

## Bradford Nutrition and Dietetics Service Help with access to food during the COVID emergency

People may be finding it hard to access food as they normally do at the moment

### Eating well and staying hydrated is vital for

- Staying well and healthy at home and for work
- Managing COVID symptoms at home
- When recovering from COVID or any other illness.

### Here are some sources of help including

- Bradford Council and local volunteer hubs
- Signing up for help and information – extremely vulnerable & everyone
- NHS volunteer responders – for health professional referral /request and some self-referral
- Food banks – community meal providers - fresh produce markets and local food traders
- Supermarkets (including offers for vulnerable and NHS staff)

### Bradford Council and local volunteer hubs

The Council's Contact Centre (01274 431000) is supporting people who need help with food shopping, meal delivery and food parcels.

People with money to pay for supplies but cannot leave the house will be offered a shopping service via Neighbourhood Hubs. For people without funds, the call will be routed to the food distribution centre at The Broadway Hub for doorstep delivery of a food parcel. The hub can offer appropriate types of food parcels –Traditional, Halal and Vegetarian and will be offered in either 1-2 people sizes or family boxes. The offer also includes nappies, baby food and sanitary products if needed.

**If people you are supporting need help with shopping or access to food or other help then please give them this number to use - 01274 431000** and the Council's Contact Centre will triage the calls. The contact centre is open 8am-6pm Monday to Friday and 10am-4pm Saturday and Sunday.

More information is here

<https://www.bradford.gov.uk/emergencies/council-service-disruptions/coronavirus-covid-19-support-for-vulnerable-people/>

## Signing up for help and information

Anyone who has been identified as *extremely vulnerable* ( i.e. needing shielding) should be encouraged to **register** with the gov.uk site

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

People can also be referred to the council's website and be encouraged to sign up for **email alerts** from the council that give further helpful advice and resources on managing at this unprecedented time.

<https://www.bradford.gov.uk/health/health-advice-and-support/coronavirus-covid-19-advice/>

For advice & tools to help people to make a **Household Plan** for managing during lockdown, shielding or if anyone becomes ill at home see

[https://www.bradford.gov.uk/health/health-advice-and-support/coronavirus-household-plan/?utm\\_medium=email&utm\\_source=govdelivery](https://www.bradford.gov.uk/health/health-advice-and-support/coronavirus-household-plan/?utm_medium=email&utm_source=govdelivery)

## NHS Volunteer Responder Team

This offers the following types of help & support **which NHS staff can request**

- 1. Check in and Chat Support:** Provides short-term telephone support to individuals who are at risk of loneliness as a consequence of self-isolation.
- 2. Community Support:** Provides collection of shopping, medication or other essential supplies for someone who is self-isolating, and delivering these supplies to their home.
- 3. Patient Transport Support:** Provides transport for patients who are medically fit for discharge or to support patients going to NHS appointments.
- 4. NHS Transport Support:** Provides transport for equipment, supplies and/or medication between NHS services and sites. Also involves assisting pharmacies with medication delivery.

They take referrals from NHS staff & this can be accessed via the following link:

<https://www.goodsamapp.org/NHSreferral>

Healthcare professionals can also make a telephone referral by calling the Support Team on 0808 196 3382.

People identified as high risk can self-refer if they have received a letter asking them to self-isolate –give them a separate number - 0808 196 3646.

The website has more information. Please note a patient (who will be called a client) could be an individual that needs support **or** a NHS service that requires volunteers providing they meet the referring criteria and would benefit from one of the 4 volunteer roles as determined by a health care professional or a local authority referrer.

## Food banks

Our local food banks in Bradford are working hard to continue to support people. If someone needs access to a food bank and they don't have one that they normally use - the **Bradford Council Contact Centre** is triaging requests for support (01274 431000)

## Community meal providers

Many are still operating – although their offer may be different to usual (eg takeaway) and change fast according to supply and demand.

### Bradford

<https://togethernet.org.uk/uploads/shared/Coronavirus-Update-April-2020-BD-V10.pdf>

### Keighley

<https://togethernet.org.uk/uploads/shared/Coronavirus-Update-April-2020-Kly-V6.pdf>

## Other

Some fresh produce market traders are operating as normal with some offering home delivery. Click on the link for more information

<https://www.bradfordmarkets.com/food-traders-still-open-for-business/>

Local small businesses and some community centres are offering a bespoke service to their customers and service users - (operating on a pop up/extended service basis) They may not be included in the Bradford Council list and enquiries should be made directly with each provider.

## Supermarkets

Most supermarkets have been responding to their customer needs to help them get the food they need by introducing special times for food shopping especially for vulnerable and older people.

Many are prioritising people on the '*extremely vulnerable*' list for delivery slots. People may need to register first on the gov.uk link in their letter to get a code to use to be prioritised by supermarkets. Some have a scheme to order a food box online that is prefilled with essentials and available for early delivery.

**Morrisons** has set up a *telephone order line* for a limited range of products for vulnerable/stranded people who need home delivery from a list of 44 essential items - phone 0345 611 6111 and select option five.

<https://my.morrisons.com/doorstep-deliveries/>

Supermarkets provisions to support vulnerable people and key workers/NHS staff - these may change frequently so check websites and local stores for updates.  
(see *table overleaf* )

Supermarket	Special opening for vulnerable people	Special arrangements for NHS key workers
<b>ALDI</b> <a href="https://www.aldi.co.uk/covid19">https://www.aldi.co.uk/covid19</a>	Monday - Saturday access 30 minutes before store opens	All day everyday keyworkers will take priority ahead of queues with valid ID. Sunday access 30 minutes before store opens
<b>Morrisons</b> <a href="https://groceries.morrisons.com/content/important-update-on-coronavirus-94110">https://groceries.morrisons.com/content/important-update-on-coronavirus-94110</a>		<b>Monday – Saturday 6-7am</b> <b>Sunday 8-9am</b> <a href="https://my.morrisons.com/storefinder/">https://my.morrisons.com/storefinder/</a>
<b>LIDL</b> <a href="https://www.lidl.co.uk/about-us/customer-update">https://www.lidl.co.uk/about-us/customer-update</a>		
<b>Coop</b> <a href="https://www.coop.co.uk/coronavirus">https://www.coop.co.uk/coronavirus</a>	Monday - Saturday 8am - 9am Sunday 10am-11am	Monday - Saturday 8am - 9am Sunday 10am-11am
<b>Iceland</b> <a href="https://www.iceland.co.uk/customer-support/help-articles">https://www.iceland.co.uk/customer-support/help-articles</a>	Monday –Saturday first hour of trading	Final hour of trading
<b>Marks &amp; Spencer</b> <a href="https://www.marksandspencer.com/c/help/covid-19">https://www.marksandspencer.com/c/help/covid-19</a>	Monday and Thursday first hour of trading	Tuesday and Friday first hour of trading
<b>Sainsbury's</b> <a href="https://help.sainsburys.co.uk/help/info-of-interest/COVID-19update">https://help.sainsburys.co.uk/help/info-of-interest/COVID-19update</a>	Monday, Wednesday and Friday 8am-9am	Monday – Saturday 7.30 – 8am
<b>Tesco</b> <a href="https://www.tesco.com/help/covid-19/?icid=dchp_c1_nhshour_wk4">https://www.tesco.com/help/covid-19/?icid=dchp_c1_nhshour_wk4</a>	Monday, Wednesday and Friday 9am-10am	Tuesday, Thursday and Sunday hour before checkouts open
<b>Waitrose</b> <a href="https://www.waitrose.com/ecom/help-information/customer-service/coronavirus">https://www.waitrose.com/ecom/help-information/customer-service/coronavirus</a>	Monday – Sunday first hour of opening	Priority checkout
<b>ASDA</b> <a href="https://www.asda.com/feeding-the-nation">https://www.asda.com/feeding-the-nation</a>	N/A	Monday, Wednesday, Friday 8-9am Sundays 9-10am (browsing)