

Emergency Help (6th May)

- Twitter: [@MidHelp](#)
- Email: CLL@midlothian.gov.uk
- Call between 8am and 6pm, weekdays: 0131 270 7500

£ Money

Emergency grants

- [Scottish Welfare Fund](#) – 0131 270 5600 www.mygov.scot
Crisis Grants - for emergencies when you have no other means.
Community Care Grant - to provide a safe + secure home when you have no other means.
- [One Parent Families Scotland](#) 0808 801 0323 <https://opfs.org.uk>
Emergency energy grants and top-ups to single parent families.

Advice on benefits, housing, employment

- Department for work and pensions – www.understandinguniversalcredit.gov.uk
- Money Advice Service – www.moneyadviceservice.org.uk
- Citizen's Advice Bureaux
 - Penicuik – 01968 675 259 or bureau@penicuikcab.org.uk
 - Dalkeith 0131 660 1636 or bureau@dalkeithcab.org.uk

Fuel

- [Ofgem](#) – www.ofgem.gov.uk
Advice e.g. help topping up a prepayment meter
- [Moneymatters](#) - 0141 445 5221 energyteam@moneymattersweb.co.uk
Grants e.g. energy debt and essential top ups
- [Changeworks](#) - 0131 555 4010 www.changeworks.org.uk
Grants and advice





Medicines and seeing your GP

Repeat prescriptions will still be prescribed as normal. There is no need to order early or to order more than you need. If you are picking up someone else's prescription for them, you may be asked to show ID.

If your pharmacy cannot deliver contact us on **0131 270 7500** or CLL@midlothian.gov.uk

In Scotland you can turn to [NHSinform.scot](https://www.nhs.uk) day and night for information on health conditions, what you should do, and when you should get in touch with professionals.

Hearing aid batteries

- To order new batteries: batteries@midlothian.gov.uk or 0131 2707500



Essential Transport – to hospital, GP or funeral

- Handicabs Lothian (HCL) **0131 447 9953**
- Red Cross **0131 654 0340**

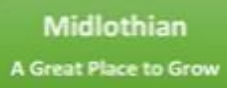
Staying connected

Chatting with someone

- Red Cross - 0131 654 0340
- Chest Heart and Stroke Scotland - 0808 801 0899
- Volunteer Midlothian – You must be referred 0131 270 7500
0131 660 1216 or info@volunteermidlothian.org.uk (referrers only)

Staying connected in other ways

- Midlothian Active Choices - 0131 561 6507. [Midlothian Active Choices on Facebook](#)
Online exercises for people with health conditions and/or weight management problems.
- Ageing Well - 0131 561 6506. [Ageing Well Midlothian on Facebook](#)
Online exercises for the over 50s.
- Community Councils – www.midlothian.gov.uk/cc
- Ready Scotland www.readyscotland.org.uk/coronavirus



Food

If you can afford food but need help to get it

- Local businesses might be able to deliver.
- **Red Cross 0131 654 0340**
- Community volunteers, or CLL@midlothian.gov.uk
- [Get in touch directly with a community group in your area](#)

If you cannot afford food: families with children 0-18

- Dalkeith Storehouse - You must be referred - **0131 271 3414**
- Newbattle Storehouse - You must be referred - **0131 271 3414**
- Penicuik Foodstore - You must be referred - **0131 271 3414**

If you cannot afford food: all ages - food banks

- **Bonnyrigg and Sherwood Community Trust - 0131 663 2555** [Bonnyrigg Trust on Facebook](#)
High Street, Bonnyrigg
- **Gorebridge Joint Project - 07858 285299/0875 816320**
- **Gorebridge (Trussel Trust) – You must be referred - 0131 270 7500**
Gorebridge Church, Hunterfield Road
07789 173 276 or 07597 359 910 (referrers only)
- **Penicuik (Food Fact Friends) - You must be referred - 0131 270 7500**
St Mungo's Church Hall, Penicuik. Monday and Friday 10.30am - 1.00pm
07507 697109 foodfactsfriends@gmail.com (referrers only)
- **Penicuik Ambassadors (food and other items) 07990 117700 or 07990 117699**
Part of Sweet Dignity. Contact them for drop offs.
- **Groceries to go - 07786 667399** trish@bonyriggrose.org.uk
Poltonhall and Hopefield
- **Rosewell Cares Food Bank** [Rosewell Cares Food Bank on Facebook](#)
Rosewell Parish Church Hall Monday and Thursday 5.30-7.30pm. Contact them for drop offs.
- **Woodburn (Food Fact Friends) You must be referred 0131 270 7500**
MARC building - Woodburn Road, Dalkeith. Monday 3:30-5:00pm, Thursday 11am - 2:00pm
07507 697109 foodfactsfriends@gmail.com (referrers only)



Mental health

- **Breathing Space** – 0800 83 85 87 (FREE)
Confidential support if you are feeling low, anxious, low or depressed.
- **Samaritans** – 116 123 (FREE)
Confidential listening line if you need someone to talk to.
- **Health In Mind Crisis line** - 0131 663 5533
Monday to Friday 4pm-10pm, Saturday and Sunday 10am-4pm
- **NHS Lothian Child/youth mental health** <https://bit.ly/CAMHSCOVID>
Resources to help young people cope with such stress and uncertainty at this time

Learning disability

- **Artlink** <https://artlinkonline.com>
Ideas for staying at home
- **SCLD** www.sclد.org.uk
Easy read information

Dementia

- **Alzheimer Scotland** - 0808 808 3000
[24/7 helpline and guidance \(PDF\)](#)

Carers

- **Support for unpaid adult carers** www.midlothian.gov.uk/carers

Kinship carers

- **Kinship Care advice and support KCASS** - 0808 800 0006
Financial and legal information and advice
- **Kinship Care Alliance** - 07490720123
Local group info, practical and emotional support
- **Big Hearts** - 0131 603 4927
Reducing loneliness, help with support & strategies and referrals to local services
- **Nurture Scotland** - 07547525674 or 07505855341
Support with educational strategies and school work stress



LGBT+ community

- [Stonewall](http://www.stonewall.org.uk) www.stonewall.org.uk

Domestic Abuse

- **Women's Aid East and Midlothian - 0131 561 5800** info@womensaideml.org
Monday - Friday 9am-4pm
Facebook: Womens Aid East and Midlothian
Twitter: @WomensAidEML
- **Shakti Women's Aid - 0131 475 2399** <http://shaktiedinburgh.co.uk/>
Support to BME women, children, and young people.
- **FearFree - 0131 624 7266** <https://fearfree.scot/>
Domestic abuse service for men and any LGBT+ person - support by phone, text, WhatsApp
- **National Rape Crisis Helpline - 08088 01 03 02 or textline: 07537 410 027**
Every night 6pm to midnight
- **ERCC** support@ercc.scot
If you have experienced rape or sexual assault in the last 7 days.
- **AMIS (Abused Men In Scotland) - 0808 800 0024** <http://amis.org.uk>

Bereavement

- **Registering a death - 0131 271 3281** midlothian.gov.uk/registerdeath
- **Funeral support payment - 0800 182 2222**
Help with funeral costs
- **Bereavement support -** midlothian.gov.uk/bereavement or www.goodlifedeathgrief.org.uk/
- **National Association of Funeral Directors** <https://nafdcovid19.org.uk/>
Guidance for bereaved families

For all health advice go to www.nhsinform.scot/coronavirus

If all other options have been exhausted or if you think someone is at risk of harm:

- Children & Families on 0131 271 3414 (Emergency Out of Hours: 0800 731 6969)
- Adult Social Care on 0131 271 3900 (Emergency Out of Hours: 0800 731 6969)

This document can be made available in a variety of alternate formats and community languages on request. If you would like more information about this or would like to request an alternative format or language, please contact: enquiries@midlothian.gov.uk

