

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

Questions	Answer
<p><b>1. Will my home care carry on as usual?</b></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 <a href="#">government</a> and <a href="#">NHS advice</a> on <a href="#">social distancing and good hygiene</a>, including on <a href="#">washing on your hands often</a>.</p>
<p><b>2. I am waiting for a social care assessment or review – will you still come?</b></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 (a high temperature, a new, continuous cough or loss or change to your sense of smell or taste) 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><b>3. Can my assessment take place over the phone?</b></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><b>4. I get care – who do I tell if I have coronavirus symptoms (a high temperature, a new continuous cough or loss or change to, your sense of smell or taste)?</b></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, follow <a href="#">NHS advice</a> and use the <a href="#">NHS 111 online coronavirus service</a>. <a href="#">Self-isolate</a>, by staying at home and not socialising, and also <a href="#">ask for a test</a> to check if you have coronavirus. 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><b>5. How will it affect my care if I'm self-isolating without symptoms?</b></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 <a href="#">handwashing</a>.</p>

<p><b>6. How will it affect my care if I'm self-isolating with symptoms?</b></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, <a href="#">the NHS advises</a> that you <a href="#">self-isolate</a> by staying at home and not socialising. If you have symptoms of coronavirus (COVID-19), you can <a href="#">ask for a test</a> to check if you have the virus. Consider asking a friend, family member or a delivery service to carry out errands on your behalf like dropping off food. If you need urgent assistance, please call the Council on 0300 123 4042.</p>
<p><b>7. I can't find a care home space for someone – who should I contact</b></p>	<p>If you need urgent assistance, please call us on 0300 123 4042.</p>
<p><b>8. I'm worried a relative might die in a care home and I can't visit</b></p>	<p>Care homes are following government advice and only allowing essential visits to take place, including health and social care professionals. Please talk to the home about how they can best facilitate communication between you and your relative, such as setting up a video call via WhatsApp, Skype or Facebook.</p> <p>If your relative is near the end of their life, please contact the care home and see what arrangements can be made. Visits at the end of life are important both for the individual and their loved ones and should continue. If you need urgent assistance, please call us on 0300 123 4042.</p>
<p><b>9. I want to stop care temporarily – will I get it back again?</b></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><b>10. How do I know a care worker is taking the correct precautions?</b></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 <a href="http://www.hcpa.info">www.hcpa.info</a>. There is also <a href="#">government guidance on providing home care</a> during Covid-19. Care workers 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 clinically extremely vulnerable. The <a href="#">government</a></p>

	<p><a href="#">guidance</a> sets out who is in this group and gives advice on shielding, including staying at home and avoiding face-to-face contact.</p>
<p><b>11. I'm very anxious about myself or someone I care for?</b></p>	<p>If you are anxious about self-isolation, there are things you can try to help your wellbeing at: <a href="http://www.mind.org.uk">www.mind.org.uk</a>.</p> <p>If you or someone you care for has coronavirus symptoms, use the <a href="#">NHS 111 online coronavirus service</a>. Call 111 if you cannot get help online.</p> <p>There is general support and information on our website <a href="http://www.hertfordshire.gov.uk/adults">www.hertfordshire.gov.uk/adults</a> or you can contact Carers in Hertfordshire <a href="http://www.carersinherts.org.uk">www.carersinherts.org.uk</a></p> <p>If you need urgent assistance, please call us on 0300 123 4042.</p> <p>For up-to-date information on Coronavirus, visit <a href="http://www.hertfordshire.gov.uk/coronavirus">www.hertfordshire.gov.uk/coronavirus</a> and <a href="http://www.gov.uk/coronavirus">www.gov.uk/coronavirus</a></p>
<p><b>12. Do I need to wear personal protective equipment (PPE) to provide personal care for someone?</b></p>	<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 <a href="#">government guidance</a> on the correct use and disposal of PPE.</p>
<p><b>13. Do I need to do more cleaning?</b></p>	<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>
<p><b>14. Where can I get food if I'm running low?</b></p>	<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 <a href="mailto:info@hertshelp.net">info@hertshelp.net</a></p>
<p><b>15. Is there anyone that can go shopping for me or pick up a prescription?</b></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 <a href="mailto:info@hertshelp.net">info@hertshelp.net</a></p>

	<p>You can use our online form to <a href="#">tell us about someone who needs help</a> or visit <a href="http://www.hertshelp.net">www.hertshelp.net</a></p>
<p><b>16. Do I still have to pay for care if I temporarily stand down care or the care workers aren't able to come?</b></p>	<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>
<p><b>17. Will my council-run day provision close?</b></p>	<p>Some council-run day service buildings have been temporarily closed, while others are staying open. Please check full details on our website here: <a href="http://www.hertfordshire.gov.uk/serviceupdate">www.hertfordshire.gov.uk/serviceupdate</a></p>
<p><b>18. My personal assistant cannot come, and I can't manage on my own</b></p>	<p>If you need urgent assistance, please call us on 0300 123 4042</p>
<p><b>19. I think I am in the vulnerable 'shielding' group the government has announced. What should I do?</b></p>	<p>The <a href="#">government guidance</a> sets out who is in this group and gives advice on staying at home and avoiding face-to-face contact. You will get/have received a letter from your GP or the NHS if you are in this group. The letter tells 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 them on 0300 123 4044 or email them at <a href="mailto:info@hertshelp.net">info@hertshelp.net</a></p> <p>You can use our online form to <a href="#">tell us about someone who needs help</a> or visit <a href="http://www.hertshelp.net">www.hertshelp.net</a></p>
<p><b>20. How do we help others?</b></p>	<p>If someone you know is well and not in a vulnerable group, they can visit <a href="http://www.thvolunteering.org.uk">www.thvolunteering.org.uk</a> to sign up and support others affected by coronavirus. You can also email <a href="mailto:Volunteering@thvolunteering.org.uk">Volunteering@thvolunteering.org.uk</a> or call 01462 416499</p> <p>You can sign up <a href="#">here</a> to volunteer to help Hertfordshire unite against Coronavirus.</p>