

# COVID-19 Access to volunteer support – North Lancashire

Members of the public should be encouraged – where possible – to ask family, friends and neighbours for practical help and support before contacting the services listed below and should – at all times – follow government guidance of social distancing and essential travel.

Patient group	How to refer	Referrals from	Services available to patients who are suspected of having or who have tested positive for COVID-19?	Transport from hospital	Install equipment	Accept equipment	Safety checks	Food delivery	Emergency Food	Settling services	Wellbeing calls/befriending	Reablement support	Prescription collection	Collection of post	Dog walking	Hearing aid battery delivery	Book delivery	Transport to appointments	Other support and advice
Anyone in need	Lancaster District Community Hub 01524 582000 <a href="mailto:customerservices@lancaster.gov.uk">customerservices@lancaster.gov.uk</a> 9am – 5pm Monday to Friday & 10am – 3pm Weekends <a href="https://www.lancaster.gov.uk/environmental-health/emergency-planning/coronavirus">https://www.lancaster.gov.uk/environmental-health/emergency-planning/coronavirus</a>	Anyone (including self-referral)	YES					X	X		X		X		X	X			X
Vulnerable individuals who are self-isolating, and those considered to be vulnerable by health practitioners and local authorities	NHS Volunteer Responders <a href="http://www.goodsamapp.org/NHSreferral">www.goodsamapp.org/NHSreferral</a> 0808 196 3382 <a href="https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders-portal/isolating">https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders-portal/isolating</a>	GPs / social prescribing link workers / practice nurses / Hospital discharge teams / Community pharmacists / NHS 111 and ambulance trusts / Community health trusts that need volunteer support for patients leaving hospital / Local authorities / Vulnerable individuals who meet criteria (self-referral)	YES	X	X	X	X	X		X	X		X	X		X		X	
Moderately complex cases where; coordination of multiple services in the community including primary care, may be required to help facilitate discharge, avoid re-admission, care planning may be required and/or patient is not under the care of the Long Term Conditions team.	Bay Care Coordination Team 01524 518520 (messages can be left)  Lancaster ICC 01524 518663 (messages can be left)  Carnforth ICC Not currently available due to staffing Conditions team.	Hospital discharge Team, UHMB community teams, Adult Social Care, Age UK and other services who identify moderately complex need. Referrals still being accepted via existing established routes.	YES																X
Patients being discharged from a UHMBT setting (Discharge Pathway 0)	Age UK Lancaster Hospital Discharge and Settle Service <a href="mailto:advice@ageuklancs.org.uk">advice@ageuklancs.org.uk</a> 0300 303 1234	Hospital Discharge Team or patient SELF referral on hospital ward or on discharge if support required	NO	X			X	X		X									
	Age UK Lancaster Hospital Discharge and Settle Service (plus 6 weeks follow up support) <a href="mailto:advice@ageuklancs.org.uk">advice@ageuklancs.org.uk</a> 0300 303 1234	Hospital Discharge Team or patient SELF referral on hospital ward or on discharge if support required	NO	X			X	X		X	X		X	X	X	X	X	X	X
People who are not in receipt of formal care and who may be vulnerable.	Age UK Lancaster Good Day Call Service <a href="mailto:advice@ageuklancs.org.uk">advice@ageuklancs.org.uk</a> 0300 303 1234	Anyone who has concerns that someone is not safe, well and in need of additional support	YES								X								X
People with learning difficulties and/or autism	Keeping People Connected <a href="http://keepconnected@wearepeoplefirst.co.uk">keepconnected@wearepeoplefirst.co.uk</a> 0330 303 0175	Anyone (including self-referral)	YES								X								

**Controlled drugs: Under current regulations the pharmacies need to deliver controlled drugs through their own delivery services. Guidance on this may change in the coming days and weeks.**

Version 8.0 - Published 5th May 2020 - Please send any updates or amendments or suggested additions to Mark Wight at [mark.wight@morecambebayccg.nhs.uk](mailto:mark.wight@morecambebayccg.nhs.uk)

# COVID-19 Access to volunteer support – South Lakeland

Members of the public should be encouraged – where possible – to ask family, friends and neighbours for practical help and support before contacting the services listed below and should – at all times – follow government guidance of social distancing and essential travel.

Patient group	How to refer	Referrals from	Services available to patients who are suspected of having or who have tested positive for COVID-19?	Transport from hospital	Install equipment	Accept equipment	Safety checks	Food delivery	Emergency Food	Setting services	Wellbeing calls/ befriending	Bereavement support	Prescription collection	Collection of post	Dog walking	Hearing aid battery delivery	Book delivery	Transport to appointments	Other support and advice	Telecare
Anyone in need who doesn't have support available from friends, family or neighbours.	Cumbria Emergency Support Helpline <a href="mailto:COVID19support@cumbria.gov.uk">COVID19support@cumbria.gov.uk</a> 0800 783 1966 9am-5pm Monday-Friday & 10am-2pm Weekends <a href="https://cumbria.gov.uk/coronavirus/helpline.asp">https://cumbria.gov.uk/coronavirus/helpline.asp</a>	Anyone (including self-referral)	YES		X				X				X					X	X	
Vulnerable individuals who are self-isolating, and those considered to be vulnerable by health practitioners and local authorities	NHS Volunteer Responders <a href="http://www.goodsamapp.org/NHSreferral">www.goodsamapp.org/NHSreferral</a> 0808 196 3382 <a href="https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders-portal/isolating">https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders-portal/isolating</a>	GPs / social prescribing link workers / practice nurses / Hospital discharge teams / Community pharmacists / NHS 111 and ambulance trusts / Community health trusts that need volunteer support for patients leaving hospital / Local authorities / Vulnerable individuals who meet criteria (self-referral)	YES		X	X	X	X		X	X		X	X		X		X		
Moderately complex cases where; coordination of multiple services in the community including primary care, may be required to help facilitate discharge, avoid re-admission, care planning may be required and/or patient is not under the care of the Long Term Conditions team.	East Integrated Care Community (ICC) (Bentham, Ingleton, Kirkby Lonsdale and Sedbergh) 01539 777297	Anyone (including self-referral)	YES	X	X	X	X	X	X	X	X		X	X	X	X		X	X	
	Grange and Lakes Integrated Care Community (ICC) 01539 777222	Anyone (including self-referral)	YES	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
	Kendal ICC 01539 777300	Anyone (including self-referral)	YES	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
	Ulverston, Dalton & Askam ICC 01229 484028	Anyone (including self-referral)	YES	X		X		X	X	X	X	X	X	X		X		X	X	
Anyone aged 70+ years or anyone notified by the NHS that they should self-isolate for 3 months or anyone who is self isolating because they have one or more of the COVID-19 symptoms	Age UK South Lakeland 030 300 30003	Anyone (including self-referral)	YES					X			X					X	X			
People with learning difficulties and/or autism	Keeping People Connected <a href="mailto:keepconnected@wearepeoplefirst.co.uk">keepconnected@wearepeoplefirst.co.uk</a> 0330 303 2789	Anyone (including self-referral)	YES								X									

**Controlled drugs: Under current regulations the pharmacies need to deliver controlled drugs through their own delivery services. Guidance on this may change in the coming days and weeks. Patients on daily pick up of methadone and other drugs for substance abuse (should they become isolated) will have deliveries from Unity.**

# COVID-19 Access to volunteer support – Barrow and District (including Millom)

Members of the public should be encouraged – where possible – to ask family, friends and neighbours for practical help and support before contacting the services listed below and should – at all times – follow government guidance of social distancing and essential travel.

Patient group	How to refer	Referrals from	Services available to patients who are suspected of having or who have tested positive for COVID-19?	Transport from hospital	Install equipment	Accept equipment	Safety checks	Food delivery	Emergency Food	Setting services	Wellbeing calls/ befriending	Bereavement support	Prescription collection	Collection of post	Dog walking	Hearing aid battery delivery	Book delivery	Transport to appointments	Other support and advice
Anyone who is self-isolating	Barrow Support Hub 01229 444407 9am-5pm Monday-Friday	Anyone (including self-referral)	YES						X				X						X
People at high risk of becoming seriously ill, as a result of COVID-19, and who do not have support available from friends, family or neighbours.	Cumbria Emergency Support Helpline <a href="mailto:COVID19support@cumbria.gov.uk">COVID19support@cumbria.gov.uk</a> 0800 783 1966 9am-5pm Monday-Friday & 10am-2pm Weekends <a href="https://cumbria.gov.uk/coronavirus/helpline.asp">https://cumbria.gov.uk/coronavirus/helpline.asp</a>	Anyone (including self-referral)	YES	X					X				X					X	X
Vulnerable individuals who are self-isolating, and those considered to be vulnerable by health practitioners and local authorities	NHS Volunteer Responders <a href="http://www.goodsamapp.org/NHSreferral">www.goodsamapp.org/NHSreferral</a> 0808 196 3382 <a href="https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders-portal/isolating">https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders-portal/isolating</a>	GPs / social prescribing link workers / practice nurses / Hospital discharge teams / Community pharmacists / NHS 111 and ambulance trusts / Community health trusts that need volunteer support for patients leaving hospital / Local authorities / Vulnerable individuals who meet criteria (self-referral)	YES	X	X	X	X	X		X	X		X	X		X		X	
Moderately complex cases where; coordination of multiple services in the community including primary care, may be required to help facilitate discharge, avoid re-admission, care planning may be required and/or patient is not under the care of the Long Term Conditions team.	Barrow Integrated Care Community (ICC) 01229 402578	Anyone (including self-referral)	YES		X	X	X	X	X	X	X	X	X						
	Millom ICC 07790979553 Wednesday, Thursday, Friday only	Anyone - including volunteers, third sector, health and social care, self,	YES					X	X		X	X	X	X	X	X	X	X	X
	Ulverston, Dalton & Askam Integrated Care Community (ICC) 01229 484028	BHCP, voluntary sector and self-referrals	YES	X		X		X	X	X	X	X	X	X		X		X	X
People with learning difficulties and/or autism	Keeping People Connected <a href="mailto:keepconnected@wearepeoplefirst.co.uk">keepconnected@wearepeoplefirst.co.uk</a> 0330 303 2789	Anyone (including self-referral)	YES								X								

**Controlled drugs:** Under current regulations the pharmacies need to deliver controlled drugs through their own delivery services. Guidance on this may change in the coming days and weeks. Patients on daily pick up of methadone and other drugs for substance abuse (should they become isolated) will have deliveries from Unity.