

Citizens Advice

During the Covid19 lockdown, Citizens Advice is continuing to operate a full service as demand for accurate, independent advice skyrockets. The website received an all-time record of more than 2.2 million views in one week and advisers in Cornwall have dealt with hundreds of calls relating to Covid19 issues.

Although the service's offices and outreach operations are closed during the Covid19 restrictions, they are still continuing to offer their services to the public in Cornwall through the following ways:

- Text ADVICE to 78866 or for debt issues, text DEBT to 78866 and they will call you back within 48 hours (excluding bank holidays and weekends).
- Call 03444-111444 Mondays to Fridays between 10am and 4pm.
- Check the website at www.citizensadvice.org.uk for useful, up-to-date information on a wide range of subjects.

Or, for the Macmillan cancer advice service:

The office in The Cove at the Royal Cornwall Hospital is closed during the coronavirus outbreak but advisers are still working. Please email macmillan@citizensadvicecornwall.org.uk, or call 01872-672090. Callers will be asked to leave a message, and can expect a call back within 24 hours (excluding weekends).

Bereavement support

A new support network has been set up in Cornwall to help those affected by loss and bereavement to find support during and after the coronavirus pandemic.

Cornwall Bereavement Network is a collaborative initiative set-up by several partners from across Cornwall, including Cornwall Hospice Care, Penhaligon's Friends, RCHT and Cornwall Council. The new network, which is comprised of counselling services, hospice care, funeral services, NHS and council services, support groups, faith groups, and professional support

services, is designed to easily help people find information and guidance following on from the death of a loved one.

The network brings together around 85 organisations from across Cornwall and will provide a vital tool for people at a time when social distancing rules may mean that they are unable to visit their loved ones in hospital or draw on their usual sources of support following on from a bereavement.

In addition to this, two telephone helplines have been set up to help residents to deal with bereavement during the coronavirus outbreak. The Royal Cornwall Hospital Trust is hosting a helpline to offer practical support immediately following a bereavement, and Cornwall Hospice Care is hosting a bereavement helpline to signpost to emotional support services.

Cornwall Bereavement Network can provide support to you over the phone:

- To access practical information immediately following bereavement contact 01872 252713, 9am-4pm, Monday to Friday.
- For signposting to emotional support services contact 01726 829874 – lines open 10am-6pm, 7 days a week.

You can also get a range of local bereavement support online at www.cornwallbereavementnetwork.org