

Help and support over the Festive Period

Over the festive period, organisations providing Covid welfare support may be operating reduced opening hours and it may be more difficult to get an online shopping delivery slot.

Supermarket deliveries

Click and collect supermarket slots may have better availability. Please plan ahead and if you need support, ask family, friends and neighbours to help you get food and essential supplies. Please help others where you can.

Forming a Christmas bubble

If you choose to become part of a Christmas bubble, take care to limit your risk of infection and continue to social distance. Remember hands, face, space. [Read the full guidance on making a Christmas bubble on GOV.UK](#)

Citizens Advice opening hours

[Citizens Advice Liverpool](#) can be contacted on 0344 848 7700 or emailed callback@caliverpool.org.uk. They are available Monday to Friday 9am - 6pm and Saturday - Sunday 10am - 4pm (you can leave voicemail if out of hours). They are closed on:

- Christmas Day Friday 25th December 2020 – closed
- Saturday 26th December 2020 – closed
- Sunday 27th December 2020 – closed
- Monday 28th December 2020 Bank Holiday – closed
- New Year's Day 1st January 2021 – closed

Foodbank opening hours

will be open in different locations across the city over the festive period. [Find out more about foodbanks.](#)

NHS Volunteer Responders

You can also ask for help from [NHS Volunteer Responders](#). They can help with food and essential supplies or if you want to chat with a friendly voice. Contact them on 0808 196 3646. They are operating over the festive period but there may be increased wait times.

Help for the clinically extremely vulnerable

If you are clinically extremely vulnerable and have an urgent need or require support, call 0151 233 3066. Our lines are open Monday to Friday 8am to 6pm. Our festive period opening times are:

- Christmas Eve 8am – 5pm
- Christmas Day – closed
- Monday 28 Dec Bank Holiday – closed
- New Year's Eve 8am – 5pm
- New Year's Day – closed

Mental health support

Many people will be feeling lonely, vulnerable and anxious this Christmas. Stay Connected to people around you and ask for help when needed. If you know of a friend, neighbour or family member that is going to be alone this Christmas, then check if they are ok and offer to help.

- If you are feeling lonely and need someone to talk to, you can contact the NHS Volunteer Responders, even on Christmas day, to reach out for someone to talk to. Contact 0808 196 3646 - lines open 8am to 8pm every day throughout Christmas and New Year
- The Samaritans offer a friendly listening ear on the end of a phone 24/7. The service for Liverpool has been modernised and offers support and helps people with problems including isolation, loneliness, anxiety, depression, concerns of life situations or just the need to talk to someone. The phone line is open 24/7 on Freephone 116 123
- You can find more information on services that are available in the Kind to Your Mind section on www.liveyourlifewell.info

- Mersey Care NHS Mental Health Support provides support for adults in a crisis. For urgent help 24/7 call 0151 296 7200 or Freephone 0800 145 6570
- Alder Hey NHS Crisis Care Line provides support for children, young people, parents/carers 24 hours a day, seven days a week on 0151 293 3577 (or freephone 0808 196 3550) or email crisiscare@alderhey.nhs.uk

Further information

[View further information on health services available to support you during the pandemic.](#)