

Healthwatch Norfolk COVID-19 resource pack

The latest information and advice
about the coronavirus



Introduction

During challenging times for individuals, families and health and social care professionals, it is important that the correct guidance is followed to keep the most vulnerable as safe as possible.

This pack is intended to signpost people in Norfolk to timely, accurate information about COVID-19.

All the information that we have compiled into this pack is from the NHS, WHO (World Health Organisation), the Centre for Disease Control and Prevention (CDC), Public Health, Parliament, local authorities, NHS Trusts and other genuine sources.

Please note: this information is correct as of 03/04/20

Contents

	Page
• What is COVID-19	5 - 6
• Symptoms and what to do if you have them	7
• Norfolk Community Response for isolated individuals	8
• Advice and Government recommendations	9 - 11
- Self-isolation	9
- Public Gatherings	10
- Going to work	11
• Staying well during self-Isolation	12 - 16
- Looking after your mental health	12 - 13
- Looking after your physical health	14
- Isolating with children and young families	14 - 16
• How to recognise a COVID19 scam	17 - 18
• Where to find trustworthy and reliable information	19 - 20
• Accessing medication, GP services and pre-planned hospital appointments	21 - 23
• Updates from Norfolk's Hospitals and NHS Trusts	24 - 25
• List of charities and organisations offering support	26 - 28



What is COVID-19?

Covid-19 is a new illness that can affect your lungs and airways. It's caused by a virus called coronavirus.

The World Health Organisation (WHO) says that most people infected with the COVID-19 virus will experience mild to moderate respiratory illness - similar to a nasty cold or flu - and that they will recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease and specific cancers are more likely to develop serious illness. These people are most clinically vulnerable and require 'shielding' to be protected from the virus.

Based upon available information to date, the Centre for Disease Control and Prevention (CDC) has provided a list of those at high-risk of severe illness from COVID-19, these include:

- + People aged 65 years and older
- + People who live in a nursing home or long-term care facility
- + People with chronic lung disease or moderate to severe asthma
- + People who have heart disease with complications
- + People who are immunocompromised including cancer treatment
- + People of any age with severe obesity
- + Certain underlying medical conditions, particularly if not well controlled, such as those with diabetes, renal failure, or liver disease might also be at risk
- + Women who are pregnant with significant heart disease, congenital or acquired

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes. Therefore it is important that you practice respiratory etiquette. For example; by coughing into a flexed elbow, catching a cough or sneeze in a tissue and then disposing the tissue immediately.

NHS Advice for people at high risk

If you're at high risk of getting seriously ill from coronavirus, there are extra things you should do to avoid catching it. These include:

- + Not leaving your home. You should not go out to do shopping, visit friends or family, or attend any gatherings
- + Avoid close contact with other people in your home as much as possible

At this time, there are no specific vaccines or treatments for COVID-19. However, there are many ongoing clinical trials evaluating potential treatments.

Advice for others on protecting the clinically vulnerable

- + Wash your hands with soap and water often - do this for at least 20 seconds
- + Always wash your hands when you get home or into work
- + Use hand sanitiser gel if soap and water are not available
- + Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- + Put used tissues in the bin immediately and wash your hands afterwards
- + Avoid close contact with people who have symptoms of coronavirus
- + Only travel on public transport if you need to
- + Work from home, if you can
- + Avoid social activities such as going to pubs, restaurants, theatres and cinemas
- + Use phone, online services or apps to contact your GP surgery or other NHS services

Symptoms and what to do if you have them

Symptoms can take between 2 and 14 days to appear, reported symptoms have ranged from mild to severe illness and in some cases death. The most commonly reported symptoms are:

- + Fever - hot to touch on your chest or back
- + Cough - continuous, lots of coughing for more than an hour, or three or more coughing episodes in 24 hours
- + Shortness of breath - trouble breathing and/or chest pains

Latest guidance says to call NHS 111 only if:

- + You feel you cannot cope with your symptoms at home
- + Your condition gets worse
- + Your symptoms do not get better after 7 days

Try to use the 111 online service if you can, rather than calling, to make it easier for those without internet access to contact 111 via phone.

If you do have symptoms of coronavirus, you are required to stay at home for 7 days. If you live with someone who has symptoms, you'll need to stay at home for 14 days from the first day the person started showing symptoms.

If you live with someone who is 70 or over, has a long-term condition, is pregnant or has a weakened immune system, try to find somewhere else for them to stay for 14 days.

If you have to stay at home together, try to keep away from each other as much as possible. Use different bathrooms if possible. If this is not possible, the ill person should use the bathroom last after others have done so. Wash all surfaces down and maintain regular handwashing.

Norfolk Community Response

The rapid spread of the coronavirus and consequent restrictions placed on people leaving their homes has prompted emergency responses from Norfolk's public agencies. In order to ensure that isolated people can stay well, live comfortably and maintain access to necessities, Norfolk County Council and district authorities are providing support together.

The service is for anyone who needs help because they are unable to carry out normal day-to-day tasks such as shopping, picking up medication or managing their finances. Norfolk County Council are coordinating the service, which is being delivered on the ground by district council 'Community Hubs'. The Norfolk Community Response can also connect at-risk individuals with a network of volunteers and community groups that can help with ongoing needs and support.

If you or someone you know would benefit from support, call 0344 8008020 or visit the [Norfolk County Council website](#) for more information.

What the Norfolk Community Response can offer:

Finance and welfare

- Employment support & rights advice
- Accessing online services
- Debt & budgetary support
- Acquiring NHS & benefits documents
- General information & advice

Necessities

- Food collection & deliveries
- Accessing benefits & other financial support
- How to get your prescriptions
- Walking pets

Wellbeing

- Advice & reassurance on staying well
- Phone befriending services & weekly check-ins
- Support to register as vulnerable
- Contact with local community groups

Home

- Home & heating advice & repairs
- Property maintenance, safety & security
- Housing & homelessness advice
- Registering for assisted bin collection

Advice and Government recommendations

Information correct as of 02/04/2020.

It is vital we all stay at home to reduce the rate of transmission of coronavirus. Even if you do not have any symptoms, you should stay at home to protect yourself and others. You should only leave the house for very limited purposes, including:

- + Shopping for basic necessities, for example food and medicine, which must be as infrequent as possible
- + One form of exercise a day, such as a walk, run or cycle - alone or with members of your household
- + Any medical need, including to donate blood, avoid or escape risk of injury or harm, or to provide care to or help a vulnerable person
- + Travelling for work purposes, if you absolutely can't work from home

Self-isolation if you have symptoms

The most recent step from the Government is to self-isolate. This can seem quite daunting at first, but it is absolutely necessary for slowing the infection rate and relieving the strain on our NHS.

NHS guidance states that if you are self-isolating, you must:

- + Not leave your home for any reason, other than to exercise once a day - but stay at least 2 metres (3 steps) away from other people
- + Not go out to buy food or collect medicine - order them by phone or online, or ask someone else to drop them off at your home
- + Not have visitors, such as friends and family, in your home
- + You can use your garden, if you have one

Stopping public gatherings

To make sure people are staying at home and apart from each other, the Government is also stopping all public gatherings of more than two people.

There are only two exceptions to this rule:

- + Where the gathering is group of people who live together. This means that a parent can, for example, take their children to the shops if there is no option to leave them at home.
- + Where the gathering is essential for work purposes - but workers should try to minimise all meetings and other gatherings in the workplace.

In addition, the Government is stopping social events, including weddings, baptisms and other religious ceremonies. This excludes funerals, which can be attended by immediate family.

Going to Work

The government advice for employees and businesses is as follows:

- + Businesses and workplaces should encourage their employees to work at home, wherever possible
- + Employers and employees should discuss their working arrangements, and employers should take every possible step to facilitate their employees working from home, including providing suitable IT and equipment to enable remote working
- + Sometimes this will not be possible, as not everyone can work from home. For instance if they operate machinery, work in construction or manufacturing, or are delivering front line services
- + If you cannot work from home then you can still travel to work, provided you are well and neither you nor any of your household are self-isolating.

- + Those who follow advice to stay at home will be eligible for statutory sick pay (SSP) from the first day of their absence from work
- + If evidence is required by an employer, those with symptoms of coronavirus can get an isolation note from NHS 111 online, and those who live with someone that has symptoms can get a note from the NHS website
- + Employees from defined vulnerable groups should be strongly advised and supported to stay at home and work from there if possible

Sick pay

You can get £94.25 per week Statutory Sick Pay (SSP) if you're too ill to work. It's paid by your employer for up to 28 weeks.

Or if you are staying at home because of COVID-19, you can now claim SSP. This includes individuals who are caring for people in the same household and therefore have been advised to do a household quarantine.

Staying well during self-isolation

Looking after your mental health

Having to distance ourselves from others can be a daunting prospect. Here are some ideas and resources to help manage our wellbeing whilst at home.

Healthwatch Norfolk's tips:

- + Get out in the fresh air when and if you can. We can exercise once a day on our own or with others in our household
- + Reach out to neighbours if you're able to. Popping a note through the door with your phone number on could be a real lifeline to someone. Or you might find a note on your own doorstep!
- + Write a list of tasks or chores and try to tick off at least one every day
- + If you have a smartphone, look into apps such as Zoom or Houseparty which can be used for video-calling friends or loved ones

Online resources

[The Mental Health Foundation](#) - Managing stress and wellbeing during periods of self-isolation

[Mind](#) - One of the UK's leading mental health charities offering guidance on coronavirus and your wellbeing.

[Every Mind Matters](#) - An NHS resource offering tips on how to deal with stress and anxiety caused by coronavirus.

[Norfolk and Waveney Wellbeing Service](#) - A wellbeing service who have created online webinars about different aspects of coping with COVID-19.

Other support

The Silverline is a free confidential helpline providing information, friendship and advice to older people, open 24/7. Call them on **0800 470 8090**

Norfolk and Waveney Mind have lots of useful resources on their website about managing your mental health. They are also offering free webinars in partnership with The Wellbeing Service. If you want to talk to someone, you can also give them a ring to find out about other support.

Website: www.norfolkandwaveneymind.org.uk Phone: 01603 432457

District Council Community Hubs can also offer you support, especially if your mental health is being impacted by other factors such as your finances, housing arrangements or relationships. To find out more, contact your [local district council](#).

Need urgent help with your mental health?

If you feel your mental health is putting you at risk to yourself or others, dial 999 immediately or visit your nearest A&E. There are also a number of other organisations that can help, including:

CAM Crisis Messenger - A text service that provides free, 24/7 crisis support across the UK. If you need support, text CAM to 85258.

Samaritans - There 24 hours a day, 365 days a year for anyone that wants to talk about their mental health. You can call them for free on 116 123.

Mind - [Mind's national website](#) has more information on what to do in a crisis.

Looking after your physical health

Healthwatch Norfolk's tips:

- + Make the most of your time outside by going for a run, walk, cycle, pogo-stick... Your body will thank you for any physical movement in an otherwise sedentary routine.
- + Learn something new. Always wanted to try yoga, Pilates or calisthenics? Whatever you fancy trying - there are countless free online tutorials on platforms like YouTube to help you get started. Many fitness instructors are also running regular classes via video link.
- + Incorporate exercise into your daily routine. The government recommends we get at least 150 minutes of moderate exercise or 75 minutes of vigorous exercise every week. That's just 25 minutes a day!

[Active Norfolk](#), [NHS England](#) and [Self.com](#) also have a number of online resources you can use to keep physically fit.

If you want help getting online during self-isolation, get in touch with Voluntary Norfolk's Community Team on **01603 883819**.

Isolating with children and young families

With schools closed for all but children of keyworkers, a lot of families now find themselves isolating at home with their children. Lots of schools are sending out learning packs for their students to work on from home, but if your school isn't or your children are younger, it might seem like an impossible task to keep them entertained and safe, especially if you are also working from home.

It's important to acknowledge that this is most likely a change for everybody in the house, and that this unknown territory might be tricky to navigate at first. Introducing a daily structure is good because it maintains a sense of normality but remember - this is not normal!

It's okay to feel anxious so encourage your family to talk about how you are all feeling and have a couple of duvet days.

We've compiled a list of activities and resources that can help families keep busy - both offline and online.

Offline ideas

- + We are permitted 1 hour away from our homes to exercise daily, this could be a walk, a bike ride or a run around in an outside space.
- + Swap your normal walk for a scavenger hunt or a nature walk. Create a list of things to find whilst out and about and see how many you can tick off the list.
- + **Gardening.** Planting seeds or weeding the garden is a great way for children to learn about the outdoors. Some supermarkets sell packets of seeds if you don't already have these.
- + **Reading.** Now is a great time to grab a book and read with your family. We can often feel like we don't have time to read, but now that we have time in abundance, it's a fantastic opportunity to read - alone or together!
- + **Get creative.** Turn that empty egg carton into a monster, or that empty cereal box into a robot. Be as creative as you like! Being imaginative and using our hands is great stimulation for children. Any kind of creativity is great, whether it's drawing, painting or making!
- + **Create a diary of your time at home.** Document this period with photographs or write about your experiences. Create something for your family to look back at and remember the time we all had to stay indoors!

Online ideas

- + Joe Wick's daily PE class live stream. Join 1000,000 people from all over the world in Joe's daily 9am PE class. You can stream the video live from YouTube or catch up later on his channel. This is great for all ages and abilities!

Continued...

- + **Pinterest.** Looking for creative inspiration? Pinterest is packed full of crafting, baking, drawing, making ideas. Type what you're looking for into the Pinterest search bar and be amazed! A great and safe site for children also.
- + **Set a project.** Great for kids of any age! Collectively decide on a topic, this could be an animal, a location or a specific historic period. Talk about what you already know about this topic and then look for more information. Check the books on your shelves, check Google and YouTube, check for any documentaries. Draw pictures. Talk about what you've learned. Put something together to show your hard work: maybe a video talking about tigers, or a drawing of a rainforest...
- + **School apps.** For smaller children there are plenty of apps and games for early reading and phonics. There are free options too! Some tried and tested examples: Sight Words & Phonics Reading, First Words Sampler, Teach Your Monster To Read
- + **Zoo Live Stream.** Chester Zoo and Edinburgh Zoo among others are live streaming their animal enclosures for families to watch from home. If you have an animal lover in your family, this might be a great way for them to learn about and enjoy animals. Google 'zoo live stream' to see the options on offer.
- + **Video calls.** You can do this from a phone or laptop, providing you have an internet connection. Download an App such as Whatsapp, Facetime, Skype or another app of your choice. Calling friends and family is a great way to fight off the isolation blues.



How to recognise a COVID-19 scam

In times of hardship we see communities coming to together to support one another. We've seen people singing from balconies in Italy and fantastic offers of kindness here at home. However, there is always a minority who seek to take advantage of people during periods of desperation.

Healthwatch Norfolk have been made aware by the [Norfolk Safeguarding Adults Board \(NSAB\)](#) of people posing as British Red Cross volunteers, knocking on the doors of the elderly and vulnerable and offering to do their shopping, only to take their money and not return.

Scammers are also charging to come into people's home with fake testing kits. At the moment only people in hospital are being routinely tested, so if somebody comes to your door and offers to perform the test for you - they are not NHS staff.

Occasionally, scammers take advantage of crowdfunding sites, like Gofundme, and set up false charities. They pose as real charities or causes and ask us to donate. If you do want to donate to a charity, we recommend choosing a charity that you already know and trust.

Another example of a recent scam are text messages or emails saying: 'As schools will be closing, if you're entitled to free school meals, please send us your bank details and we'll make sure you're supported'. This is a scam email - do not respond and delete immediately.



Things to remember:

- + Do not give your details to anybody you don't know
- + Only accept help from someone you know and trust
- + The NHS do not do surprise house calls
- + If somebody comes to your door and you do not wish to open it to them, tell them you are isolating and not answering the door
- + Ignore offers for vaccinations. There currently are no vaccines or treatments for coronavirus online or over the counter
- + Make sure you are getting your information from trusted sources. The NHS website and BBC news have the most up to date information.
- + If you are in doubt, or feel pressurised or threatened close the door, call a friendly neighbour or in an emergency ring 999

If you are concerned about something you have read or seen recently, Healthwatch Norfolk are happy to listen and to help you access real and genuine information - it's what we do!

How to recognise a **SCAM**,

FAKE

FAKE

Where to find reliable information

With the whole world going through this at the same time, everyone is offering their own advice and support. So how do we know what is genuine information and what is speculation?

We don't. The only way we can police the information we are receiving is to gather it from reputable sources. The information in this document comes from varied sources. See below:

- + Public Health England
- + GOV UK
- + World Health Organisation (WHO)
- + Centre for Disease Control and Prevention (CDC)
- + NHS
- + BBC NEWS
- + Local authorities
- + NHS Trusts and NHS Clinical Commissioning Groups (CCGs)

The biggest danger when collecting information from an unreliable source is that any suggested policies or guidance could conflict with genuine regulations coming from our UK government. If you chose to rely on information that you've sourced elsewhere, you might be at risk of breaching new laws.

The other thing to consider when using alternative news sources, more specifically online, is that fear is also contagious. 'Fake news' is a relatively new term used to describe incorrect information being circulated - often with malicious intent, to upset or provoke feelings of fear. Most often, fake news is deliberately produced to misinform people, whether for fun, malice or as propaganda to support someone's ideological or political agenda.

Healthwatch Norfolk's top tips to help spot fake news:

- + Is the web address (URL) suspicious? Does it match who they claim to be?
- + Does the story come from a third party or news outlet you've never heard of?
- + Does the person have a political or ideological agenda to push?
- + Are they trying to sell you something by scaring you?
- + Does it look like the image/video has been 'Photoshopped' or faked?

Information published in unofficial news outlets might not be factual depending on where the source gets its information from. The fear surrounding incorrect information often snowballs and can have a negative effect on our wellbeing and mental health. Reliable sources do their best to disarm our fears and provide genuine truthful information - which is often far less scary.



Accessing medication, GPs and hospital appointments

Medication

If you are currently on medication, continue to take and order your prescriptions as normal. Doctors surgeries are still processing prescriptions and pharmacies are open.

If you are self-isolating and can't get to a pharmacy, either ask friends, relatives or neighbours if they can help. If this isn't possible, call your pharmacy to ask if they're able to deliver to you. The Norfolk Community Response may also be able to offer advice or arrange prescription deliveries through volunteer networks.

Most pharmacies have changed the way they are operating over this period, including limited face-to-face contact and reducing opening hours. To see updates from community pharmacies in Norfolk and Waveney, follow [this link](#).

Use the NHS App to order repeat prescriptions

Owned and run by the National Health Service, the NHS App is the simple and secure way to access a range of NHS services on your smartphone or tablet. Right now you can help the NHS by downloading the app and using it to order repeat prescriptions - it's easy to do. Download the NHS App on Apple's [App Store](#) or get it on [Google Play](#).



HELP EASE THE PRESSURE ON PHARMACIES

YOU SHOULD NOT BE VISITING A PHARMACY IF YOU HAVE COVID-19 SYMPTOMS!



DON'T STOCKPILE

Don't over order or stockpile. Please only order what you need to ease the strain on staff and pharmacies.



AMENDMENTS TO OPENING TIMES

To allow staff time to process orders, some pharmacies are amending their opening hours.

This may create queues - remember social distancing! Guidance is to check websites or on the doors to find out opening times.



IF YOU CAN COLLECT - DO!

Avoid requesting a delivery for your prescription when possible to ease the strain on staff, and instead collect in person. Only request delivery when you have no one else to ask.

THANK YOU

BE KIND

Be polite and thank staff for all they are doing. Don't complain if you had a long wait. These are difficult times for all, and pharmacy staff are doing their best to take care of us.



Doctors' Appointments

If you feel you need to speak to a doctor urgently, call the surgery - do not go in person. Due to coronavirus the majority of surgeries and medical centres have moved to offering phone or video appointments. However, you may still be invited to see a doctor in person if it is deemed necessary.

Please check your GP surgery's website for how to contact them. You can find your local surgery's contact details via the [NHS website](#).

If you're registered with a GP surgery, you might be able to use online services or the NHS App to:

- + Order repeat prescription
- + See your health record and test results
- + Book, check or cancel appointments

If your ailment is not urgent, but you would still like some advice, call NHS 111 or visit the NHS website.

Hospital appointments

Hospitals across the country, including in Norfolk, are having to make extra-capacity to treat the increasing number of patients suffering from COVID-19. As such, some routine and non-urgent appointments have been postponed, but more critical procedures may still go ahead. Most hospitals have also placed restrictions on visiting times.

Reminder: If you have symptoms of COVID-19, including a high temperature or cough, do not attend hospital unless your symptoms become unmanageable.

Updates from Norfolk's hospitals and NHS Trusts

(Accurate as of 29/03/20)

Norfolk & Norfolk University Hospital, Norwich

- + Visiting for all patients is no longer allowed on the wards, apart from in exceptional circumstances, such as, patients receiving end of life care, children where one parent/carer at a time will be allowed to visit and women in labour who are able to have one birthing partner present.
- + Face-to-face outpatient appointments have been reduced and many replaced with telephone/video consultations.
- + All non-urgent elective operations will likely be suspended from 15 April for at least three months.
- + Urgent and emergency cancer treatments will be continuing as normal.

Queen Elizabeth Hospital, King's Lynn

- + People are advised not to come to QEH unless it is absolutely necessary.
- + Most non-urgent outpatient consultations are taking place by telephone.
- + Parking is now free for all patients, visitors and staff.
- + Emergency department is open for patients with urgent and immediately life-threatening conditions.
- + Only one immediate family member or carer is allowed to visit patients if: the patient is receiving end of life care; you are the birthing partner or accompanying a woman in labour; you are a parent or appropriate adult visiting a child; you are accompanying someone attending A&E.

If you have questions about your care at QEH please call their Covid-19 hotline 01553 214545.

James Paget University Hospital, Gorleston

Patients will be informed about further arrangements but should not come to the hospital unless specifically asked to do so. If you have any questions about your care, call 01493 453300.

- + No visitors will be allowed into the hospital to see patients, unless there are exceptional circumstances agreed with the ward manager in advance.
- + All routine face-to-face outpatient appointments and elective procedures have been postponed until further notice.
- + Urgent appointments and emergency surgery will continue as normal.
- + The A&E department remains open for patients requiring urgent care.

Norfolk Community Health and Care NHS Trust

All visits to inpatients have been suspended. Exceptional circumstances where one visitor - an immediate family member or carer - will be permitted to visit wards were:

- + The patient you wish to visit is receiving end-of-life care
- + You are a parent or appropriate adult visiting your child

Norfolk and Suffolk NHS Foundation Trust

- + The amount of close contact between people has been reduced such as face-to-face meetings and home visits.
- + Services will be running differently but staff will be in contact to agree the best way to stay in touch.
- + Wards are closed to visitors. In some exceptional cases, visits may be granted on compassionate grounds and this will be agreed in advance.
- + For children and young people in NSFT hospitals, visitors attending in person will still be supported, but extra safety measures will be put in place. Visitors will be advised of these before arrival.

NOTE: *Norfolk and Waveney Clinical Commissioning Group* are also posting COVID-19 advice and regular updates about services across the county. Visit their website here: www.norfolkandwaveneyccg.nhs.uk/

List of useful organisations

Age UK

Their information and advice line (0300 500 1217) is still open. It is operating as a call-back service. You can also email advice@ageuknorfolk.org.uk. Their befriending service is still running, via phone rather than in person. Call 01603 785 223 for more information.

Website: www.ageuk.org.uk/norfolk/

Carers Matter Norfolk

All staff are currently working from home, but their advice line (0800 083 1148) and live chat on their website are still operating. Carer connectors are still working to support carers, just with some slight changes.

Website: www.carersmatternorfolk.org.uk/

Citizen's Advice Bureau Norfolk & Waveney

All offices are closed, but you can use their webchat on their website or email them. You can also call them on 03444 111 444 from 9.30am to 4.30pm Monday-Friday.

Website: www.ncab.org.uk

DIAL Great Yarmouth

DIAL work to support people in the Great Yarmouth area to try to improve quality of life. You can call them on 01493 856900, between 9.30am and 4.30pm Monday-Friday.

Website: www.dial-greatyarmouth.org.uk

Equal Lives

Those living with a disability in Norfolk can still contact Equal Lives for support. Face-to-face appointments have been replaced with telephone appointments. You can email info@equallives.org.uk or call 01508 491210 for more information.

Website: www.equallives.org.uk/

Family Action

Family Action provide support for vulnerable families across the UK. They have a base in Gorleston. Support or information can still be provided over the phone (01493 650 220) or via email (gorleston@family-action.org.uk).

Website: www.family-action.org.uk

Leeway Domestic Violence Abuse Services

All face-to-face work and events has been postponed, but Leeway are still contactable via their domestic abuse helpline (0300 561 0077) or by emailing adviceandsupport@leeway.org.uk

Website: www.leewaysupport.org/

Lily

This directory for support services in West Norfolk and King's Lynn is still being updated regularly. Whilst many face-to-face events have been cancelled, the website details lots of virtual support available. You can call them on 01553 616200 or email asklily@west-norfolk.gov.uk.

Website: <http://www.asklily.org.uk/>

Mencap (Mid Norfolk and Norwich)

All clubs and groups supporting individuals with a learning disability have ceased until further notice, and the community outreach service has also had to close. Staff can still be reached during office hours on 01362 693013.

Website: www.midnorfolkmenap.org

New Routes

Currently staff are working remotely to support refugees, asylum seekers and migrants in Norwich. Due to the fact that most staff work part-time, this web-page outlines the best contact details depending on the support required: <https://newroutes.org.uk/wp-content/uploads/2020/03/NIP-Covid-19-Response-26.03.2020.pdf>

Norfolk Community Law Service

Face-to-face advice has been replaced with telephone consultations. If you need assistance you can call 01603 496623 or email info@ncls.co.uk.

Website: www.ncls.co.uk

Norfolk and Waveney Wellbeing Service

Face-to-face appointments have been replaced with telephone, video or online consultations. You can still contact them on 0300 123 1503 between 9am-5pm Monday to Friday, or complete a self-referral form online. They have also created a series of webinars about different aspects of coping with COVID-19 which you can sign up to online.

Website: <https://www.wellbeingnands.co.uk/norfolk/>

POINT-1

In-person appointments are reduced however you can still contact POINT-1 regarding support for infants, children and young people experiencing early signs of mental health issues. Their phone number is 0800 977 4077, or you can email Point1@ormistonfamilies.org.uk

Website: www.point-1.org.uk

Trussell Trust

The Trust provide food banks across the UK. Each food bank may be affected differently. There may be changes in certain centres such as deliveries of parcels or a reduced number of food bank sessions. To find your local food visit www.trusselltrust.org/get-help/find-a-foodbank , where you can find specific contact details.



Contact us

We hope that you found the information listed in this pack useful. If you didn't find what you were looking for, please contact us via the contact details below. We are always happy to help and receive feedback on how we can improve our services.

If you would like to contact Healthwatch Norfolk to share your experiences of health and social care services, please use the contact details below:

- + 01953 856029
- + enquiries@healthwatchnorfolk.co.uk
- + www.healthwatchnorfolk.co.uk
- + @HWNorfolk on Twitter
- + www.facebook.com/healthwatch.norfolk

If you are looking for materials for someone with a learning disability or communication difficulty, [visit our website](#). If you need this document in an alternative format, please contact us.

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