



# COVID-19 EMERGENCY CARING HANDBOOK

For people experiencing  
homelessness or hardship in Bristol  
during the COVID-19 pandemic

Produced by Caring in Bristol

**AUTUMN EDITION**

# Contents



**Introduction** **1**

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**Changes to services** **2 - 3**

---

**Food provision** **4 - 5**

---

**Health Advice** **6 - 7**

---

**Support Services** **8 - 11**

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# Introduction

**This booklet is an emergency resource in response to the COVID-19 pandemic. It is for anyone experiencing homelessness or hardship in Bristol, the organisations and groups working to support them, and members of the public who want to help.**

COVID-19 is an infectious disease that affects the lungs and airways. The spread of the disease, and efforts to contain it, have caused major disruptions to services across England. Services for those at risk of or experiencing homelessness are undergoing rapid changes due to staff shortages, new social distancing measures, and interruptions to the sector.

This booklet documents changes to regular services, as well as providing information about any replacement services in the city. It also contains health advice concerning the disease - how to minimise risk of becoming infected, how to recognise symptoms, and what to do if symptoms arise.

This edition of the handbook was published in September 2020, we will seek to update the booklet with re-prints periodically, but for more regular updates please see our COVID-19 updates page at [bristolhomelessconnect.com](http://bristolhomelessconnect.com) or join our Facebook group: COVID-19 Caring in Bristol Mutual Aid group.

For those currently in accommodation but facing money problems or the prospect of losing their tenancy, we have a Housing Support Handbook with comprehensive information about where to get free and personal advice, to download it for free please visit:

[caringinbristol.co.uk/project/housing-support-handbook](http://caringinbristol.co.uk/project/housing-support-handbook)

# Changes to Services

## Food

**B.O.S.H** have expanded their food outreach service and are doing **Monday to Fridays 9am and 5pm and Saturday and Sundays at 10am at St James's Park.**

**Stokes Croft Food Project** are providing a food outreach service on **Tuesdays 2pm-4pm at Jamaica Street stores and Sunday 2pm-4pm at St James's Park.** They have also recently opened a pay-what-you-can café **every weekday 12pm-2pm at Jamaica Street Stores.**

**Feed The Homeless** are now running a food outreach service **Fridays and Sundays at 7pm on Champions Square.**

**Wild Goose Café** is closed due to refurbishments. There is a replacement pop-up service providing a hot meal, drinks, and snacks on **Mondays, Wednesday, Thursdays, and Fridays at 11.30am to 1.30pm at Stapleton Road Chapel.**

For a full timetable of food provision in Bristol, [see page 4.](#)

## Medical care

**The Homeless Health Service** are now doing phone triage rather than face-to-face appointments.

**The Homeless Health number is 0117 9892450.**

## Day Centres

**Bristol Methodist Centre** is closed for usual service with no access to the building, they are running a series of relief days providing

take-away food and essentials at the door.

**The service runs every Monday and Tuesday 11.00-12.30 at the Centre** (Lincoln St, Bristol BS5 0BJ)

**Bristol Central Library** is reopening from the 7th of September, Monday - Saturday, 11am-4pm.

### Advice

**Citizens Advice Bristol** are no longer providing a face-to-face drop-in service, but are providing a **telephone advice service reachable at 03444 111444**.

For more information about where to get advice on housing, money, and employment, please see our

**Housing Support Handbook:**

[caringinbristol.co.uk/project/housing-support-handbook](http://caringinbristol.co.uk/project/housing-support-handbook)

### Refugee support

**Borderlands** will no longer be running their Monday and Tuesday drop-in sessions. They are running a food takeaway service for all refugees and asylum seekers **every Tuesday 1pm-2pm**.

### Night Shelter

All night shelters are currently closed due to the pandemic. The council is providing temporary accommodation with individual rooms (the majority being either hotels or hostels) for people sleeping rough and people who would otherwise be using night shelters.

For more information on this, call **Bristol City Council Homeless Prevention Team on 0117 352 6800 (Mon-Fri 9am-5pm)** - the advice is to only visit 100 Temple Way if it is an emergency and you are homeless that day. You can also contact **St Mungos Outreach Team at [bristolstreetconcern@mungos.org](mailto:bristolstreetconcern@mungos.org)** or call them on **0117 4070330**

# Food Provision

	Provider	Mon	Tues	Wed	Thur	Fri
<b>Breakfast</b>	BOSH Outreach	09.00 -10.30	09.00 -10.30	09.00 -10.30	09.00 -10.30	09.00 -10.30
	Kings Kitchen		06.00 -09.00			
	Sisters of the Church	10.00 -12.00	10.00 -12.00	10.00 -12.00		
	Elim Church					10.30 -11.45
<b>Lunch</b>	Bristol Methodist Centre	11.00 -12.30	11.00 -12.30			
	Wild Goose pop-up	11.30 -13.30		11.30 -13.30	11.30 -13.30	11.30 -13.30
	FoodCycle			12.00 -14.00		
	Stokes Croft Food Project	12.00 -14.00	12.00 -14.00	15:30 -16:00	12.00 -14.00	12.00 -14.00
<b>Dinner</b>	BOSH Outreach (Broadmead)	17.00 -18.00	17.00 -18.00	17.00 -18.00	17.00 -18.00	17.00 -18.00
	Feed the Homeless					19:30 -21.00
	Bristol Soup Run Trust	21.15 -22.00	21.15 -22.00	21.15 -22.00	21.15 -22.00	21.15 -22.00
	Street Life					18.00 -19.00
	Soul Food			17.30 -19.00		
	Elim Church			19.30 -20.30		

There has been a lot of changes to food provision services for people experiencing homelessness. The timetable below shows services currently operating.

Sat	Sun	Location	What's provided
10.00 -11.00	10.00 -11.00	St James's Park, BS1 3NZ	Sandwiches, snacks, drinks
		Trinity Tabernacle, Hassell Drive, BS2 0AN	Hot meal, drinks, takeaway
		85 Ashley Road, BS6 5NT	Tinned food, dry goods
		Elim Church, BS2 8JP	Hot meal, drinks, takeaway
		Lincoln St, Bristol BS5 0BJ	Takeaway service > sit down meal
		Stapleton Road Chapel, BS5 0QZ	Hot/cold drinks, light snacks
13.30 -14.30		Barton Hill Settlement, BS5 OAX	Hot meal takeaway
	14.00 -16.00	Jamaica Street Stores, BS2 8JP St James's Park, BS1 3NZ (Sun)	Hot veggie soup/meal Pay what you can hot meal
		St James's Park, BS1 3NZ	Hot meal, snacks, drinks
	19:30 -21.00	Champions Square, BS2 9DB	Hot meal, drinks, takeaway
21.15 -22.00	21.15 -22.00	Outside Pip & Jay (21.15-21.35) Redcliffe Wharf (21.40-22.00)	Soup, sandwiches, drinks takeaway
		Brunswick Square, BS2 8PE	Hot meal, snacks, drinks
		B&A Church, 160 Gloucester Road BS7 8NT	Hot meal, drinks, takeaway
		Elim Church, BS2 8JP	Hot meal, drinks, takeaway

# Health Advice

## Staying safe

Here is some basic health advice to follow:

- **Limit close contact with other people** as much as possible to stop the spread of the virus (keep at least 2m distance)
- **Wash your hands** thoroughly and regularly
- **Cover your mouth and nose** with a tissue or your sleeve (not your hands) when you cough or sneeze
- **Put used tissues in the bin** immediately and wash your hands afterwards
- **Avoid close contact with people** who have symptoms of coronavirus (cough and fever)
- **If you need to travel on public transport**, you must wear a face covering
- **Do not touch your eyes, nose or mouth** if your hands are not clean

## What to do if you have symptoms

COVID-19 has symptoms similar to the flu. People with existing health conditions are at increased risk. Symptoms to be aware of are:

- **a high temperature** – you feel hot to touch on your chest or back
- **a new, continuous cough** – this means you've started coughing repeatedly

If you believe yourself to have these symptoms please avoid going to services in person as this will increase risks for yourself and other people. Do not go to a GP surgery, pharmacy or hospital.

**Please call 119 to try and arrange a test as soon as possible.**

There are now walk-in centers in central Bristol.

## If you are feeling unwell:

- **Avoid close contact with others** including sharing tents and bedding
- **If you need medication or scripts, let your prescribing service or a support worker know;** you'll need to make arrangements for having this dropped off

## Other information:

- Homeless Health Services are closed for face-to-face appointments but you can call them on **0117 9892450**. They can arrange face-to-face appointments with a doctor on the phone if necessary.

# Support Services

There's a list below of support services available, mostly via telephone helplines or online resources.

## MENTAL HEALTH SUPPORT

### **Bristol Mind**

Helpline and online resources

**Telephone opening hours:** Every night of the week, 7pm – 11pm

**Call:** 0808 808 0330

**Email:** [admin@bristolmind.org.uk](mailto:admin@bristolmind.org.uk)

**Online:** [www.bristolmind.org.uk](http://www.bristolmind.org.uk)

### **Samaritans Helpline**

Providing emotional support

**Telephone opening hours:** 24 hours a day, 7 days a week

**Call:** 116 123 free from any phone or 0330 094 5717 (local call charges apply)

**Email:** [jo@samaritans.org](mailto:jo@samaritans.org)

**Online:** [www.samaritans.org](http://www.samaritans.org)

### **SSAFA Bristol & South Gloucestershire**

Practical, emotional and financial support for veterans

**Telephone opening hours:** Mon to Fri, 09:00 - 17:30

**Call:** 0800 731 4880

**Online:** [www.ssafa.org.uk](http://www.ssafa.org.uk)

## **Bristol Mental Health Crisis Line Support**

Call if you are in a mental health crisis

**Telephone opening hours:** 24 hours a day, 7 days a week

**Call:** 0300 555 0334

## **YoungMinds Crisis Messenger service**

Text for free 24/7 support if you are experiencing a mental health crisis

**Text:** YM to 85258

**Online:** [www.youngminds.org.uk](http://www.youngminds.org.uk)

## **DRUGS AND ALCOHOL SUPPORT**

### **Alcoholics Anonymous**

Helpline for people who need support with alcohol addiction

**Telephone opening hours:** 24 hours a day, 7 days a week

**Call:** 0800 9177 650

**Online:** [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

### **Narcotics Anonymous**

For support and advice about the nature of drug addiction

**Telephone opening hours:** 7 days a week, 10:00 - 00:00

**Call:** 0300 999 1212

**Online:** [www.ukna.org](http://www.ukna.org)

### **Cocaine Anonymous**

Support and help to recover from addiction

**Telephone opening hours:** 7 days a week, 10:00 - 22:00

**Call:** 0800 612 0225 (10:00 - 22:00, 7 days a week)

**Email:** [helpline@cauk.org.uk](mailto:helpline@cauk.org.uk)

**Online:** [www.cocaineanonymous.org.uk](http://www.cocaineanonymous.org.uk)

## **DOMESTIC ABUSE**

### **SAFE Link**

Sexual abuse helpline

**Telephone opening hours:** Mon - Fri, 10:00 - 16:00

**Call:** 0333 323 1543

**Online:** [www.safelinksupport.co.uk](http://www.safelinksupport.co.uk)

### **National Domestic Violence Helpline**

Freephone 24h National Domestic Abuse Helpline and digital resources

**Telephone opening hours:** 24 hours a day, 7 days a week

**Call:** 0808 2000 247

**Online:** [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)

### **Next Link Domestic abuse helpline**

Domestic abuse support services to women and children

**Telephone opening hours:** Mon - Fri, 10:00 - 16:00

**Call:** 0117 925 0680

**Online:** [nextlinkhousing.co.uk](http://nextlinkhousing.co.uk)

### **SARSAS**

Freephone helpline and email support for anyone who has suffered sexual assault or abuse **Telephone opening hours:**

Mon, Fri: 11am - 2pm

Tue, Wed, Thu: 12pm - 2pm and 6pm - 8pm

**Call:** 0808 801 0456 / 0808 801 0464

**Email:** support@sarsas.org.uk

**Online:** [www.sarsas.org.uk](http://www.sarsas.org.uk)

## OTHER

### Shelterline Helpline

Call for housing advice

**Telephone opening hours:** 08:00 - 20:00 on weekdays

/ 09:00 - 17:00 on weekends

**Call:** 0808 800 4444

**Online:** [www.england.shelter.org.uk/get\\_help/helpline](http://www.england.shelter.org.uk/get_help/helpline)

### GamCare

Information, advice and support for anyone affected by problem gambling

**Telephone opening hours:** 24 hours a day, 7 days a week

**Call:** 0808 8020 133

**Online:** [www.gamcare.org.uk](http://www.gamcare.org.uk)

### Missing People

24-hour lifeline to anyone who is missing or away from home

**Telephone opening hours:** 24 hours a day, 7 days a week

**Call:** 116 000

**Email:** [116000@missingpeople.org.uk](mailto:116000@missingpeople.org.uk)

**Online:** [www.missingpeople.org.uk](http://www.missingpeople.org.uk)

# **CHEERS DRIVE**

A stylized graphic of a hand holding a glass, integrated into the 'DRIVE' text. The hand is a solid red shape, and the glass is a white shape with a red outline, positioned as if being held by the hand. The entire graphic is set against a yellow background.

**THE FUTURE OF FOOD AID**  
BY CARING IN BRISTOL

[caringinbristol.co.uk/project/cheers-drive](https://caringinbristol.co.uk/project/cheers-drive)

**Back to Contents ↑**

This resource is free at the point of delivery and we want to keep it that way. The collection, collation and verification of information is done by Caring in Bristol who rely on public donations to support this work. We are therefore asking organisations who can afford to do so, to make a donation towards the cost of producing this essential handbook:

**[caringinbristol.co.uk/donate](https://caringinbristol.co.uk/donate)**



**The Caring Handbook**  
created by Caring in Bristol