

## PRIORITY SHOPPING TIME FOR CARERS

Supermarkets have introduced Priority Shopping Time for older people and family carers. This means they will receive dedicated in-store time to ensure that they can purchase necessary products before the general public.



Your Carers Emergency Card can be used as ID for your Carer status at supermarkets.

The Carers Emergency Card is usually issued once you have completed a Carers Emergency Plan. However during this Covid-19 Crisis, we will mail out an Emergency Card to all Carers who request one. (You will however be expected to complete the emergency plan at a later date for your own benefit.)

Your Carers Emergency Card also gives you discounts to a range of Carer Friendly businesses, full details of the Carers Discount scheme on our website. To request a Carers Emergency Card simply email us with your full name and address.

Email: [help@brentcarerscentre.org.uk](mailto:help@brentcarerscentre.org.uk)  
or call : 020 3802 7070

Other important numbers from Brent Council's recent leaflet

### GENERAL ENQUIRIES

If you need help with general enquiries including benefits, welfare support or council tax support, call 020 8937 1234

### COMMUNITY SUPPORT

#### ISOLATION SUPPORT

If you need help getting things like food or medicine delivered to you while you are in isolation, there are local Brent community groups who can help you, for more information call 020 30111690

#### VOLUNTEERING

If you want to offer your support through volunteering, we can help connect you with groups working to get help to the people who need it in Brent, just call 020 30111690

For more information visit [www.brent.gov.uk/coronavirus](http://www.brent.gov.uk/coronavirus)  
If you have a question email [coronavirus@brent.gov.uk](mailto:coronavirus@brent.gov.uk)  
or call 020 8937 1234.

Please stay at home, protect the NHS and help save lives.  
Visit [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus) for the latest NHS advice.

### EMERGENCY SUPPORT

#### ADULT SOCIAL CARE

If you or someone you know needs urgent help washing, feeding or dressing themselves but does not have any friends or family to support them, call 020 8937 6589

#### CHILDREN AT RISK

If you have any concerns about a child being harmed or at risk of harm, call Brent Family Front Door, on 020 8937 4300

#### DOMESTIC ABUSE

If you or someone you know is affected by domestic abuse, speak to Advance by calling 07398 454898  
In an emergency, always call 999

#### EMERGENCY CHILDCARE

For emergency childcare (for vulnerable children or children of key workers), call 020 8937 3010

#### EMERGENCY FOOD SUPPORT

For emergency food support, we can connect you to a local food bank, call 020 8937 6792

#### HOUSING

If you are homeless, or threatened with homelessness, call 020 8937 2000

If you are a private tenant, and you are being threatened with eviction, call 020 7874 8414

#### PERSON AT RISK

If you have any concerns about a person being harmed or at risk of abuse, call the Safeguarding Adults Team on 020 8937 4098

# Brent Mencap Newsletter

Date April 2020

379-381 High Rd  
Willesden  
London NW10 2JR

Phone Number  
020 8451 5278

## Director's News and Views

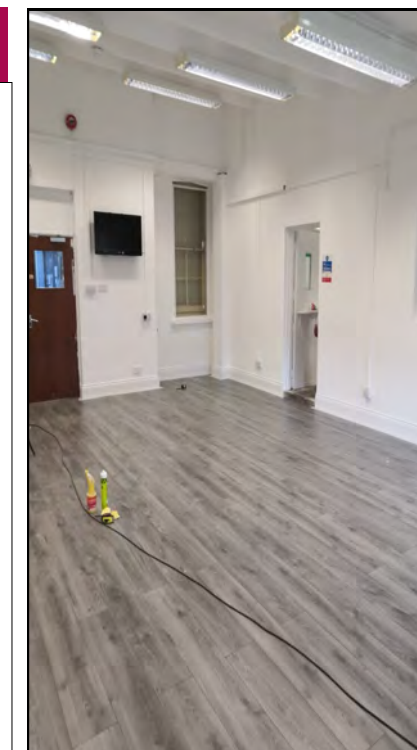
Hi folks.

Hope you are safe and well during this difficult time. We are all working from home at the moment. The Bonanza Club and the Chat Café (and Gateway Club) closed in March. We don't know when they will start again. We will tell you when.

All our staff are working from home. They are phoning people and checking you are OK, staying in, have money for food and energy and only go out to shop or exercise quickly. This newsletter gives you local information about who you can phone to get help. Make sure your phone is charged and you have enough minutes to call people. We answer our phone on weekdays from 9-11am if you need help. 020 8451 5278

Some positive news: while our building is empty, George, a contractor, has been decorating the building. He has painted the outside, entrance, garden room, kitchen and toilets. He is going to do the reception and main hall too. So when you come back you won't recognize it!

Keep safe and healthy and see you soon !



## Brent Mencap Covid Support

We can support

- Brent People with a learning disability and
- **Only** patients registered with Brent GPs ( Any patients registered with Kilburn practices will be referred to Kilburn social prescribers) and **who are also**
- Over 60
- **Or** living with long term health conditions and disabilities including people with learning disabilities **who**
- Are having issues getting prescribed medication
- Have new or worsening health issues
- Are self isolating and need help with shopping, food or energy

It's best to email [CN.SPLW@brentmencap.org.uk](mailto:CN.SPLW@brentmencap.org.uk) rather than call! Our phone line 020 84515278 is only for people who can't write well or do forms. **Weekdays from 9.00am to 11.00am on 020 8451 5278**

**DO NOT GO TO OUR OFFICE. Stay Home, Stay safe, Protect the NHS**



Director  
Ann O'Neill

Chairperson  
Noel Gibb

Vice Chair  
Pete Bickers



Registered Charity 1077038 Company Limited By Guarantee 03651245

There is no Magic Money Tree for Charities. Please donate to us at [www.justgiving.com/brent-mencap](http://www.justgiving.com/brent-mencap). Thanks!



### What to do if You Think You Have Coronavirus

If you have symptoms of Coronavirus **stay at home** for 7 days. Keep drinking water and take paracetamol. **Do not go out at all.**

Symptoms might be a cough, high temperature, you find it hard to breathe, or your body aches. If it gets worse or is not better after 7 days,

- Use the NHS 111 online service.
- Do not go to places like a GP surgery, pharmacy or hospital. Phone them. You might have to wait on the phone.
- If you have no internet access, you should call NHS 111.
- For a medical emergency eg you can't breathe dial 999.



### If you are Autistic , the National Autistic Society can help you online or by phone

The National Autistic Society can support you during this time,

- with information about how to deal with coronavirus
- to connect you to other people for support. Why don't you join an online community? The Community is a discussion forum for autistic people, their families and other wider networks.
- you can download our Health Passport. The passport can help autistic people to communicate their needs to healthcare staff
- Download our "I am Autistic Card" You can let other people know you are autistic and you may need extra time or help sometimes.
- If you need support or information, please contact our helpline or supporter care team on <https://www.autism.org.uk>
- Call **0808 800 4104**, 10am-3pm, Monday to Friday (excluding bank holidays)



### If you need food

Residents who need food parcels can ring Brent Council **on 020 8937 6792. You might have to wait to get through.** Anyone can make a referral. They will ask a few questions and then send your details to the people who send it out .

We can also ask the local foodbanks to deliver to you so contact us on [cn.splw@brentmencap.org.uk](mailto:cn.splw@brentmencap.org.uk) or ring us on 020 8451 5278 from 9-11am

### Benefits Advice or Universal Credit Help

**Brent CAB** 020 8438 1249 Our telephone service is open from Monday to Friday (except on public holidays) from 10am to 4pm. The service is very busy and you may need to keep trying. Debtline 0208 438 1219. **Universal Credit helpline** Telephone: 0800 328 5644 Textphone: 0800 328 1344 NGT text relay – if you cannot hear or speak on the phone: 18001 then 0800 328 5644



### Brent Mutual Aid Groups

Each area of Brent has a group of residents to help their neighbours. You need to be able to tell them your name, your full address and what you need . You can trust these people.

Volunteers throughout Brent can help with food shops/deliveries, pick up prescriptions, walk pets, and speak over the phone for company etc. These are split into local areas with individual group leaders:

- Alperton: Anton 07860123494
- Wembley Central: Sonia 07436704517
- Dudden Hill Lane: Kieu-My 07484 859911
- Willesden Green: Esther 07956 808355
- Sudbury: Neil 07972667584
- Preston: admin 07725 881428
- Queen's Park: Dianne – [gpmutualaid@gmail.com](mailto:gpmutualaid@gmail.com)
- Dollis Hill: 0208 914 7891 / [DollisHillMutualAid@gmail.com](mailto:DollisHillMutualAid@gmail.com)
- Mapesbury: admin 07311 428 653
- Welsh Harp: Ian or Robin – [welshharpcovid19@gmail.com](mailto:welshharpcovid19@gmail.com) / 03300431787
- Kingsbury: Shama Tatler – [cllr.shama.tatler@brent.gov.uk](mailto:cllr.shama.tatler@brent.gov.uk) / 07721233050
- Kensal Green 020 86388291



### Be careful There are some nasty people who will scam you

If someone comes to your home or rings you and **you aren't expecting them:** Don't let them in. Don't give them bank details, cash or your bank card. Don't trust them. They might rob you. They might email you too. Don't Answer the email. Look at the Action Fraud website .

Unsure whether someone on the phone claiming to be your bank or police is genuine? Hang up, wait a minute, then call your bank/police on a known number to verify their identity.

