



IF YOU DO NOT HAVE INTERNET ACCESS

For those carers who do not have internet access or want to order online, Morrison's have a dedicated number to ring for shopping to be delivered. Tele: 0345 611 6111 option 5 This line is for vulnerable people and those who are shielding.



IF YOU ARE STRUGGLING FINANCIALLY

If you are in financial difficulties the following agencies may be able to offer support:

Hartlepool Carers	Food bags for registered carers Tuesdays 1-2pm on first come, first served basis
Poolie Time Exchange	Can help to deliver food to vulnerable people. Phones manned 10am-2pm Mon-Fri call 07542423360
Hartlepool Food Bank	Food collections Tues/Fri for those in crisis. Also can deliver call 01429 523469
St Aidan's Kitchen	Thursday 9:30-11:30am serving hot meals to those in need. Just turn up!

ARE YOU A CARER AND NEED SUPPORT WITH SHOPPING DURING LOCKDOWN?



As part of our 'Carers Connect' service we can help provide you with the tools to carry out your shopping online or via telephone due to isolating or shielding.

Call 01429 283095

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WE HAVE LISTENED TO THE CONCERNS OF OUR CARERS REGARDING ESSENTIAL FOOD SUPPLIES DURING LOCKDOWN DUE TO SHIELDING OR ISOLATION

We understand that many of our carers are supporting highly vulnerable people, and may even be vulnerable themselves, meaning that they have to rely on friends or family members to deliver shopping for them.

With this in mind, we want to provide our carers with the tools to do their own grocery shopping online. We know that the idea of online shopping can be daunting and so we want to help make the process as easy as possible.

TECH LOAN SERVICE

We can loan tablets or laptops to carers who do not have access to such facilities to enable them to shop online.

CARER CONNECT SERVICE

As an extension to our Carer Connect Service we are offering one to one training on how to use the main supermarkets online shopping websites.

HOW IT WORKS

We have planned the service to limit contact as much as possible.

1. If the carer already has a tablet this will be collected by a member of staff OR a tablet will be loaned by Hartlepool Carers
2. We will work remotely with the carer to set up an email address and account for the supermarkets of their choice, downloading the relevant apps to the tablet.
3. We will schedule an appointment for the tablet to be returned to the carer (ensuring prior to this that there have been no symptoms or contact with anyone testing positive for COVID)
4. The staff member will wear relevant PPE and ensure they sanitize before entering the carers property. We request that carers do the same unless they are exempt from wearing masks.
5. We will connect the tablet to the carers WIFI service and guide the carer through the process of placing an online order.