

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



## What are the symptoms of Coronavirus?

A high temperature, a new, continuous cough or loss of your sense of smell or taste.

## How can I avoid getting Coronavirus?

[National lockdown rules](#) apply in Hertfordshire.



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

Wear a face covering in indoor spaces where required, unless you are exempt.

Keep two metres distance from people who are not in your household or care for you.

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. We may use an app like Skype or WhatsApp.

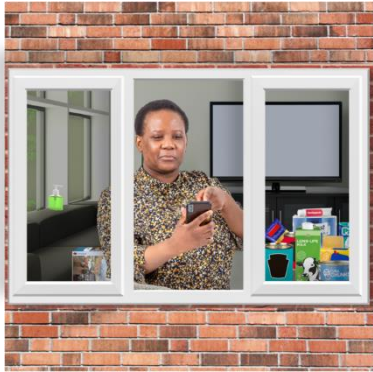


Let us know if you have symptoms of coronavirus

If we do visit, we will wear personal protective equipment (PPE) and keep a good distance from you.

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

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



[Book a test](#) and 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.

### 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.

Your carer will wear PPE and you will both use good hygiene

### How will it affect my care if I'm self-isolating with symptoms?



If you have symptoms of Covid you can [ask for a test](#). You should tell your carer. They can check you are safe and help you to avoid passing it on.

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

Ask a friend, family member or a delivery service to carry out errands for you, like dropping off food.

If you need urgent assistance call 0300 123 4042.

### Someone I know needs to move into a care home – is it possible?



Many care homes still take new residents. If you need urgent assistance, please call us on 0300 123 4042

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### What are the rules about visiting a relative in a care home?



Care homes follow [Government advice](#) on visiting. Talk to the home about ways to contact your loved one. A video call via Skype, WhatsApp or Facebook portal may be arranged.

If you think the lack of visits may affect the resident's mental health, talk to the home about what can be done.



Families should be involved in care planning if possible. This includes end of life care.

If you need urgent assistance call 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 make sure services can be reinstated when things get back to normal.

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



Care workers have strict guidelines to follow. You can see more at [www.hcpa.info](http://www.hcpa.info). There is [government guidance on providing home care](#).

Care workers will wear PPE, wash their hands when they arrive and leave and will keep a safe distance. Care workers that give personal care have extra guidance.



Tell your care worker if you are self-isolating or are unwell. Tell your care worker if you have had a letter from your GP saying you are clinically extremely vulnerable.

## 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 need urgent assistance, please call us on 0300 123 4042



Carers can contact Carers in Hertfordshire for support [www.carersinherts.org.uk](http://www.carersinherts.org.uk)

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 Covid symptoms, use the [NHS 111 online coronavirus service](https://www.nhs.uk/111/coronavirus). Call 111 if you cannot get help online.

There is general support and information on our website [www.hertfordshire.gov.uk/adults](http://www.hertfordshire.gov.uk/adults) or

For up-to-date information on Coronavirus, visit [www.hertfordshire.gov.uk/coronavirus](http://www.hertfordshire.gov.uk/coronavirus) and [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

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



If you live with a person you care for and they do not have any covid symptoms, you do not need personal protective equipment (PPE). Just use usual hygiene like hand washing.

If you care for someone living in a different home, or person is unwell with suspected coronavirus you should wear PPE e.g. face mask, apron, gloves and eye protection if the person has a cough.

### Do I need to do more cleaning?



Clean high touch areas like 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.

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



### Where can I get food if I'm running low?

Most supermarket chains offer online shopping services if you cannot get to the shops. Otherwise, ask family or friends if they can help.

If you have no family or friends to help HertsHelp can help you to get support with food or energy. Please call on 0300 123 4044 or email [info@hertshelp.net](mailto:info@hertshelp.net)



### Is there someone who can get shopping or prescriptions for me?

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 0300 123 4044 or email [info@hertshelp.net](mailto:info@hertshelp.net)

You can use our online form to [tell us about someone who needs help](#) or visit [www.hertshelp.net](http://www.hertshelp.net)



### Do I still have to pay for care if I temporarily stop it for a short time or the carers cannot 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 day service or day activities stay open?

HCC day services will stay open. The number of people who can come may go down because of social distancing.

Services run by community organisations may be temporarily closed. Contact your usual day service to check.



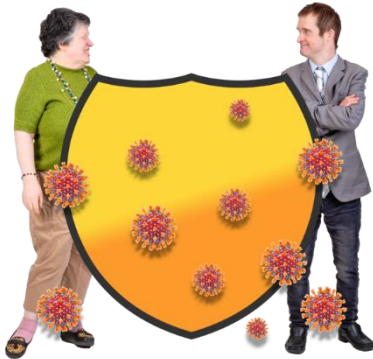
### My personal assistant cannot come, and I can't manage on my own

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



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

### I may be in the Clinically extremely vulnerable group, what should I do?



If you are in this group, you will get/have received a letter from your GP or the NHS. The letter gives advice on how to get extra support if you need it. The [government guidance](#) for people who are clinically extremely vulnerable gives additional advice on shielding and taking extra care.

You can register for a new online service to request priority access for supermarket delivery slots or tell the council if you need support [here](#).

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

You can use our online form to [tell us about someone who needs help](#) or visit [www.hertshelp.net](http://www.hertshelp.net)

People who are clinically extremely vulnerable will get priority access to the vaccination against COVID-19. The NHS will contact you with information on when and how you will be invited for a vaccine.

### How can we help others?



People who are well and not in a vulnerable group can sign up at [www.thvolunteering.org.uk](http://www.thvolunteering.org.uk) to support others affected by coronavirus. You can also email [Volunteering@thvolunteering.org.uk](mailto:Volunteering@thvolunteering.org.uk) or call 01462 416499

You can sign up [here](#) to volunteer to help Hertfordshire unite against Coronavirus.