

# Covid-19 Information Leaflet

Revised and reissued May 2021



*Here to support you*  
01854 613879

Ullapool Community Trust is working with a range of other community groups, public sector bodies and organisations to provide one central source of information for our residents during the Covid-19 pandemic. This leaflet provides key points of contact for individuals, businesses and anyone needing support or information.

Coronavirus business helpline:  
**0300 303 0660**  
Monday - Friday from 8.30am to 5.30pm

**COVID-19 Freephone Helpline**  
**0300 303 1362**  
Providing assistance; and to collect details of individuals and community groups looking to volunteer.  
**Monday to Friday 8am to 6pm**

## Local Support

NAME / GROUP	PURPOSE / DESCRIPTION	CONTACT DETAILS
<b>Highland Council Helpline (free)</b>	Get advice/ask for assistance on benefits, education and social care etc. You can also register as a volunteer. General Covid-19 support line. Mon-Fri 8am-6pm.	* <b>0300 303 1362</b>
<b>Ullapool Community Trust</b>	Acting as anchor organisation and central point of information to help coordinate the local community response to Covid-19.	* <b>01854 613879</b> * <b>info@ullapoolcommunity.org</b>
<b>Ullapool Medical Practice</b>	Here to deal with all concerns and the out of hours service remains unaffected. If you require an appointment, telephone and video consultations are offered in the first instance, with face to face appointments or home visits where clinically appropriate. Website and Facebook pages are updated regularly but all patient enquiries should be directed to the phone number or email. The front door may be locked but Ullapool Medical Practice is open. <b>Dial 111 if you are concerned about Covid-19 symptoms.</b>	* <b>01854 612015</b> * <b>nhsh.gp55451-admin@nhs.scot</b> * <b>http://www.ulladocs.co.uk</b> * For latest Covid-19 medical advice <b>https://www.nhsinform.scot/</b> * <b>https://www.facebook.com/ullapoolmedicalpractice/</b>
<b>Health and Social Care</b>	For all enquiries for the following services; Care at Home, District Nurses, Occupational Therapy, Physiotherapy, Social Work, Technology Enabled Care (Telecare), Wiltshire Farm Foods, Handyperson Service, other Welfare Agencies. Please contact the Single Point of Contact.	* <b>01471 820174</b> * <b>nhsh.singlepointofcontact slwr@nhs.scot</b> * Out of Hours Social Work: <b>0845 769 7284</b>

<b>Boots Pharmacy</b>	Now offering a prescription delivery service for those unable to collect themselves. Due to high demand, please only use as a last resort.	* <b>01854 612114</b>
<b>Highland Community Broadband</b>	Highland Community Broadband covers Ullapool, Lochbroom, Little Lochbroom, Gruinard Bay, Coigach, Strathkanaid and Elphin. We are now accepting and installing new customers.	* To find out more call <b>01854 335011</b> * <b>info@hcbroadband.co.uk</b>
<b>Local Community Hub</b>	Highland Council set up a Local Community Hub in 2020, to distribute regular ready meals and support to the most vulnerable and at-risk people within this region. Call the Highland Council Helpline now if you need assistance.	* <b>0300 303 1362</b>
<b>Lochbroom Community Council</b>	Acting as a liaison between the local authority, central government and the community.	* <b>chairlochbroomcc@gmail.com</b>
<b>Parish Hub</b>	With the relaxation of Covid Lockdown restrictions in May 2021 the Parish Hub reduced its activity. Food will continue to be available from the Community Pantry and practical help from the Highland Council. However if you still feel in need do contact us.	* Ruth <b>01854 612790</b> * Yvonne <b>01854 612789</b> * Robbie <b>01854 612749</b> * Pam <b>01854 613736</b> * Rev. Heidi <b>01854 612360</b>
<b>Scoraig Sea Taxis</b>	Scoraig Sea Taxis, operates the postal ferry crossing on Mon, Wed and Fri; 10.25am Scoraig arriving 10.45am Badluarach Jetty. Laide Store and Post office is supplying food and fuel to the Scoraig community.	* Post Boat: Jonah <b>07730 422718</b> * Lisa Grant <b>07720 862001</b> <b>lisafgrant5@gmail.com</b>
<b>Ullapool COVID-19 Business Support Group</b>	Up to date information via Facebook for self-employed and small business support, including UK and Scottish government offers of loans and grants.	* <b>https://www.facebook.com/groups/299599157684472/</b>
<b>Ullapool COVID-19 Mutual Aid</b>	Information about staying safe, plus offers of help from local volunteers.	* <b>https://www.facebook.com/groups/2511019759227127/</b>

continued overleaf →

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## Local Support (continued from overleaf)

NAME / GROUP	PURPOSE / DESCRIPTION	CONTACT DETAILS
<b>Ullapool High School</b>	Providing childcare for key workers – registration through the Highland Council.	* <b>0300 3031362</b> * Advice is available here: <a href="https://www.highland.gov.uk/news/article/12422/key_worker_hubs">https://www.highland.gov.uk/news/article/12422/key_worker_hubs</a>
<b>Ullapool News</b>	Providing weekly community news and information.	* <b>01854 613334</b> * <a href="https://www.theullapoolnews.co.uk/">https://www.theullapoolnews.co.uk/</a>
<b>Welcome Ullapool</b>	Acting as voice for the tourist industry in the Lochbroom Community Council area. Advice for members on available assistance and information for tourists.	* <b>info@ullapool.com</b> * <a href="https://www.ullapool.com/">https://www.ullapool.com/</a>

## Individual / Business Support

<b>Scottish Gov Support: Covid-19</b>	Latest information and advice on COVID-19 plus links to up to date support for businesses and individuals.	* <a href="https://www.gov.scot/coronavirus-covid-19/">https://www.gov.scot/coronavirus-covid-19/</a>
<b>Business Advice</b>	Advice helpline for those running a business. Open Monday to Friday, 8.30am to 5.30pm. Select option 1 to speak to the Covid-19 team. The website has links to support packages. Business Gateway also have a helpline.	* <b>0300 303 0660</b> * <a href="https://findbusinesssupport.gov.scot/coronavirus-advice">https://findbusinesssupport.gov.scot/coronavirus-advice</a> * The Business Gateway Highland team can be contacted on <b>01463 896759</b>
<b>Gairloch and Loch Ewe Action Forum (GALE)</b>	Offering a telephone befriending service for Wester Ross including Lochbroom area. If you or someone you know could benefit please get in touch.	* <b>01445 712071</b> * Contact Kelly: <a href="mailto:volunteering@galeteam.co.uk">volunteering@galeteam.co.uk</a>
<b>Highland Third Sector Interface</b>	HTSI is an independent charity that is coordinating the volunteer response to Covid-19.	* <b>0131 474 8000</b> * <a href="https://www.covidhelp4highland.org/">https://www.covidhelp4highland.org/</a>
<b>Ross and Cromarty Citizens Advice Bureau</b>	Here to help you with problems when you aren't sure of where to go or who to turn to. Free, impartial, independent and confidential advice is offered to anyone in our community who is in need. This includes help and information on benefits, work, debt and money, consumer issues, housing family, law and courts, immigration and health. The website provides useful links and there is also a helpline if you need to talk to someone.	* <b>01349 864850</b> or <b>01349 883333</b> * <a href="https://www.citizensadvice.org.uk/scotland/health/coronavirus-what-it-means-for-you-s/">https://www.citizensadvice.org.uk/scotland/health/coronavirus-what-it-means-for-you-s/</a>
<b>Shielding (Highland Council)</b>	If you fall within one of the groups recommended to shield and need support, call the Highland Council.	* <b>01349 886669</b>

## National Helplines

<b>Adult, Support and Protection Helpline</b>	Public helpline for adult support and protection.	* <b>0800 902 0042</b> (Highland)
<b>Al-Anon Family Helpline</b>	Helps relatives, friends and colleagues of problem drinkers.	* <b>020 7403 0888</b>
<b>Alcoholics Anonymous</b>	24 hour helpline. Talk to a trained councillor to help you deal with your problems.	* <b>0800 9177650</b>
<b>Childline</b>	Helpline for children and young people up to 18 years. Talk to a trained counsellor to help deal with your problems.	* <b>0800 11 11</b>
<b>The Samaritans</b>	Will listen to and support anyone of any age about anything. No worry, no anxiety, no feeling is too trivial.	* <b>116 123</b>
<b>Women's Aid Outreach Service</b>	Confidential information if you are suffering from domestic abuse or need a safe place to stay.	* <b>07715 532979</b> or * <b>01349 863568</b>