

## What services are still available in Kent?

**April 15<sup>th</sup>**

We know this is a challenging time for everyone, especially those of us who have a long term health condition and those that care for them.

Many of Kent's health & social care services are still operating albeit in a slightly different way.

We're working with all the organisations to get a clear picture of which services are still operating. Obviously, this situation is changing daily but we will endeavour to keep this page up-to-date.

If you would like information about your service here please get in touch on [info@healthwatchkent.co.uk](mailto:info@healthwatchkent.co.uk)

Kent Social Care	KCC, in partnership with District & Borough Councils and voluntary sector, have created a 24 hour Helpline for peoples' urgent needs, supplies or medication. If you are vulnerable and have an urgent need that cannot be met through existing support networks, visit <a href="http://www.kent.gov.uk/KentTogether">www.kent.gov.uk/KentTogether</a> or call 03000 41 92 92.
Kent Hospitals (William Harvey, Kent & Canterbury, QEQM, Darent Valley, Maidstone & Tunbridge Wells)	Visiting is currently suspended apart from people at the end of life, parents of a child and women in labour. This situation is changing daily so best to check with the ward  Many Outpatient appointments are taking place on the phone or by video conference. Please check.  Non urgent surgery has been postponed.
KMPT (mental health)	Check their website for the latest updates <a href="http://www.kmpt.nhs.uk">www.kmpt.nhs.uk</a> The buildings are only open for patients who need injections. Care Co-ordinators are supporting patients over the phone. If you need urgent help

	contact the single point of access number 0300 222 0123 or try your GP.
District Nurses	Home visits and District Nursing services are continuing but you may need to wait longer than normal due to the increased demand
Community Health	Visit <a href="http://www.kentcht.nhs.uk/our-services">www.kentcht.nhs.uk/our-services</a> for the latest updates on Community services
Kent Association for the Blind	Delivering support over the phone and the internet. Some community support services are still operating.
Young Minds	Are still offering support. Text for urgent help to 85258
Citizen's Advice	Is offering advice over the phone
Kent & Medway Sexual Health	Remain open for urgent requests
Mental Health Crisis support for Kent & Medway	A new 24 hour Helpline. Text the word "Kent" or "Medway" to 85258.  This is part of Release the Pressure service
Release the Pressure	
Mental Health & WellBeing	New webpage with lots of advice to support your mental health.  <a href="https://www.kent.gov.uk/social-care-and-health/health/coronavirus/looking-after-your-mental-health">https://www.kent.gov.uk/social-care-and-health/health/coronavirus/looking-after-your-mental-health</a>
HiKent	Face to face clinics are closed but batteries can be collected from Maidstone or Canterbury Centres. If your NHS hearing aid needs repairs and has been issued by Sevenoaks, Maidstone & Tunbridge Wells Hospital, post them along with your brown book (check the details are correct) to Maidstone Audiology Department.
Community Hospitals	The Minor Injury Unit and X-ray facility at Edenbridge Hospital has been temporarily closed to divert staff to busier hospitals. Do check before you visit a Community Hospital as services are changing daily.
Sexual Health	No face to face clinics. Details of how you can get help can be found here <a href="https://www.kent.gov.uk/social-care-and-health/health/sexual-health">https://www.kent.gov.uk/social-care-and-health/health/sexual-health</a>
Substance Misuse services	The service is still running for urgent cases. West & North Kent residents should call 0330 1281113 or email <a href="mailto:WestKent.FirstStep@cgl.org.uk">WestKent.FirstStep@cgl.org.uk</a> .

	<p>East Kent residents should visit the website for details on how to get help</p> <p><a href="https://www.forwardtrust.org.uk/news-and-updates/looking-after-our-staff-and-service-users-during-the-coronavirus-pandemic/">https://www.forwardtrust.org.uk/news-and-updates/looking-after-our-staff-and-service-users-during-the-coronavirus-pandemic/</a></p>
Substance Misuse services for young people	<p>Is still open for referrals but all group work is on hold. Contact 01795 500881 or email <a href="mailto:yps.kent@wearewithyou.cjsm.net">yps.kent@wearewithyou.cjsm.net</a></p>
Health Visitors	<p>A reduced service continues. Home visits for families with a new baby continue but developmental checks and clinics are suspended. More info can be found at <a href="https://www.kentcht.nhs.uk/service/kent-baby/health-visiting-service/">https://www.kentcht.nhs.uk/service/kent-baby/health-visiting-service/</a></p>
Breastfeeding	<p>Visit <a href="http://www.wearebesideyou.co.uk">www.wearebesideyou.co.uk</a> for support</p>