

### Support from Carers in Southampton

We are still offering all our usual services by phone and email from 9am-5pm Monday to Friday. Our monthly Carers Lunches are on hold for the time being.

#### Contact details:

Phone: **023 8058 2387**

Email: [enquiries@carersinsouthampton.co.uk](mailto:enquiries@carersinsouthampton.co.uk)

Website: <https://www.carersinsouthampton.co.uk/>

COVID-19 resources: <https://www.carersinsouthampton.co.uk/News/coronavirus-covid-19-information-for-the-public>

<https://www.carersinsouthampton.co.uk/Pages/FAQs/Category/coronavirus-links>

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#### Planned communications:

All carers currently registered with our service will shortly receive:

- a letter from Southampton City Council offering support to those who are vulnerable and in need of emergency assistance
- a phone call from one of our support workers to find out how we can support and to signpost relevant services

#### A reminder of our key services:

[Carers Assessments](#) evaluate your need for support and services and eligibility for a personal wellbeing payment.

[Carers Cards](#) give you access to some discounts and identify you as a carer.

[Carers Support Workers](#) are available to guide you towards relevant support services and make referrals on your behalf.

[Information Directory](#) our website contains information on a huge array of external support services including [FAQs](#), [emergency support](#) and **dementia resources**.

*Please note that we do not currently offer Emergency Planning services*

#### Support for Young Carers and their Families

**Some young people may be supporting their grandparents for the first time.**

Advice and support from youth workers for Young Carers is provided via No Limits by phone to **023 8022 4224** or email [enquiries@nolimitshelp.org.uk](mailto:enquiries@nolimitshelp.org.uk)

Their Advice Centre is still open for essential support and is being cleaned regularly.

Address: No Limits Advice Centre, 13 High Street, Southampton SO14 2DF

## OTHER SUPPORT

### SO:Linked

Search for local COVID-19 support services include advice, guidance, signposting, food and medicine deliveries and emotional support using the SO:Linked information directory

Visit: <https://www.solinked.org.uk/>

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### Coronavirus advice for families looking after someone with dementia

**Dementia UK.** Calming techniques video: This may help a person with dementia as well as their carer. This includes a breathing technique known as the signal breath.

See: <https://www.dementiauk.org/get-support/coronavirus-covid-19/>

**The Alzheimer's Society.** If you or someone you care for are worried about coronavirus and need support and advice, call the Alzheimer's Society **Dementia Connect support line** on **0333 150 3456**

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### Southampton City Council

#### For anyone in a vulnerable group, in critical need and with no other means of support

In response to the COVID-19 crisis, SCC have set up a **Community Support Hub** and a dedicated helpline to ensure that the most vulnerable people across the city have access to support across the city including the NHS Southampton CCG, Southampton Voluntary Services and other voluntary and faith groups. This service will prioritise those who have received a letter from NHS England stating they are in a priority group and are unable to rely on family or friends for adequate practical support.

- **Helpline: 023 8083 4800** open **Monday to Friday, 8.30am to 5pm**
- **Emergency food and social contact**, if needed, to those who have registered for support after having received their letter from NHS England
- **Signposting and connecting people** to voluntary organisations and community groups in their local area for support, and linking residents to an appropriate service, which may be provided by the Council or the Voluntary sector
- Support for queries and issues, such as if you are unable to pay council tax or if you cannot pay your rent.

You can also access help via this link: <http://www.southampton.gov.uk/coronavirus-covid19/i-need-help.aspx>.