

COVID-19 - Poole Voluntary/ Support Services

During these unprecedented times of the COVID-19 outbreak and in the face of social distancing/ isolation we may have to look broader than our usual contacts to find support for families, individuals and maybe even ourselves. The community response has been humbling; here is a list of groups which you may find useful during this time.

(Amidst these unusual times please advise all that they must use these services at their own risk. Contributions for this list have been received from many individuals and teams- thank you)

Adult Social Care-

BCP- Helpdesk - 01202 633902/ <https://www.mylifemycare.com/>

Voluntary Services/ Community Support Groups

Age UK- Co-ordinating requests for help with issues relating to loneliness and isolation, or support in accessing items such as food, cash or medication. Food parcels also being organised.

Each request will be individually assessed and categorised according to the individual's level of need.

To request help email: enquiries@ageuknswd.org.uk or call 01202 530530 /01305 269444.

<https://www.ageuk.org.uk/bournemouthpooleeastdorset/>

Poole Covid-19 Support Group- <https://emma-lang.wixsite.com/poolecommunity>.

Uses volunteers to help deliver shopping to those in isolation/semi-isolation (to outside their door as per Public Health England Guidance).

Volunteers also able to talk on the phone or video call with those in isolation who wish someone/check in, as a way to tackle loneliness. All volunteers will be vetted and those with a DBS will be prioritised. Also working alongside local businesses.

Email: PooleCommunityHelp@Gmail.Com

Facebook Page: www.facebook.com/PooleCovid19CommunitySupport

Facebook Group: www.facebook.com/groups/PooleCommunitySupport/

Phone: 07514122937 (Patients can call this number direct for advice or support if they have no internet access).

Together We Can- bcpcouncil.gov.uk/TogetherWeCan 'Together We Can' is supported by Community Action Network - a charity that already offers support to over 2,500 voluntary and community groups across Bournemouth, Christchurch and Poole. The community response will work through existing local neighbourhood structures, voluntary groups, and local councillors to ensure all three towns have access to support, advice, and practical help.

Community Action Network- Community Action Network (CAN) is leading on coordinating support for anyone that wishes to volunteer to help during the Coronavirus pandemic across Bournemouth, Christchurch and Poole. We have a form on our current website www.bournemouthcvs.org.uk for local people to register an interest. We will be working with local voluntary sector organisations, Public Health and BCP Council to coordinate what volunteers are needed, please email us on hello@can100.org with the priorities you think are important and the nature of volunteering you need. We'll collate all of this and use it to allocate volunteers. We are also offering advice and guidance to all the new and emerging community groups. Contact us on 01202 466130 or email hello@can100.org Website to launch 30th March.

SSAFA The Armed Forces Charity- (Live Chat) Poole and East Dorset Division 01202 742 934 (Tuesday and Friday 10.00 to 12.00) or via email: poole.division@ssafa.org.uk. Veterans gateway outside of above hours- 0808 802 1212. Providing lifelong support for those who have served in the British Army, Royal Navy, Royal Marines, Royal air force and their families.

Silverline- Free confidential helpline for people aged 55+ which operates 24/7 and offers telephone friendship, connections to local services and information - 0800 470 80 90 and www.thesilverline.org.uk

Agencies it may be worth considering but we have limited information of available at this time (to be updated):

- **Red Cross**
- **POPP Wayfinders**
- **Help & Care**
- **Faithworks Wessex**

Food Parcels/ Bank

Hope for Food (Food Parcels)- Hope for Food are delivering emergency food parcels. If you have a client that really has no other way of getting food, you can contact Hope for Food at info@hopeforfood.org.uk. Hope for Food is a local charity based in Bournemouth set up and run entirely by Volunteers. Donation boxes are available outside our storage unit at 8 West Howe Industrial Estate, Elliott Road BH11 8JX. The unit is open Tuesday and Thursday 9:30 – 12:30 and Saturday 10:00 – 12:00.

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Food parcels being organised.

To request help email: enquiries@ageuknswd.org.uk or call 01202 530530 /01305 269444. <https://www.ageuk.org.uk/bournemouthpooleeastdorset/>

Each request will be individually assessed and categorised according to the individual's level of need.

Poole Food Bank- Tuesday- Friday 09.30- 12.30. 01202 669566.

If food crisis out of these hours call Adult Social Care 01202 633713.

Supermarkets and Local Businesses offering support with Food and Essential Items:

Sainsburys- 0800 9178557 (option 1). Order and pay over the phone and they will deliver for £2.95.

Iceland- supermarket offering priority free food delivery (next day if over £35) to those self- isolating/ vulnerable.

Various Supermarkets- offering priority shopping times for vulnerable (and NHS staff).

Poole Convenience Store- 72 High Street, Poole

Tel: 01202 677266 - ORDERS ONLY BETWEEN 7:00 - 9:00. Please have your shopping list ready.

Offering ordering and payment over the phone, working with us for volunteers to collect & deliver. Offering essential items including a small frozen selection, canned goods and hygiene projects.

Turlin Moor Convenience Store- 189 Turlin Road, Poole.

Tel: 01202 674525

Offering ordering over the phone and free delivery within local area.

Compton Acres- 164 Canford Cliffs Road, Poole.

Tel: 01202 700778

Offering groceries such as milk, bread, eggs, fruit, veg, tea bags etc and hot and cold meals. Delivery within 2 mile radius.

Truly Scrumptious- 5 High Street, Poole.

Tel: 01202 674117

Offering ordering and payment over the phone and free delivery of sweets, fudge and chocolates.

Green Label Kitchen- 7 Norwich Road, Bournemouth.

Tel: 07880311560

Offering ordering and payment over the phone, free delivery for Bournemouth area, free collection and willing to liaise for volunteers to collect & deliver for further afield. A plant based catering company offering nutritious, healthy homemade meals for purchase, including ready meals.

Halfway Fish Bar- 112 Bournemouth Road, Poole.

Tel: 01202 741778

Website: <https://halfwayfishbar.business.site/>

https://deliveroo.co.uk/menu/bournemouth/parkstone/the-halfway-fish-and-chips?utm_medium=affiliate&utm_source=google_maps_link

Offering ordering and payment over the phone. Delivery via Deliveroo (small charge), but willing to liaise for volunteers to collect and deliver for those unable to use Deliveroo.

Grab & Go Eva's Café- Unit 61, 9 Dolphin Centre, Poole. Tel: 07850426441
Offering ordering and payment over the phone. Will liaise with volunteers to collect and deliver.
Cafe offering food, but also other essential items subject to them being available.

Local Dairies

Milk & More- (currently not accepting new customers)
(Milk and More accept cheques and you can place orders via phone)
Milk, eggs, bread & a range of other products. 03456063606.
https://www.milkandmore.co.uk/?utm_source=localpoole&utm_medium=organic&utm_campaign=gmb

Wrights dairy- They are offering a new service offering collection & delivery service to the public. Stocking a wide range of fresh produce, ambient, chilled and frozen products. To place an order, telephone 01202 730037 or email <mailto:orders@wrights-dairies.co.uk>

Meal Delivery Services

Milk and More- <https://www.milkandmore.co.uk/>
Oak House Foods- <https://www.oakhousefoods.co.uk/> (accept cheques and you can place orders via phone)
Montanas- <https://www.montanasonlinestore.co.uk/>
Phoenix frozen foods- <https://phoenixfrozenfoods.co.uk/>
Wiltshire Farm Foods- <https://www.wiltshirefarmfoods.com/>
County Foods- 01202 440 900
Collins Catering Services- Steve Collins: 01202 890303 or 01202 855521
Cook- Bournemouth and Poole: 01202 765560
Custom Lunches Ltd- 01202 814963, 07752 319520
Nutrichef- 01202 748400
Prep Perfect- 0116 2760 222

Pharmacy/ Medications- (and groups which may be able to collect items for local housebound vulnerable people if existing pharmacies cannot help).

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Facebook Group: www.facebook.com/groups/PooleCommunitySupport/
Phone: 07514122937 (Patients can call this number direct for advice or support if they have no internet access).

Age UK- May be able to provide some medication assistance. To request help email: enquiries@ageuknswd.org.uk or call 01202 530530.

Cleaning

Peace of Mind Cleaning- They are based in Christchurch – but cover Bournemouth and Poole too

Peace of Mind – 01202 486567

<https://www.peaceofmindcleaning.co.uk/>

Mylifemycare.com will have comprehensive existing list of companies available.

Carers Support

Leonardos Carers Helpline- Charity that supports unpaid carers in Dorset who need help during COVID 19 pandemic- Practical, financial and emotional support. 10am -2pm. 012020 698325 or text 07742868002..

Pets

Marshalls Pet Store- Station Road, Poole (Ashley Cross).

Tel: 01202 749849

Website: <https://marshallspets.uk/>

Offering phone and internet orders and free local delivery.

Pet Pals – Angelique Tienkamp- Care Agency for pets who provide pet taxi, social visits and walks. May be needed for key workers such as NHS and delivery staff as well as if any elderly pet owners need assistance if they are hospitalised.

www.petpals.com/bournemouth **07986 680 016 / 01202 466 055**

The Cinnamon Trust- A national charity which via volunteers helps to provide loving care/ walking/ fostering/ rehoming for pets at times of elderly owners poor health, terminal illness or hospital admission. 01736 757900/ www.cinnamon.org.uk.