

Support for the elderly – correct as at 19/03/20

Care agencies and Adult Services packages of care

Services running as normal, contingency plans either in place or being looked at.

Food:

Apetito 01225 562 549.

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

Meals on wheels service running as normal, delivering to the door.

Oakhouse Foods 0333 3706700. Frozen ready meals (dietary needs catered for).

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

Ready meals service is running as normal. However, the grocery service has been suspended due to a lack of stock, they are sourcing more suppliers, hopefully by end of next week.

Wiltshire Farm Foods 0800 0773100

<https://www.wiltshirefarmfoods.com/>

Frozen meals service only (dietary needs catered for). Service running as normal.

Montanas Home Delivery 01425 619883

<http://www.montanasonlinestore.co.uk>

Still making home deliveries of groceries but getting busier by the day. Taking on new vulnerable clients and limiting stock - one pack of four toilet rolls, one bag of pasta etc.

Pharmacies and grocery shops

All pharmacies are open and making deliveries. Grocery stores are open, making deliveries and some have click and collect. Iceland in Shirley, Southampton are open for older and vulnerable people only 9 -11am Wednesday mornings and Sainsbury are doing similar. Other supermarkets are reviewing their times for elderly shopping only.

Age Concern New Forest 0800 085 6625

Phone answered 10am - 1pm and there is an answerphone.

<http://www.ageconcernnfe.btck.co.uk>

People can phone for advice but they are unable to take new referrals as they will have only one person in the office at a time (most of their volunteers are 60+). Their Podiatry Clinic at Testvale (Wednesday and Friday) may be moving, their Lunch Clubs have stopped as have their home visits so anyone needing help with Attendance Allowance forms should call the Department of Work and Pensions Helpline on 0800 731 0122.

New Forest Disability 01425 628750
10am - 5pm weekdays except Weds 10am - 1pm
<http://www.newforestdis.co.uk>

People can phone for advice and their outreach at Totton Library is currently going ahead on the 25th March 1-3pm (every 4th Tuesday of the month)

Red Cross Balfour Project (short term hire of mobility equipment including wheelchairs) 07808 204537 Al or Sara
www.balfour@redcross.org.uk

The equipment van at Testvale Car Park will probably be operating on reduced days and times. From today they will not enter someone's home or carry out assessments but are happy to deliver equipment to the door.

Andover mind - 01264 332297
<https://www.andovermind.org.uk/contact/>

All group work has been suspended. All home visits and face to face appointments will be offered telephone assessments as a replacement unless critical or urgent and this will be assessed on a case by case basis.