

Grantown on Spey Area

Highland Council Coronavirus help and support

The Highland Council has put a range of measures in place to help those affected by the Coronavirus outbreak.

The information below will help you to understand the various kinds of support we can offer.

FOOD SUPPORT – food can be provided for those in crisis who require emergency access to food - this includes people who have to self-isolate and have no other way of getting food supplies.

PRESCRIPTIONS – these can be collected for you if no other local option is available.

Both services will be confidential if you request that we do not share your details with third parties.

Coronavirus Helpline Tel: 0300 303 1362

**(operates Monday to Friday from 8am to 5pm
and is FREE to call)**

If your query is related to other urgent Council business, please contact our **Service Centre on 01349 886602**. You should also continue to use on-line forms and resources as much as possible to ensure those most in need of assistance can be supported.

COMMUNITY SUPPORT: Grantown Here2Help are a local community group providing support to the community. The Council helpline can put you in contact with them or you can call directly.

GRANTOWN HERE 2 HELP PHONE LINE: 01479 722170

Grantown Here2Help community response team are continuing to provide support. This includes:

- provision of food from the community food table
- emergency prescription collections
- help with shopping if you have no-one else to help

All of this support is available through the community volunteer helpline service. The Grantown Here to Help helpline (01479 722170) is staffed by volunteers 9-6 Monday to Saturday, with voicemail and email support outwith those times at:

grantownh2h@gmail.com

FINANCIAL HELP: The Council's Welfare Team will identify all the benefits that are available for your personal circumstances and will complete applications on your behalf. For example, if you are self-isolating and on a low income, we may be able to help with heating, travel and other costs. Our Welfare Team will also claim on your behalf any benefits you may be entitled to, including reductions that may be available from your Council Tax. **This service is free and confidential. Contact our welfare specialists by FREEPHONE on 0800 090 1004 (9am – 5pm) or by email to:** welfare.support@highland.gov.uk

CITIZENS ADVICE: Inverness Badenoch & Strathspey Citizens Advice Bureau is also able to help and is available by phoning 01479 810919 Monday - Friday.

OTHER SERVICES: In addition to the Services that the Council can connect you with through the Helpline, the following information may be of help:

Physical wellbeing and concerns around Coronavirus:

- www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19 - Latest coronavirus (COVID-19) guidance from NHS Scotland and the Scottish Government, including physical distancing measures and advice for infected households
- www.readyscotland.org/coronavirus/ - is the official channel of the Scottish Government's Resilience Division. It provides COVID-19 specific advice on finding extra support.

Mental Wellbeing - Many services are available to support you through this difficult period, when your mental health may be suffering from a range of anxieties arising from concerns around health, finance, and family.

- **Breathing Space - 0800 83 85 87**
www.breathingspace.scot/ is a free, confidential, phone service for anyone in Scotland over the age of 16 experiencing low mood, depression or anxiety.
- **Mental wellbeing** - a collection of resources to help
www.highlandmentalwellbeing.scot.nhs.uk
- **Samaritans - 116 123** (calls are free and do not show on a phone bill) -
www.samaritans.org/scotland/how-we-can-help