.	<a href="#">WEBSITE</a> <b>01273 468770</b> <a href="#">EMAIL</a>
	<b>Alcoholics Anonymous</b>	AA are holding online meetings and you can find information about these on the link.	<a href="#">WEBSITE</a>
	<b>Narcotics Anonymous</b>	NA are holding online meetings and you can find information about these on the link	<a href="#">WEBSITE</a>
<b>Information &amp; Advice</b>	<b>Access Point</b>	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.	<a href="#">WEBSITE</a> <b>01273 295 555</b> <a href="#">EMAIL</a>
	<b>AGE UK WSBH</b>	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	<a href="#">WEBSITE</a> <b>0800 019 1310</b> <a href="#">EMAIL</a>
	<b>Possibility People</b>	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.	<a href="#">WEBSITE</a> <b>01273 894 040</b> <a href="#">EMAIL</a>
	<b>Sense</b>	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.	<a href="#">WEBSITE</a> <b>0300 330 9256</b> <a href="#">EMAIL</a>
	<b>Sussex Interpreters Direct (SID)</b>	NCRPD registered British Sign Language (BSL) experts offering interpretation BSL/English services.	<a href="#">WEBSITE</a>
	<b>Deafcog</b>	A service dedicated to improving the life and opportunities for deaf people.	<a href="#">WEBSITE</a>
	<b>Sussex Interpreting Service</b>	Offer interpreting services, emergency interpreting, translation and advocacy.	<a href="#">WEBSITE</a> <b>01273 702 005</b> <b>01273 234 825</b>
	<b>Speak out</b>	Independent advocacy for adults with learning disabilities in Brighton & Hove, are	<a href="#">WEBSITE</a>

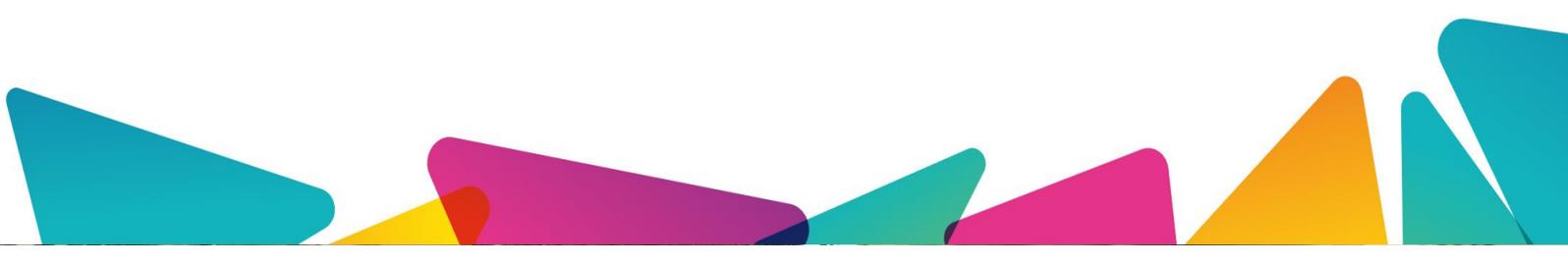




	hosting daily, online drop in sessions for the LD community on Tuesday and Wednesday 2-4pm & Friday and Sunday 6.30pm-8pm <a href="https://bit.ly/ZoomDrop-In">bit.ly/ZoomDrop-In</a> . They are also running LD support chatrooms: <a href="https://bit.ly/SpeakOutChat">bit.ly/SpeakOutChat</a> .	<b>01273 421 921</b> Mon – Fri: 9am - 5pm Sun: 11am - 3pm
<b>Agespace</b>	Provide information online about care, legal and financial matters, health and local services.	<a href="#">WEBSITE</a>
<b>Independent Age</b>	Information and advice for older people.	<a href="#">WEBSITE</a> <b>0800 319 6789</b>
<b>Citizen's Advice</b>	Citizen's Advice will not be offering any face to face services. The public can ring or email for advice.	<a href="#">WEBSITE</a> <b>08082 78 78 15</b>
<b>Brighton Women's Centre</b>	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. 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.	<a href="#">WEBSITE</a> <b>01273 698036</b> Mon (50+ specific): 2pm – 4pm Wed: 2pm – 4pm Thurs: 10am – 12pm <a href="#">EMAIL</a>
<b>Sussex Prisoners' Families</b>	Sussex Prisoners' families supports many older residents with a loved one in prison. They provide practical information about, and guidance through, the criminal justice system processes (through trial and custody), advocate for family members in the community with prisons and provide emotional support and supported referrals to community based support services.	<a href="#">WEBSITE</a> <b>01273 499843</b>
<b>Bereavement services</b>		
<b>Brighton &amp; Hove County Council</b>	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.	<a href="#">WEBSITE</a>
<b>Cruse</b>	Offering support to bereaved people and have specialist support to those dealing with bereavement because coronavirus-related loss.	<a href="#">WEBSITE</a> <b>0808 808 1677</b>



	<b>Sussex Bereavement Helpline</b>	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.	<b>0300 111 2141</b> Mon – Fri: 8am – 5pm
	<b>At A Loss</b>	Provide the UK's signposting website for the bereaved, directing the bereaved and those supporting them to information and services appropriate to their loss.	<a href="#">WEBSITE</a>
	<b>NHS</b>	Offer advice and guidance online to do with coping with bereavement.	<a href="#">WEBSITE</a>
<b>Medical</b>	<b>NHS non-emergency</b>	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 <a href="https://111.nhs.uk">111.NHS.UK</a> (for assessment of people aged 5 and over only) - Call 111 for free from a landline or mobile phone.	Call 111  <a href="#">WEBSITE</a>
<b>Mental Health</b>	<b>If you are experiencing a mental health crisis and need urgent support, call 999 or contact your local Emergency Department / A&amp;E</b>		
	<b>Every Mind Matters help and support (NHS)</b>	If you are worried about Coronavirus or how staying at home may affect your mental health this website may help.	<a href="#">WEBSITE</a>
	<b>Samaritans - National</b>	A safe place for you to talk any time you like, in your own way – about whatever's getting to you.	<a href="#">WEBSITE</a> <b>116 123</b> <a href="#">EMAIL</a>
	<b>Brighton Mental Health Rapid Response</b>	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	<b>0300 304 0078</b>





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	mental health. Available 24 hours a day, seven days a week, and health professionals, carers or patients can ring for advice.	
<b>MIND Brighton &amp; Hove</b>	<p>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:</p> <ul style="list-style-type: none"><li>• Mental health and social support services, local and national.</li><li>• Mental health conditions, symptoms, treatments and self-management.</li><li>• Self-care and general wellbeing techniques.</li></ul>	<p><a href="#">WEBSITE</a></p> <p><b>01273 666 950</b> Mon – Fri: 9am - 5pm</p> <p><a href="#">EMAIL</a></p>
<b>Community Roots</b>	<p>Community Roots are a network of local services committed to supporting good mental health and wellbeing in Brighton &amp; Hove.</p> <p>If you need support, or know somebody that does, please call and we will help you navigate and access services.</p>	<p><a href="#">WEBSITE</a></p> <p><b>0808 196 1768</b> (Freephone) Mon – Fri: 9am - 5pm</p>
<b>Sussex Mental Healthline</b>	<p>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.</p>	<p><a href="#">WEBSITE</a></p> <p><b>0300 5000 101</b></p>
<b>SHOUT</b>	<p>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.</p>	<p><a href="#">WEBSITE</a></p> <p><b>85258</b></p>
<b>Penny Appeal</b>	<p>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.</p>	<p>Freephone: <b>0300 303 1360</b> Mon – Sun: 12pm – 8pm</p>
<b>Side by Side</b>	<p>Side by Side is a supportive online community (formerly known as Elefriends) where you can be yourself. Whether you're</p>	<p><a href="#">WEBSITE</a></p>

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feeling good right now, or really low, it's a safe place to share experiences and listen to others.

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**Grow**      Grow is a charity based in Brighton that uses the wonderful healing power of nature to improve wellbeing. They run small safe supported groups that aim to help people connect to nature, each other and themselves – something which has become even more important to people in these strange pandemic times.      [WEBSITE](#)  
**07557 501557**

As a response to the pandemic they are running short 4 week courses called Reconnect which are aimed at helping people get out of the city, into the countryside with a small number of other people.

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**Homenauts**      Free resources for better mental health.      [WEBSITE](#)

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**Mind National**      MIND provide advice and support to anyone experiencing mental health problems.      [WEBSITE](#)  
**0300 123 3393**  
Text **86463**  
[EMAIL](#)

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**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](#)

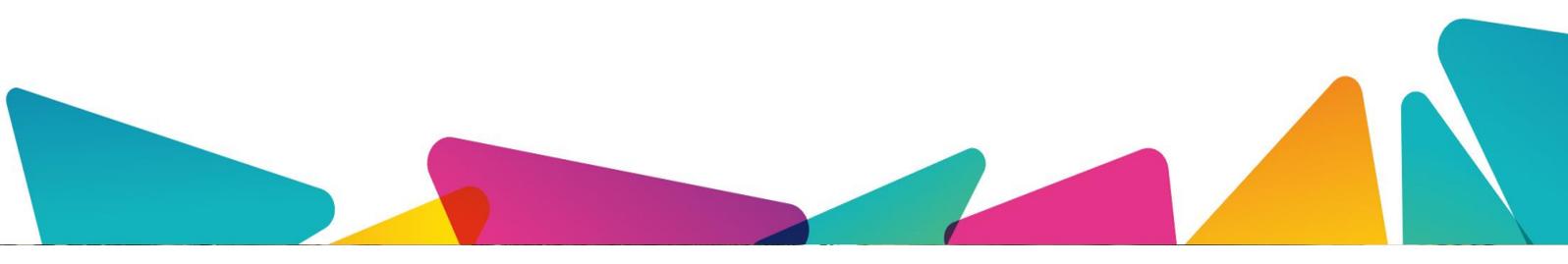
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**SANE**      Open 4.30pm-10.30pm  
For to anyone affected by mental illness, including family, friends and carers.      [WEBSITE](#)  
**0300 304 7000**

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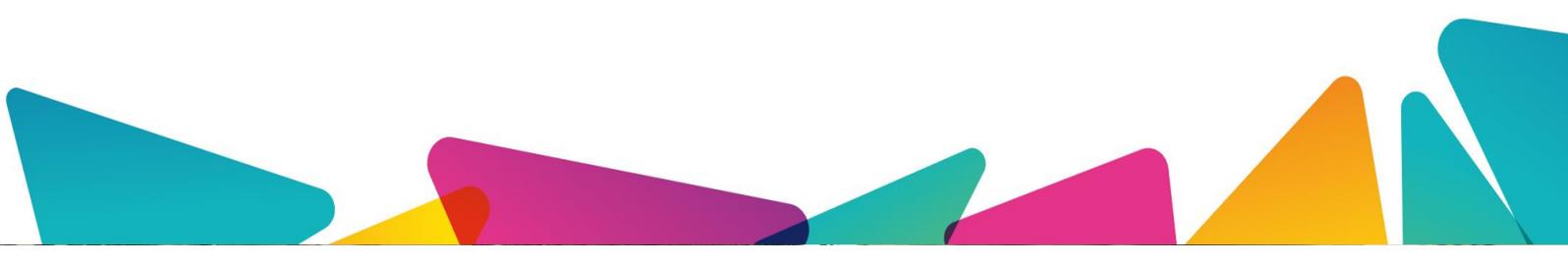
**Refugees, Asylum Seekers**      **Voices In Exile**      Supporting refugees, asylum seekers and those with no recourse to public funds. Do you have 'limited leave to remain' (LTR) with 'no recourse to public funds' (NRPF)? Have you recently lost your job or part of your income because of Covid-19? If so, you can get free legal advice on removing the NRPF condition so you can claim benefits.      [WEBSITE](#)  
**01273 082105**  
Tue:  
*1:30pm – 3:30pm*  
Thurs:  
*2pm – 4pm*  
Fri:  
*11am – 1pm*  
[EMAIL](#)

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	<b>Afghanistan and Central Asian Association</b>	This organisation offers telephone advice services/interpretation and other support for migrants and refugee. Based in London but able to support people outside London including those in Sussex.	<a href="#">WEBSITE</a> <b>0750 877 3336</b> Mon – Fri: 9am – 1pm <a href="#">EMAIL</a>
<b>Miscellaneous</b>	<b>Cinnamon Trust</b>	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+	<a href="#">WEBSITE</a>  <b>01736 757 900</b>
	<b>Public toilets</b>	See the most up to date list of public toilets which are open at this time on this website.	<a href="#">WEBSITE</a>
	<b>Furniture and white goods</b>	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.	<a href="#">WEBSITE</a> <a href="#">EMAIL</a>
<b>TRANSPORT</b>	<b>Brighton &amp; Hove Buses – Important Information</b>	You must stay home unless travel is essential. You must stay in your local area where possible.  However, if you must travel for reasons such as work you should reduce the number of journeys you make wherever possible. Buses are 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.	<a href="#">WEBSITE</a>  <b>01273 886200</b>
	<b>Brighton &amp; Hove Buses – Face Covering Guidance</b>	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. 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	<a href="#">WEBSITE</a>  <b>01273 886 200</b> <a href="#">EMAIL</a>





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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](#)

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**Southern Rail**

You can continue to travel to venues that are open, or for reasons such as work or education, **if essential**, but you should reduce the number of journeys you make wherever possible. Before you travel, consider if your journey is necessary and if you can, stay local. 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.

[WEBSITE](#)

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**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.

[WEBSITE](#)

**01273 677559**

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**Travel Help - if Looking for Work**

Looking for work and live in Portslade / Mile Oak or Tarner / Kemp Town / Manor Hill / Whitehawk? Get help to: Fix your cycle, buy one for as little as £10-30, or pay for bus or train for first month of paid work.

[WEBSITE](#)

**07876 394 865**

[EMAIL](#)

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For the **Ageing Well Shopping and Help Accessing Food Directory** previously listed here please visit our website to find the most up to date version. If you have any questions regarding accessing food please call Ageing Well **07770 061 072**

<http://ageingwellbh.org/coronavirus/>