

National Helpline

A national helpline has been set up to provide essential assistance to those who don't have a network of support but who are at high risk of contracting COVID-19.

The service offers help to those who do not have family or existing community support and cannot get online and who are over 70, disabled, require the support of mental health services, are pregnant or receive a flu jab for health reasons. This service is in addition to localised support already available for people who have received letters advising them to shield themselves. However, any of those in the shielding category who are not yet receiving assistance, who do not have family and cannot get online can access support via this new helpline.

The helpline – **0800 111 4000** – will initially operate during core working hours of 09:00 to 17:00 while plans are developed and implemented to extend it to operate for a longer period each day.

Callers will be automatically connected to their local authority who will support them to access the service they need, such as:

- essential food and medication
- links to local social work services for vulnerable children or adults
- emotional support
- contact with local volunteer groups

If you know of anyone who might benefit from this service, please tell them about it and give them the number – 0800 111 4000

Anyone not in these categories but still looking for support should visit <https://www.readyscotland.org/coronavirus/>