

Coronavirus frequently asked questions for people with care and support needs and family carers

Questions	Answer
<p>1. Will my home care carry on as usual?</p>	<p>Yes, if you or your care worker do not have any symptoms of coronavirus. If you have symptoms tell your care worker straight away so that they can check you are safe and take steps to minimise the risk of transmission to others.</p> <p>To prevent the virus from spreading, follow good hygiene advice: wash your hands often in soap and water for 20 seconds, use a tissue to catch a sneeze or cough and avoid touching your face. Also, consider increasing cleaning activity and ventilation by opening windows where safe to do so.</p>
<p>2. I am waiting for a social care assessment or review – will you still come?</p>	<p>We will contact you to let you know. We will be prioritising people who need the most support. We may arrange to carry out your assessment over the telephone or by video call. If you have symptoms of coronavirus (high temperature and new, continuous cough) please let us know. If we do visit, we will ensure we maintain high standards of hygiene and keep a good distance from you.</p>
<p>3. Can my assessment take place over the phone?</p>	<p>Yes. If you are happy with this. We could also arrange a video call. We can do this through an app like Skype or WhatsApp.</p>
<p>4. I get care – who do I tell if I have coronavirus symptoms (a high temperature or a new continuous cough)?</p>	<p>Tell your care worker straight away so that they can check you are safe and take steps to minimise the risk of transmission to others. If you or someone else in your home has coronavirus symptoms, the NHS advises that you self-isolate by staying at home and not socialising. Consider asking a friend, family member or a delivery service to carry out errands on your behalf, like dropping off food at your door.</p>
<p>5. How will it affect my care if I'm self-isolating without symptoms?</p>	<p>Tell your care worker. Your care can continue as normal if no-one in the house is showing any symptoms of COVID-19. Normal good hygiene practices will be followed by you and your care worker including safe handwashing.</p>

<p>6. How will it affect my care if I'm self-isolating with symptoms?</p>	<p>Let your care worker know so that they can check you are safe and take steps to minimise the risk of transmission, such as using personal protective equipment. If you or someone else in your home has coronavirus symptoms, the NHS advises that you self-isolate by staying at home and not socialising. Consider asking a friend, family member or a delivery service to carry out errands on your behalf like dropping off food.</p>
<p>7. I can't find a care home space for someone – who should I contact</p>	<p>If you need urgent assistance, please call us on 0300 123 4042</p>
<p>8. I'm worried a relative might die in a care home and I can't visit</p>	<p>If your relative is near the end of their life please contact the care home and see what arrangements can be made. If you need urgent assistance, please call us on 0300 123 4042.</p>
<p>9. I want to stop care temporarily – will I get it back again?</p>	<p>Yes. Please talk to your care provider. Every effort will be made by care organisations and the council to ensure services can be reinstated when things get back to normal</p>
<p>10. How do I know a care worker is taking the correct precautions?</p>	<p>Care workers have been given strict guidelines to follow. You can see what support we are giving to care providers on our Hub at www.hcpa.info. There is also government guidance on COVID-19 on home care provision. They will wash their hands when they arrive and leave and will keep a safe distance. Care workers that give personal care will have extra guidance on when they need to wear protective equipment. Please tell your care worker if you are self-isolating or are unwell.</p> <p>You should also tell your care worker if you have received a letter from your GP and you are classed as very vulnerable. The government guidance sets out who is in this group and gives advice on staying home for 12 weeks and avoiding face to face contact.</p>
<p>11. I'm very anxious about myself or someone I care for?</p>	<p>If you are anxious about self-isolation, there are things you can try to help your wellbeing at: www.mind.org.uk.</p> <p>If you or someone you care for has coronavirus symptoms, use the NHS 111 online coronavirus service. Do not go to a GP surgery, pharmacy or hospital.</p>

	<p>There is general support and information on our website www.hertfordshire.gov.uk/adults or you can contact Carers in Hertfordshire www.carersinherts.org.uk</p> <p>If you need urgent assistance, please call us on 0300 123 4042</p>
12. Do I need to wear personal protective equipment (PPE) to provide personal care for someone?	<p>If you or a person you care for does not have any symptoms of coronavirus, no personal protective equipment (PPE) is required above and beyond following normal hygiene practices. If you or a person you care for has coronavirus symptoms, it is advisable to use PPE e.g. face masks. Follow the government guidance on the correct use and disposal of PPE.</p>
13. Do I need to do more cleaning?	<p>Consider regular and thorough cleaning of well-used touch points and areas, such as door handles, bathrooms and surfaces such as phones. If you or someone in your house is self-isolating be very careful to clean surfaces in shared areas such as bathrooms and kitchens</p>
14. Where can I get food if I'm running low?	<p>Most supermarket chains offer online shopping services you can use if you are unable to get to the shops. Otherwise, ask family or friends if they can help.</p> <p>If you have no family or friends to help, HertsHelp can help you to get support with food or energy – Please call or e-mail them on 0300 123 4044 email info@hertshelp.net</p>
15. Is there anyone that can go shopping for me or pick up a prescription?	<p>HertsHelp can look for help in your local area and get someone to come out to you if you are unable to go to the shops or pharmacy yourself.</p> <p>You can use our online form to tell us about someone who needs help, visit www.hertshelp.net or call 0300 123 4044.</p>
16. Do I still have to pay for care if I temporarily stand down care or the care workers aren't able to come?	<p>No. You only have to pay for care you receive. If you think you have been overcharged, contact us using the details on your care charging letter and we will check. This may take some time as our own staff may be poorly. We will refund any difference.</p>
17. Will my council-run day provision close?	<p>It is very likely that some services will be temporarily closed. You will be kept up to date and can check on our website here: www.hertfordshire.gov.uk/serviceupdate</p>

<p>18. My personal assistant cannot come, and I can't manage on my own</p>	<p>If you need urgent assistance, please call us on 0300 123 4042</p>
<p>19. I think I am in the vulnerable 'shielding' group the government has announced. What should I do?</p>	<p>The government guidance sets out who is in this group and gives advice on staying home for 12 weeks and avoiding face to face contact. You will get a letter from your GP or the NHS. They will tell you exactly how you can get extra support if you do not have people that can help you.</p> <p>HertsHelp can look for help in your local area and get someone to come out to you if you are unable to go to the shops or pharmacy yourself. Please call or e-mail them on 0300 123 4044 email info@hertshelp.net</p> <p>You can use our online for to tell us about someone who needs help or say visit www.hertshelp.net</p>
<p>20. How do we help others?</p>	<p>If someone you know is well and not in a vulnerable group they can visit www.thevolunteering.org.uk to sign up and support others affected by coronavirus. You can also email Volunteering@thvolunteering.org.uk or call 01462 416499</p>