

# Looking after the Bolton Family

Struggling to access help and support during the current pandemic?

There's lots of information, advice and guidance available, either online or at the end of a phone, so whether you need a helping hand, want some ideas for things to do or just need someone to talk to we're all here to help.

**How to get online:** if you have access to the internet but need a little help to use your phone, tablet or computer then talk to the 'Ask Bolton libraries team'. Visit the Bolton library and museum website (see details below) or if you don't know where to start give them a call ...

Our COVID 19 community response line is now open offering vital help to people who need support, including food and essential items such as medication.

**01204 337221** 8.30am-5.30pm Mon-Fri and Sat 9am-1.30pm

## 1. Bolton Council

Visit the council's main website for the latest advice and guidance, from how to access essential services, become a member of the library, to current waste and recycling changes.

[www.bolton.gov.uk](http://www.bolton.gov.uk)

If you don't have access to online services then call: **01204 333333**

**Bolton Council**

## 2. Bolton Library and Museum Services

Offering access to free online books, magazines and learning resources for everyone. From help with using your computer, to advice and guidance on accessing services and support as well as ideas for things to do for the whole family.

**Need help getting online?**

Visit [www.boltonlams.co.uk/digital-support](http://www.boltonlams.co.uk/digital-support)

[www.boltonlams.co.uk](http://www.boltonlams.co.uk)

**01204 332853**

**Bolton Council**

Don't miss the new 'At home with' series that offers daily activities and ideas to bring the Library, Museum, Art Gallery, Archives and Aquarium to you at home too!



## 3. Bolton CVS – Volunteering and Funding

Offering lots of support for group organisers and the local community, including volunteer coordination to support many services and activities during the current crisis. Also providing funding for groups seeking to connect with the vulnerable.

[www.boltoncvs.org.uk](http://www.boltoncvs.org.uk)

**01204 546055**

[info@boltoncvs.org.uk](mailto:info@boltoncvs.org.uk)

**Bolton CVS**



## 4. NHS in Bolton

If you have any health concerns or need medical advice you should contact your GP practice by phone in the first instance. Many consultations are being carried out via video or telephone and GPs can provide advice and treatment. Visit your GP practice website for more information

**Remember:** If you have chest pain, stroke symptoms, heavy bleeding, severe tummy pain or a severe headache, or have a child who is very unwell, you must attend Accident & Emergency (A&E) where lifesaving treatments are still available.

[www.boltonft.nhs.uk](http://www.boltonft.nhs.uk) [www.boltonccg.nhs.uk](http://www.boltonccg.nhs.uk)



## 5. 1Point - Counselling and Bereavement support

Offering online individual, couple and bereavement counselling.

**01204 917745**

**office@1pointbolton.org.uk**



## 6. Age UK Bolton – for older people

If you feel you need extra support then Age UK Bolton are making daily wellbeing calls to local older residents (prioritising those who live alone or have no other means of support)

**www.ageuk.org.uk/bolton**

**01204 382411 (To request a call phone 9am-4pm, Mon – Fri)**

**Age UK Advice Line: 0800 678 1602**



## 7. Bolton Carers Support

Supporting local people over the age of 18 who look after family members or friends, who need support due to illness, disability, addiction, or age.

**www.boltoncarers.org.uk**

**01204 363056 (free, confidential helpline, open all day, every day).**

**info@boltoncarers.org.uk**



## 8. BAND Family Action - Emotional Health and Wellbeing

Support for people aged 16+ experiencing mental health and wellbeing issues

**01204 380643**

**band@family-action.org.uk**



## 9. Fortalice – Domestic Abuse

For women, families, children and young people affected by Domestic Abuse and Violence

**www.fortalice.co.uk ('live chat' currently open 9am-5pm)**

**24-hour helpline: 01204 365677**



## 10. Chat Health

**Are you a young person aged between 11-19 needing a bit more help and support during lockdown?** Through Chat Health you can text a specialist nurse for

confidential support and advice on a range of topics including emotional wellbeing, relationships, sexual health, alcohol and drugs and much more.

**Text: 07507 331753**



## 11. Bolton Safeguarding Children

**Keeping children safe in Bolton**

During Covid-19 children may become more vulnerable to abuse or neglect. If you are worried about a child, take action.

**During office hours 01204 331500**

