

COVID-19

Working Together in North East Lincolnshire

Information about coronavirus (COVID-19) - what you can do to protect yourself, how to find out the impact on local services, the support available and how you can help.


We know that the coronavirus outbreak is of deep concern to everyone in North East Lincolnshire. We are working hard with our partners to coordinate the response. We have contingency plans in place to keep essential services running – that means looking after the elderly, the vulnerable, children, as well as delivering our street services such as emptying bins.

We are working closely with central government and the health service to cope with whatever contingency plans are needed.

The important thing is that we work together as a community to keep North East Lincolnshire running.

You can sign up for local digital updates for the latest on our coronavirus response
<https://www.nelincs.gov.uk/COVID-19-notifications>

The latest NHS guidance is available at **www.nhs.uk/coronavirus**



For national information and advice about employment, education, travel, public services and the Coronavirus situation in the UK visit
<https://www.gov.uk/coronavirus>

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STAYING HEALTHY

Stay at home to stop coronavirus spreading -

Everyone must stay at home to help stop the spread of coronavirus. This includes people of all ages – even if you do not have any symptoms or other health conditions. You can only leave your home:

- **to shop for basic essentials** – only when you really need to
- **to do one form of exercise a day** – such as a run, walk or cycle, alone or with other people you live with
- **for any medical need** – for example, to visit a pharmacy or deliver essential supplies to a vulnerable person
- **to travel to and from work** – but only where this is absolutely necessary

If you have coronavirus symptoms - Continue to stay at home if you have either:

- **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual).
To protect others, do not go to places like a GP surgery, pharmacy or hospital. Stay at home.

Use the 111 online coronavirus service <https://111.nhs.uk/covid-19/> to find out what to do. Only call 111 if you cannot get help online.

If you need medical help not related to coronavirus - do not go to places like a GP surgery, pharmacy or hospital.

- For health information and advice, use the NHS website or check your GP surgery website. Please also visit your GP website to order repeat prescriptions.
- For urgent medical help, use the NHS 111 online service. Only call 111 if you are unable to get help online.
- For life-threatening emergencies, call 999 for an ambulance.

Advice for people at high risk - If you're at high risk of getting seriously ill from coronavirus, there are extra

things you should do to avoid catching it. These include:

- not leaving your home – you should not go out to do shopping, visit friends or family, or attend any gatherings
- avoiding close contact with other people in your home as much as possible

You may be at high risk from coronavirus if you:

- have had an organ transplant
- are having certain types of cancer treatment
- have blood or bone marrow cancer, such as leukaemia
- have a severe lung condition, such as cystic fibrosis or severe asthma
- have a condition that makes you much more likely to get infections
- are taking medicine that weakens your immune system
- are pregnant and have a serious heart condition

Everyone should also

- Wash their hands with soap and water often – do this for at least 20 seconds or use hand sanitiser gel if soap and water are not available
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately and wash your hands afterwards
- Do not touch your eyes, nose or mouth if your hands are not clean
- Do not have visitors to your home, including friends and family

Coronavirus advice is available (COVID-19) in other languages at

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people>

HOW YOU CAN HELP

We have witnessed an amazing community response to the challenges created by the Covid-19 (coronavirus) epidemic - so many local people and groups are volunteering to support with the effort locally or asking how they can get involved.

VOLUNTEERING

Individuals can register at www.bluelightsbrigade.co.uk. Blue Lights Brigade are supporting the effort across the borough and will make sure that you are linked in to the local effort and volunteering opportunities and needs near you.

As a COVID-19 volunteer, you may be asked to do any of the following tasks:

- shopping for food/supplies
- delivering food/supplies to vulnerable residents
- picking up and delivering prescriptions
- having a friendly phone conversation with those at risk of loneliness when in isolation
- supporting with critical transport needs
- helping with digital skills coaching

ADVICE FOR COMMUNITY GROUPS AND BUSINESSES THAT WANT TO HELP

If you are considering setting up a group of local volunteers to help neighbours in your part of North East Lincolnshire, please check online to see if any local groups have already been set up, and contact them first. Alternatively, contact your local community centre or charity to see if you can support their work.

If you still want to set something up and need advice and guidance on issues like safety, volunteering and data protection, you can contact Sector Support North East Lincolnshire. Sector Support are funded by the Council and Clinical Commissioning Group and are helping to co-ordinate community and voluntary sector activity across North East Lincolnshire. They can be contacted on 07572 896859 (Amy Hallett) or 07791 040433 (Pippa Robson), or email amy@nbforum.org.uk. Their website is <https://www.sectorsupportnel.org.uk/>

If you are already involved in a community group that is helping to support older, vulnerable or isolated people, please let Sector Support NEL know what support you can offer and what help you need by completing this survey: <https://www.surveymonkey.co.uk/r/XPYF7BG>

Businesses that want to offer their support are also welcome to complete our survey or get in touch.

YOU CAN ALSO HELP BY:

- donating to food banks
- donating money to registered charities who are supporting the vulnerable and isolated
- stay away from gatherings and stay at home as much as possible
- avoiding panic buying groceries and leaving those who are vulnerable without basic items
- following the 'stay at home' advice issued by Government

STAYING SAFE

If you are volunteering to help someone, please take the below steps to make sure you do not contribute to the spread of COVID-19. These include:

- if you feel at all unwell, do not volunteer to help others who are self-isolating
- wash your hands regularly with warm water and soap, especially before and after you deliver any items to a person in isolation
- if you make a delivery, stay two metres away from the person who is in isolation at all times - place the items outside their door and then step away
- be careful about how you share personal information about yourself and other people - avoid sharing your or a vulnerable person's address and other contact information in public groups or documents
- try to support people who live close to you, so you don't travel larger distances

SAFEGUARDING

- Know who to contact you are aware of someone who seems vulnerable and is in need of more help.
- Know when to call 111 if someone's symptoms have worsened.
- Know where to go with more detailed/specific questions – do not answer questions about COVID-19 unless you have checked the information from the government or NHS websites on that day. Tell people where to get the answers to their questions.
- The council is maintaining its essential services, which you can contact on (01472) 313131
- You can also sign up for our digital updates for the latest on the coronavirus response <https://www.nelincs.gov.uk/COVID-19-notifications>

SECURITY AND SCAMS

- Be careful about sharing personal information about yourself and other people.
- Be careful about taking money and mindful that many people may be more vulnerable to fraud at this time.
- Protect yourself and your details from scams and fraudsters. Unfortunately criminals are launching a range of attacks to make money out of exploiting people's fears over COVID-19.
- Please share the crime prevention advice overleaf with friends and family.

ONLINE PURCHASES

- Do not click on links or attachments in suspicious emails
- Never respond to messages asking for personal/ financial information
- Install latest software and updates on devices
- If you are looking at making purchases on sites you don't know or trust then make sure you do research of the company first before making the purchase, ask family and friends for advice always use a secure network starting with https:\\
- If you do decide to make payment, use a credit card as the majority of credit card providers insure purchases made online over £100

OFFERS OF HELP AT THE DOORSTEP

- You should not invite people into your home and should avoid physical contact
- Sign up for deliveries of repeat prescriptions medicines and groceries with established businesses where possible or ask friends or relatives for help
- Personal details should never be given to strangers
- Never agree to pay for goods or give money to strangers at your door, check their credentials - if you are suspicious call the police
- Keep in contact with your loved ones, especially if elderly or more vulnerable and make sure they are safe and comfortable
- The virus can still be spread through the transmission of cash, so please be careful when handling this.

KEY CONTACT INFORMATION

- NHS 111 - 111.nhs.uk or call 111 if you cannot get help online - for health information and advice
- North East Lincolnshire Single Point of Access - If it is not a 999 emergency but you need medical help or social care or relationships support- 01472 256256.
- North East Lincolnshire Council – for information council services to <https://www.nelincs.gov.uk/covid-19-advice-and-guidance/> If you aren't online, call **(01472) 313131**
- Citizens Advice North East Lincolnshire - info@advicenel.org.uk or **03444 111 444**
- NHS Every Mind Matters website has some really simple useful tips and advice to support good mental health - www.nhs.uk/oneyou/every-mind-matters
- North East Lincolnshire Women's Aid. Please do not suffer alone in these difficult times – call **(01472) 575757**

IF YOU ARE WORRIED ABOUT SOMEONE

Protecting everyone in North East Lincolnshire is our utmost priority, particularly the most vulnerable. We are all working closely across the public, community and voluntary sectors to offer advice and support and to get help to people who need it.

If you are concerned about anyone locally or you need help yourself either as a result of COVID-19 or for social care and support please call the Single Point of Access on **(01472) 256256** or **North East Lincolnshire Council on (01472) 313131**.

If you are worried that someone is a victim of crime please call **Humberside Police on 101**, or call **Crimestoppers on 0800 555 111**.

Direct people to <https://111.nhs.uk/> or to call 111 if their symptoms have worsened.

In any emergency situation please call 999.