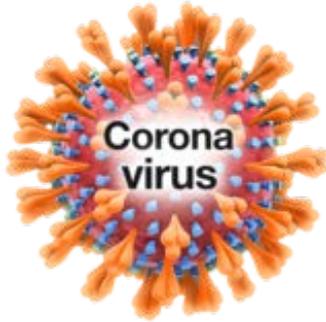


## Questions about Coronavirus for people with care and support needs and family carers



### What are the symptoms of Coronavirus (Covid-19)?

A high temperature and new, continuous cough.

### How can I avoid getting Coronavirus?

Remember to [wash your hands](#) often in soap and water for 20 seconds, use a tissue to catch a sneeze or cough and do not touch your face.

It helps to clean more often and open windows if safe to do so.



### Will my home care carry on as usual?

Yes, if you or your carer do not have any symptoms of coronavirus.

If you get symptoms, tell us and we will check you are safe and try and stop it spreading further.



### I am waiting for a social care assessment or review – will you still come?

We will let you know. We may arrange to talk to you by telephone or by video call.

Let us know if you have symptoms of coronavirus

If we do visit, we will use high standards of hygiene and keep a good distance from you.



### I get care – who should I tell if I get coronavirus symptoms?

Tell your carer straight away. They can check you are safe and help you to avoid passing it on.

The NHS advises that people with coronavirus should self-isolate by [staying at home](#) and not meeting others.

Ask a friend, family member or a delivery service to carry out errands on your behalf, like dropping off food at your door.

## Questions about Coronavirus for people with care and support needs and family carers



### How will it affect my care if I'm self-isolating without symptoms?

Tell your carer. Your care can continue as normal if no one in the house is showing any symptoms of coronavirus.



### I can't find a care home space for someone – who should I contact

If you need urgent assistance, please call us on 0300 123 4042



### I'm worried a relative might die in a care home and I can't visit

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.



### I want to stop care for a short time – will I get it back again?

Yes. Please talk to your care provider. Care organisations and the council will try to ensure services can be reinstated when things get back to normal.



### How do I know a carer is taking the correct precautions?

Please tell your carer if you are self-isolating or are unwell.

Carers have been given strict guidelines to follow. Find out what these are on [www.hcpa.info](http://www.hcpa.info).



There is also government [guidance on COVID-19 on home care provision](#).

Carers should wash their hands when they arrive and leave and keep a safe distance. Carers that give personal care will have extra guidance on when they need to wear protective equipment.

## Questions about Coronavirus for people with care and support needs and family carers



### I am worried about myself or someone I care for

If you are worried about self-isolation, there are things you can try to help you to feel better at:  
[www.mind.org.uk](http://www.mind.org.uk).

If you or someone you care for has coronavirus symptoms, use the [NHS 111 online coronavirus service](https://www.nhs.uk/111/coronavirus). Do not go to a GP surgery, pharmacy or hospital.



There is general support and information on our website [www.hertfordshire.gov.uk/adults](http://www.hertfordshire.gov.uk/adults) or you can contact Carers in Hertfordshire [www.carersinherts.org.uk](http://www.carersinherts.org.uk)

If you need urgent assistance, please call us on 0300 123 4042



### Do I need to wear personal protective equipment (PPE) to provide personal care for someone?

If there are no symptoms of coronavirus, following normal hygiene practices is enough. No personal protective equipment (PPE) is required.

If you or a person you care for has coronavirus symptoms, it is best to use PPE e.g. face masks.

Follow the [government guidance](https://www.gov.uk/government/guidance/coronavirus-covid-19-protective-gear) on the correct use and disposal of PPE.



### Do I need to do more cleaning?

Clean well used areas like door handles, bathrooms and surfaces such as phones, regularly and thoroughly.

If you or someone in your house is self-isolating be very careful to clean surfaces in shared areas such as the bathroom or kitchen.



### How can I get shopping or pick up a prescription if I can't go out?

Most supermarket chains offer online shopping services. Otherwise, ask family or friends if they can help.

HertsHelp can 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](mailto:info@hertshelp.net)

## Questions about Coronavirus for people with care and support needs and family carers



### **Do I still have to pay for care if I temporarily stop it for a short time or the carers aren't able to come?**

No. You only pay for care you receive. If you think you have been overcharged, contact us using the details on your care charging letter. We will check and refund any difference.



### **Will my council-run day provision close?**

Some services may be temporarily closed. We will let you know.

You can also check on our website here:

[www.hertfordshire.gov.uk/serviceupdate](http://www.hertfordshire.gov.uk/serviceupdate)



### **My personal assistant cannot come, and I can't manage on my own**

If you need urgent assistance, please call us on 0300 123 4042