

Useful phone numbers

Service	Phone number	When to call
NHS bereavement helpline – advice and guidance for bereaved people	0800 2600 400	Open every day 8 am to 8 pm
Lancaster City Council district Support Line – offers a range of free help for people in the local area, including: food provision, prescription collection / delivery, dog walking, hospital transport, loneliness and links to other support services.	01524 582000	Monday to Friday from 8am to 8pm, Saturday and Sunday from 10am to 3pm, and bank holidays from 9am to 5pm.
Cumbria county council - Emergency Support Helpline for vulnerable people needing urgent help with food, medicines and essential supplies	0800 783 1966	Monday to Friday 9am to 5pm and 10am to 2pm at weekends and Bank Holidays
Age U.K Lancaster – a range of services and now offering a ‘good day calls’ service to provide people feeling isolated with a free friendly daily chat	0300 303 1234	Monday to Friday 9 am to 5 pm
South Lakeland Age U.K – provision of emergency community services for people affected by Covid19 (shopping, prescriptions, befriending)	030 300 3003	Monday to Friday 9 am to 5 pm
Lancaster Citizens Advice – usual number	03444 889 622	Monday to Friday 10 am to 4 pm
Lancaster Citizens Advice – foodbank voucher number	01524 400404	
Lancaster Citizens Advice – advice line	0344 4889622	

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South Lakes Citizens Advice – emergency telephone support line for vulnerable people requiring help	0800 783 1966	Monday to Friday 9 am – 5 pm and 10 am to 2 pm at weekends
South Lakes Citizens Advice – usual number	03444 111 444	
The Olive Branch Lancaster – support for people with debt housing or addiction problems, also emergency food packs.	01524 555715 07572577426	Monday, Wednesday, Thursday, Friday 11 am to 3.30 pm
Alzheimer’s Society – ‘Dementia Connect Support Line’ support with dementia and coronavirus related issues	0333 150 3456	Monday to Wednesday 9 am to 8 pm, Thursday & Friday 9 am to 5 pm and weekends 10 am to 4 pm
Samaritans – confidential support for people in despair	116 123	National 24 hour helpline
Rethink Mental Illness – mental health advice and support	0300 5000 927	Monday to Friday 09.30 – 4pm
Papyrus Hopeline – young suicide prevention helpline	0800 068 4141	Monday to Friday 10 am – 10 pm and weekends 2 pm to 10 pm

Published 13/05/2020

St John’s Hospice, Lancaster