

Covid-19 Information Leaflet



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.

Local Support

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

NAME / GROUP	PURPOSE / DESCRIPTION	CONTACT DETAILS
Highland Council Helpline (free)	Get advice/ask for assistance on benefits, education & social care etc. You can also register as a volunteer. General Covid-19 support line. Mon-Fri 8am-6pm.	* 0300 303 1362
Ullapool Community Trust	Acting as anchor organisation and central point of information to help coordinate the local community response to Covid-19. Individuals and groups who need assistance and advice on what support services and/or funding is available within the community can call or e-mail UCT.	* 01854 613879 or 07907 878595 * ben@ullapoolcommunity.onmicrosoft.com * Website with Covid-19 updates: ullapoolcommunity.org
Ullapool Medical Practice	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. Dial 111 if you are concerned about Covid-19 symptoms.	* 01854 612015 * high-uhb.gp55451-admin@nhs.net * http://www.ulladocs.co.uk * For latest Covid-19 medical advice https://www.nhsinform.scot/ * https://www.facebook.com/ullapoolmedicalpractice/
Health and Social Care	For all enquiries for the following services; Care at Home, District Nurses, Occupational Therapy, Physiotherapy, Social Work, Technology Enabled Care (Tele care), Wiltshire Farm Foods, Handyperson Service, other Welfare Agencies. Please contact the Single Point of Contact.	* 01471 820174 * High-UHB.SinglePointOfContactSLWR@nhs.net * Out of Hours Social Work: 0845 769 7284
Boots Pharmacy	Now offering a prescription delivery service for those unable to collect themselves. Due to high demand, please only use as a last resort.	* 01854 612114
Dundonnell Support	Boots the Chemist are delivering prescriptions to Bill in Durnamuck (Dundonnell Stores). To arrange getting your prescription safely ring Bill on 01854 633256 or 07876 206397.	* For general ideas & enquiries call Serena (UCT) 01854 633772
Local Community Hub	Highland Council has set up a Local Community Hub 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.	* 0300 303 1362
Lochbroom Community Council	Acting as a liaison between the local authority, central government and the community.	* chairlochbroomcc@gmail.com
Lochbroom FM	Lochbroom Radio has returned to provide daily Covid-19 news. It is broadcasting on Two Lochs Radio on 96.8 and 102.2 FM and online. The Lochbroom community updates (c. 20 mins) are 9.03am and 4.40pm Monday to Friday and 9.10am Saturday. See the Lochbroom FM Facebook page for links to recordings of the broadcasts.	* 01854 613438 & 07766 462844 * https://www.mixcloud.com/discover/lochbroom/ or https://tunein.com/radio/Two-Lochs-Radio-1066-s45586/
Parish Hub	Non-perishable food packages (cereal, pasta, tinned tatties etc) delivered to those in need, eg. self-isolating, shielding or who have mobility issues. Also collection and delivery of shopping, prescriptions, dog walking etc.	* Ruth 01854 612790 Yvonne 01854 612789 Robbie 01854 612749 Pam 01854 613736
Scoraig Sea Taxis	Scoraig Sea Taxis (run by Lisa Grant) operates the postal ferry crossing. The usual Monday and Friday school run for UHS pupils is still running as an emergency lifeline. Laide Store & Post Office is supplying food and fuel to the Scoraig community.	* Jonah 07730 422718 * lisafgrant5@gmail.com
Ullapool COVID-19 Business Support Group	Up to date information via Facebook for self-employed and small business support, including UK and Scottish government offers of loans and grants.	* https://www.facebook.com/groups/299599157684472/
Ullapool COVID-19 Mutual Aid	Latest Information about staying safe, plus offers of help from local volunteers.	* https://www.facebook.com/groups/2511019759227127/
Ullapool High School	Childcare for key workers – you must register through the Highland Council.	* 0300 3031362 * Advice is available here: https://www.highland.gov.uk/news/article/12422/key_worker_hubs

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Local Support (continued from overleaf)

Ullapool News	The Ullapool News is looking at ways to continue its role of providing community news and information in print. In the meantime a condensed version of the paper is on its website.	* 01854 613334 * https://www.theullapoolnews.co.uk/
Ullapool Together	Offering voluntary services to the Ullapool area to those most vulnerable or who just need a helping hand. Providing cooked meals, help with groceries, someone to talk to.	* 07786 327171 * ullapooltogether@outlook.com
Welcome Ullapool	Acting as voice for the tourist industry in the Lochbroom Community Council area. Advice for members on available assistance and information for tourists on when it will be safe to visit again.	* angela.g.ford@gmail.com * https://www.ullapool.com/

Individual / Business Support

NAME / GROUP	PURPOSE / DESCRIPTION	CONTACT DETAILS
Scottish Gov Support: Covid-19	Latest information & advice on COVID-19 plus links to up to date support for businesses and individuals.	* https://www.gov.scot/coronavirus-covid-19/
Business Advice	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.	* 0300 303 0660 * https://findbusinesssupport.gov.scot/coronavirus-advice * The Business Gateway Highland team can be contacted on 01463 896791
Ross & Cromarty Citizens Advice Bureau	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.	* 01349 864850 or 01349 883333 * https://www.citizensadvice.org.uk/scotland/health/coronavirus-what-it-means-for-you-s/
Shielding (Highland Council)	If you fall within one of the groups recommended to shield and need support, call the Highland Council.	* 01349 886669
Skye & Lochalsh Council for Voluntary Organisations	You or someone you know can receive a regular phone call to make sure you have what you need. SLCVO offer a free phone call service where people receive a check-in call every 3 days to see if they need help to get food, prescriptions or other assistance. SLCVO is working closely with local UCT area support groups and volunteers. Call or email now to register for this free service.	* 01478 612921 * register for service via info@slcvo.org.uk
Highland Third Sector Interface 	HTSI is an independent charity that is coordinating the volunteer response to Covid-19. If you wish to volunteer, then you can do this via their website.	* 0131 474 8000 * https://www.covidhelp4highland.org/

National Helplines

NAME / GROUP	PURPOSE / DESCRIPTION	CONTACT DETAILS
Adult, Support and Protection Helpline	Public helpline for adult support and protection.	* 0800 902 0042 (Highland)
Al-Anon Family Helpline	Helps relatives, friends and colleagues of problem drinkers.	* 020 7403 0888
Alcoholics Anonymous	24 hour helpline. Talk to a trained councillor to help you deal with your problems.	* 0800 9177650
Alzheimer Scotland	Action on dementia – 24 hour helpline.	* 0808 808 3000
Childline	Helpline for children and young people up to 18 years. Talk to a trained counsellor to help deal with your problems.	* 0800 11 11
MS Society	Helpline for information and emotional support.	* 0808 800 8000
The Samaritans	Will listen to and support anyone of any age about anything. No worry, no anxiety, no feeling is too trivial.	* 116 123
Women's Aid Outreach Service	Confidential information if you are suffering from domestic abuse or need a safe place to stay.	* 07715 532979 or * 01349 863568

 If you would like to become a volunteer in the community, please contact either the Ullapool Community Trust, the Highland Third Sector Interface or the Highland Council. Contact numbers and websites are given above.