

## **Keeping your self and others safe: What to do if you or someone you know need help with food and essentials et c**

These are challenging times and many people are struggling to know how and where to get food and medicine while they, or their carers/ family/ friend, are 'shielding', 'distancing' or 'isolating'. Here is a simple, and developing guide on what to do if you are concerned about getting food and essentials and how to stay safe.

We also know that we can be more vulnerable when we are isolated. So keep yourself and others safe at this time.

These are changing times and there are not always simple solutions but here are our current suggestions. However, there may be more sources of support available than you think.

### **If you are unable to go out and get food or essential supplies for yourself think about contacting the following:**

1. If you are unable to go out and get food or essential supplies for yourself think about contacting the following: 1. If you need a volunteers help with collecting groceries, medication or essential household goods, in line with Government social distancing guidelines and are in genuine need of help you can call the 'Home but not alone' number at Suffolk County Council. **The telephone number for those in genuine need of help is freephone 0800 876 6926 and will be staffed from 9am to 5pm, seven days a week**

### **2. Think about those people closest to you that you know and trust that you could ask**

Are there **trusted people who you know** who could get your shopping for you? These will be people in your address book, on your personal email or phone. If they cannot help they may know someone who can. Call them, email them, SKYPE them which ever way you do it, reach out and ask for support.

People in this group could include:

- Family
- Friends
- Neighbours
- church/ faith groups friends
- community group friends
- hobby groups they are a part of in person
- Social worker/ Care worker, if you have one

### **3. If you cannot think of someone to ask directly for help do you know someone in your wider contacts who could help?**

These could include **those you know 'virtually' as part of a group**. These are people who you know on Facebook that you could **message privately and ask if they or someone they know can help-**

People in this group could include:

- Facebook friends
- Instagram friends
- Online community/ hobby groups they are a part of

[NextDoor](#) app contacts (Nextdoor is a way to stay informed about what's going on in your neighbourhood—whether it's finding a last-minute babysitter, planning a local event, or sharing safety tips. There are so many ways our neighbours can help us, we just need an easier way to connect with them.)

**Advisory! People are normally genuinely willing to help where they can but please do not make yourself vulnerable by giving away too much information either online or to a person at the door e.g. information that they would not be comfortable a stranger knowing. Do not give out your pin number, cash, bank cards, full address or phone number to people you do not know or trust**

**Please do not post all over social media that you are alone and in need, you do not know who could see that. Don't post anything publically that you would not be comfortable a stranger knowing about you or your family.**

**In some places people are suggesting that if you are self isolating or are in need of help that you put signs in your windows saying you are self-isolating. Please DO NOT do that; it will not bring help but it could bring people to your door who really do NOT want to help you and could take advantage of your situation.**

#### **4. Existing services/ providers**

There may be community groups in your area that can help and who are accountable for their services. These include:

Good Neighbour Schemes  
Food banks  
Local community groups  
Parish Councils  
Faith groups

#### **5. Shops**

A number of dairies are not taking on any new customers at the moment, but keep an eye on their websites so you can sign up when they are taking on new customers.

- **Suffolk Dairies** are taking on some new customers, they are trying their best to accommodate everyone if they can, best way is to email in and give me the address, failing that call them on 01449 676746

- **Alder Carr Farm** have some stock and are keen to support the most vulnerable in their community. If a vulnerable person needs milk, eggs et c they should call Alder Carr Farm on 01449 720820 to speak with them about what is in stock and to see what Alder Carr Farm can do to help. They will bring the agreed goods out to the person's car if they do not want to come into the store.
- **Other stores will help where they can.** It is an evolving so keep an eye on websites for more information
- [Tesco](#) has announced it will close its 24-hour stores at 10pm each evening in order to allow staff to restock depleted shelves overnight,.
- [Sainsbury's](#) has set aside the first hour in all its supermarkets for elderly and vulnerable customers and NHS staff, and it will offer special measures to ensure this demographic is also catered for online.
- *'If you or an elderly family member, friend or neighbour would like to shop during this hour, please check online for your local supermarket opening hours, for all other customers, supermarkets will open one hour after the published opening time.'*
- From Monday 23 March, Sainsbury's online customers who are over 70 years of age or have a disability will be given priority access to online delivery slots, and the retailer plans to contact these customers in the coming days with more details. An expanded click & collect service will be offered from next week, too, with more collection sites added across the UK'
- [Asda](#) confirmed delivery drivers all have sanitiser spray in their vehicles to try and maintain hygiene levels. ASDA said: "If you can be flexible in your delivery and collection time, that would be fantastic."
- If you do need to self-isolate for any reason, Let ASDA know of your situation in the 'Other information' section when placing your order. "Let us know where you'd like your order to be left."

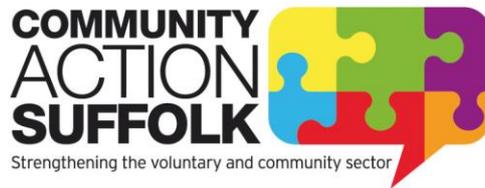
Like other retailers, including Boots, Asda, and Aldi, Sainsbury's is rationing the number of items of certain products people can buy in each visit. They can only purchase a maximum of three grocery products, and a maximum of two on the most popular products including loo roll, soap and UHT milk.

### General observations

- Some smaller stores are doing better with supplies than supermarkets, we suggest that they call and find out if they have supplies
- Check out online when delivery or collection slots are available to book, think ahead a few weeks

## 6. Keeping yourself and others safe

**If you or someone is at immediate risk of harm or needs medical attention call 999 to contact the police and/ or ambulance service and follow the advice given.**



**If you have a safeguarding concern but the person is not at risk of immediate harm phone to Suffolk Customer First on 0808 800 4005 to tell them your safeguarding concerns**

**Times of distress and disruption are a magnet for scammers, and sadly right now is no different. Please stay vigilant, if it feels too good to be true, it probably is. If you think you have been targeted by a rogue or scam, you can report it to Suffolk Trading Standards on 0808 223 1133.**

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