

**The Croft Medical Centre**  
2 Glen Road, Oadby, Leicester LE2 4PE  
Tel: 0116 271 1740 Fax: 0116 272 9529

Please note - These sites have not been verified by our practice but may be of use to you -  
Updated 14/4/20)

### **Oadby & Wigston Council Community Hub**

This service will prioritise those people who have no one else to help and who are the most vulnerable, for example over the age of 70, have an underlying health condition, families struggling to cope and those people who have received a letter from the NHS stating they are in a priority group

[https://www.oadby-wigston.gov.uk/pages/community\\_hub\\_coronavirus\\_covid\\_19](https://www.oadby-wigston.gov.uk/pages/community_hub_coronavirus_covid_19)

### **Community Hub Support Team Tel 07745 762 065**

Email: [communityhub@oadby-wigston.gov.uk](mailto:communityhub@oadby-wigston.gov.uk)

(Use the subject line: 'Assistance Required - Community Hub: Coronavirus (COVID-19)')

#### Normal Working Days/Hours

Monday to Friday, 9.00 a.m. – 5.00 p.m.

#### Out of Hours (Emergency)

Monday to Friday, 7.00 a.m. – 7.00 p.m.

Saturday and Sunday, 7.00 a.m. – 7.00 p.m.

The Council is also providing regular advice and updates:

[https://www.oadby-wigston.gov.uk/pages/coronavirus\\_information\\_and\\_updates](https://www.oadby-wigston.gov.uk/pages/coronavirus_information_and_updates)

### **Shopping Delivery / prescription collection (fees may apply)**

#### **ASDA Volunteer Shopping Card**

**Website:** [www.asda.com/volunteercard](http://www.asda.com/volunteercard)

Cashless shopping card providing a contactless, safe and secure way to allow others to shop for those who are self-isolating, older, or medically vulnerable. The card can be bought easily online, and then emailed or printed out and given to the person doing the shopping. Payment in-store is made by scanning the barcode on the card at the checkout. No bank or card details are exchanged, it is safer as cash is not being handed over, and they can be topped up with extra funds online.

#### **Melton Care Services**

**Tel: 07714 100 648** E: [debforryan@meltoncareservices.co.uk](mailto:debforryan@meltoncareservices.co.uk)

#### **Bluebird Care, Market Harborough & Oadby**

**Tel: 0116 271 8222**

E: [shaneylakhanpaul@bluebirdcare.co.uk](mailto:shaneylakhanpaul@bluebirdcare.co.uk)

E: [angelalakhanpaul@bluebirdcare.co.uk](mailto:angelalakhanpaul@bluebirdcare.co.uk) Website: [www.bluebirdcare.co.uk/market-harborough-oadby](http://www.bluebirdcare.co.uk/market-harborough-oadby)

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**Help for anyone that cannot find help locally**

You can register your information and a local government representative will organise a delivery on your behalf.

<https://www.gov.uk/coronavirus-extremely-vulnerable>

**Local Food Delivery (Fees apply.)**

**Kinds of Queniborough**

**Tel: 0116 260 0741** Website: [www.kindsofqueniborough.co.uk](http://www.kindsofqueniborough.co.uk) Frozen meals delivery service, and meals on wheels service at lunchtime.

**S&J Fruit and Veg, Oadby**

**Tel : 07543 976 860**

**Wraggs Butchers, Oadby**

**Tel: 0116 271 2140 Mob: 07961 553 023**

Weekdays 10am – 3pm, Saturday 8am – 3pm

**Crowndale Foods**

**Tel: 0116 288 5747**

**Email : [sales@crowndale.co.uk](mailto:sales@crowndale.co.uk)**

Fresh meat, fresh fruit and veg, frozen, chilled, dry goods, and non-food products delivered within two working days. **Local Groups - Facebook pages**

Search for: Wigston Magna Matters

Search for: Oadby & Wigston Borough Council

Search for: Oadby Town Centre

Search for: Wigston Community Forum – COVID19 Assistance

Search for: Wigston & South Wigston COVID-19 Mutual Aid

**Nuvelle IT Solutions**

Free IT / technical support for the elderly or vulnerable whilst in self-isolation.

**Tel: 07594 354 583 Website: [www.nuvelle.co.uk](http://www.nuvelle.co.uk)**

**Oadby Mutual Aid**

E: [oadbymutualaid@gmail.com](mailto:oadbymutualaid@gmail.com) Facebook: [www.facebook.com/groups/1373746606159768/](https://www.facebook.com/groups/1373746606159768/)  
Helping people access food, collect prescriptions, complete errands etc., particularly those who are elderly, disabled and / or immune-compromised, or in self-isolation.

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## **Food Parcels**

### **Oadby Foodbank**

It is run by churches together in Oadby and Oadby Stakeholders group. Is operated from Trinity Church Hall, Oadby, backing onto the main shoppers car park. Zeph's Café adjoins the church and hall. Residents contribute 50p for 2 bags of food.

Alternate Fridays – Next date is Fri 27<sup>th</sup> March 2020.

**Phone: 07913 525718**

### **Salvation Army South Wigston**

Foodbank is open from 10am to 3pm, supplies permitting. Usually need a professional referral.

The congregation are coordinating home delivery of parcels for those who can't leave home

Location: Ladysmith Road, Off Saffron Road, South Wigston, Leicester. LE18 4UZ

**Phone: 0116 277 4114**

Email: [office@leicestersouthsa.org.uk](mailto:office@leicestersouthsa.org.uk)

**Lions Foodbank** in partnership with the Congregational Church, South Wigston  
48 Blaby Road, Wigston. LE18 4SD

Foodbank every fortnight from 6<sup>th</sup> April, 10am to 12 noon. Suggested donation of £1.

Email: [owlionsclub@live.co.uk](mailto:owlionsclub@live.co.uk)

**Telephone: 07818 603699**

### **South Leicester Foodbanks (Trussell Fund)**

Locations: <https://leicestersouth.foodbank.org.uk/locations/>

To donate: <https://leicestersouth.foodbank.org.uk/give-help/donate-food/>

Anyone needing food should contact them in the first instance

**Phone: 07912 194783**

**Email us:** [info@leicestersouth.foodbank.org.uk](mailto:info@leicestersouth.foodbank.org.uk)

### **South Wigston Foodbank**

**Tel 07818 603 699**

### **Jubilee Foodbank (Market Harborough)**

To get a food parcel you need to contact your local GP surgery/Children Centre and complete a voucher. They will order the parcel and arrange a collection point for you.

Donations can be left at Sainsbury and Co-op Supermarkets.

### **The Peace Centre, Leicester**

**T: 0116 241 7100**

E: [foodbank@peacecentre.org.uk](mailto:foodbank@peacecentre.org.uk) Website: [www.peacecentre.org.uk](http://www.peacecentre.org.uk)

### **Water Fall Charity**

**T: 07977 778 787**

E: [info@waterfallcharity.org](mailto:info@waterfallcharity.org)

Website: [www.waterfallcharity.org](http://www.waterfallcharity.org)

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## **Support for Older People**

### **VASL – Community Champions**

Can provide current information on where to find support. They run a befriending scheme where a local volunteer will make phone contact with a person who lives alone. (They can only offer phone contact currently)

**Tel 01858 433232** or Email: [admin@vasl.org.uk](mailto:admin@vasl.org.uk)

### **Silverline**

The only national, Free and confidential helpline for older people open 24 hours a day, 7 days a week and 365 days a year. Offering information, advice and friendship.

**Tel 0800 4708090**

### **AGE UK**

Age UK have set up a telephone line for any older residents of Leicestershire and Rutland if they require any information, advice or support.

**Tel 0116 2992239** (9am – 5pm Mon – Fri)

Website: <https://www.ageuk.org.uk/leics/>

**Usual Tel : 0116 299 2233** Email: [enquiries@ageukleics.org.uk](mailto:enquiries@ageukleics.org.uk)

## **Advice for keeping well if self-isolating**

### **Wellbeing Advice For Adults**

<https://www.royalvoluntaryservice.org.uk/our-services/advice-and-support/feeling-well-and-overcoming-loneliness>

<https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak>

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

<https://www.nhs.uk/conditions/stress-anxiety-depression/>

### **Wellbeing Advice for Young Adults and Children**

<https://youngminds.org.uk/?gclid=CjwKCAjwvOHZBRBoEiwA48i6ApLDIfThAK69BefXQWJFX0vvgOIPXunUZfL8prMPDpBJG0mDo40FhoCW68QAvD BwE>

### **Useful Information**

**Government website for people to register themselves as extremely vulnerable**

<https://www.gov.uk/coronavirus-extremely-vulnerable>

**NHS 111** (to check symptoms/get health advice)

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

**Public Health England** (Latest advice on covid-19)

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

### **RSPCA Support**

The RSPCA are offering to look after animals temporarily if members of the public are taken into hospital as a result of COVID 19. This is only if alternative arrangements cannot be found.

**Contact Number;** 07969 348969

### **Help with Benefits/Finances/Home**

**British Gas customers with pre-payment meters.**

**Top-ups for Self-Isolating pre-payment customers with a Smart meter** can be done either online or using the British Gas App, alternatively by telephone using the automated payment service on **0333 202 9612** and the credit will automatically be added to your meter.

**Top-ups for Self-Isolating Pre-payment customers without a Smart meter.** British Gas are asking for people to top up more than usual in the event you have to Self-Isolate, and to ask friends or neighbours to top up for you if possible. If this isn't an option they have a telephone helpline **0330 100 0303** open Mon-Fri 9am-5pm where staff can help.

Further information can be found through the British Gas website, link below.

<https://www.britishgas.co.uk/business/coronavirus-update>

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New Universal Credit Claim **Tel 0800 144 8444**

Employment Support Allowance Helpline **Tel 0345 608 8545**

Personal Independent Payment Helpline **Tel 0345 6016677**

National Debt Helpline (Offers free information and advice on debt)  
**Tel 0808 808 4000**

Community Advice and Law (Free, confidential advice on debt, housing, welfare benefits, immigration asylum)  
**Tel 0116 242112**

**CAB (Citizens Advice Bureau)**

Currently no longer offering face to face appointments.

**Online self-help:** [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Telephone advice:** 0300 3302111 (County Residents)  
0300 3301025 (City Residents)

**Text Service:** 03444 111 445

**Email advice:** [www.citizensadviceleicestershire.org/get-advice/email-advice](http://www.citizensadviceleicestershire.org/get-advice/email-advice)

**Macmillan Welfare Benefits:**

0300 456 8400

**Money Advice Service for County Residents:**

0116 464 7239

**Help to claim Service - Help with new claims to Universal Credit:**

0800 144 8444

**Helping Hands – free advice service on benefits, debts, housing etc. Face to face**

appointments are not currently available but some advisors are working from home and providing an on-line service, Monday, Wednesdays and Fridays from 10am to 5.00pm

Phone: **0116 278 2001**

Email: [office@helpinghandscentre.co.uk](mailto:office@helpinghandscentre.co.uk)

Facebook: @helpinghandsadv

Website: [www.helpinghandsadvice.co.uk](http://www.helpinghandsadvice.co.uk)

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## **Support for Carers**

### **Advice for unpaid informal carers**

<https://www.leicestershire.gov.uk/adult-social-care-and-health/looking-after-someone/coronavirus-advice-for-unpaid-informal-carers>

### **Carers UK Guide to Wellbeing**

<https://www.carersuk.org/help-and-advice/coronavirus-covid-19/coronavirus-mental-wellbeing>

### **Carers UK Corona Guidance Q&A**

<https://www.carersuk.org/help-and-advice/coronavirus-covid-19/coronavirus-covid-19>

### **Leicestershire Support for Carers**

**Tel 01858 468543**

Leicestershire County Council - Adult Social Care

**Tel 0116 3050004**

Leicestershire County Council Out of Hours (emergencies)

**Tel 0116 2551606**

### **Support for Carers (Leicester City Residents)**

**Tel 0116 222 0538**

Leicester City Adult Social Care

**Tel 0116 4541004**

Leicester City Council out of hours (emergencies)

**Tel 0116 2551606**

## **Want to Volunteer?**

### **Oadby & Wigston Council**

Want to Volunteer? <https://www.oadby-wigston.gov.uk/pages/volunteering>

### **Voluntary Action Leicestershire**

<https://valonline.org.uk/covid-19-coronavirus-support-volunteers/>

### **Royal Voluntary Service**

[https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders?\\_ga=2.239199040.256703283.1585659117-1209757118.1585659117](https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders?_ga=2.239199040.256703283.1585659117-1209757118.1585659117)