

Contact Information to Support Patients during Corona Virus

Specific to Bexley

London Borough of Bexley Corona Virus Helpline

<https://www.bexley.gov.uk/services/public-health/coronavirus-information-and-support>

London Borough of Bexley is working closely with the voluntary sector in Bexley and this helpline should be a good source of information and help.

Bexley Corona Virus Helpline **0203 045 5398**

To request assistance online:

[https://mybexley.firmstep.com/service/Humanitarian requests COVID 19](https://mybexley.firmstep.com/service/Humanitarian_requests_COVID_19)

Find your local Mutual Aid group here: <https://covidmutualaid.org/resources/>

Bexley Care Hub- services for adult carers and adults who need

care: <https://carehub.bexley.gov.uk/web/portal/pages/home>

Bexley Local Offer- support for SEND/disabled children: <http://www.bexleylocaloffer.uk/>

BVSC Community Directory: <https://bvsc.co.uk/directory>

Isolation Help Bexley (IHB)

Working together and with their partners, they seek to ensure that elderly and vulnerable members of our communities, know, that they will always have a lifeline in this time of crisis.

07783 820492 Mon-Fri 8am-8pm Sat-Sun 9am-6pm

<https://sites.google.com/view/nextdoorbexley/home>

Oxleas respiratory service and hub

The respiratory hub has been suspended as the service is unable to perform diagnostic spirometry due to current COVID 19 restrictions.

The respiratory service is continuing, via telephone consultations where possible and only providing home visits when absolutely essential.

The home oxygen service is currently continuing to run as per BTS guidelines, where possible these reviews are provided by telephone as this cohort of patients are particularly high risk.

Mind in Bexley

If you would like to speak to somebody, please call

0203 912 0048 open 9am – 6pm

All other Mind in Bexley services are open and working remotely. Face to face appointments are not provided, but telephone and online appointments are available.

The Crisis Café service remains open, seeing clients face to face and is open 6pm-10pm every evening.

Visit www.mindinbexley.org.uk for further details and self-help resources.

Age UK Bexley

Contact Age UK Bexley on: **020 8300 0883**

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

Support for people with diabetes

Please find below the most up-to-date links from Diabetes UK to support both people with Diabetes and healthcare professionals. These pages will be updated on a regular basis:

Healthcare Professionals:

<https://www.diabetes.org.uk/professionals/resources/coronavirus-clinical-guidance>

People Living with Diabetes:

https://www.diabetes.org.uk/about_us/news/coronavirus

tips for staying home and exercising, eating well and some recipes

<https://www.diabetes.org.uk/guide-to-diabetes/managing-your-diabetes/staying-home>

Diabetes UK Helpline: 0345 123 2399, or by emailing helpline@diabetes.org.uk. Our helpline is open Monday to Friday, from 9am to 6pm

National Help

Goodsam Referral process overview

Referrals can be made to the NHS Volunteer Responders referrer's portal by staff with an NHS email address.

NHS Volunteer Responders can help with shopping and collecting prescriptions, transporting patients to and from hospital and telephone support to patients in self-isolation.

You will be able to select the type of support needed and the frequency of that support.

Once complete, the request will be submitted and the referrer will be sent an email asking to confirm the request. Once confirmed, the referral will go into a matching process and local volunteers who are 'on duty' will be able to accept requests.

You can also log into your account at any time to view or cancel your referrals.

How do you make referrals?

Referrals should be made via the NHS Volunteer Responders referrers' portal: <https://www.goodsamapp.org/NHSreferral>

- Add the details of the patient who requires assistance.
- Select both the type of support needed and the frequency it is required. Once this is done, the request is sent automatically to 'on duty' volunteers local to the patient.
- If the healthcare professional chooses to, they can track when the patient receives support via the portal.
- If they want to remove an individual who no longer needs assistance, the practitioner can easily do so, again via the referrers' portal.

You can also call **0808 196 3382** to make a referral.

The link to sign up as a volunteer is

<https://www.goodsamapp.org/home>

Those people **most at risk have been advised to access help by visiting**

www.gov.uk/coronavirus-extremely-vulnerable

Support for people with Dementia

Call the Dementia Connect support line on [0333 150 3456](tel:03331503456).

Visit <https://www.alzheimers.org.uk> for the most up to date information and advice.

Join the Online Community Talking Point <https://www.alzheimers.org.uk/get-support/dementia-talking-point-our-online-community> where you can connect with others affected by dementia in a similar situation.

Use the Dementia Connect online support tool to find dementia support and information that is right for you <https://dementiaconnect.alzheimers.org.uk>

Physical Activity

Physical activity for older adults:

<https://www.nhs.uk/live-well/exercise/physical-activity-guidelines-older-adults/#what-activities-strengthen-muscles>

Get fit with Strength and Flex from the NHS:

<https://www.nhs.uk/live-well/exercise/get-fit-with-strength-and-flex/>

Sitting Exercises:

<https://www.nhs.uk/live-well/exercise/sitting-exercises/>

Mental Health and Wellbeing

Mental health apps:

<https://www.nhs.uk/apps-library/category/mental-health/>

Every Mind Matters:

<https://www.nhs.uk/oneyou/every-mind-matters/>

Managing your mental health during the corona virus:

<https://www.rethink.org/news-and-stories/blogs/2020/03/managing-your-mental-health-during-the-coronavirus-outbreak/>