

# Responding to Coronavirus (COVID-19) – a new helpline for frail and vulnerable Hampshire residents

Local authorities across Hampshire, including the County Council and all the districts and boroughs, have joined forces with the county's community and voluntary sector, to ensure vulnerable people are able to access the support they need during the coming weeks

1<sup>st</sup> April 2020

From today, a new helpline is up and running for frail or vulnerable residents who do not have support from families, friends or their local community, and who need urgent assistance with essential food or household supplies, collection of medication, or who are at risk of loneliness.

The Coronavirus Hampshire Helpline – Hantshelp4vulnerable - can be contacted on 0333 370 4000. The helpline is available seven days a week, from 9am-5pm.

The service is available to people residing in the county of Hampshire only. There are separate arrangements in place for Southampton, Portsmouth and Isle of Wight residents.

Graham Allen, Hampshire County Council's Director of Adults' Health and Care, said: "Following the Prime Minister's direction to stay at home, and to shield where needed, we know that many of our vulnerable residents are worried about managing the basics such as shopping or collecting vital medication."

"Many have trusted friends, family and neighbours they can call on for support, but where this is not the case, local Public, Private and Voluntary Sector partners are urgently working together to ensure that people's needs are met, so that the right help reaches people at the right time."

Hantshelp4vulnerable will provide advice and information, as well as co-ordinate requests for practical help, passing them through to the appropriate Local Response Centre – there is one based in each of Hampshire's 11 districts.

In addition to the helpline, (0333 370 4000) an expert County Council team is continuing to provide specialist social care support to residents with more complex needs.