COVID-19 COMMUNITY PACK

updated 13 May 2020

Wiltshire Council

INTRODUCTION

This pack is to support you and your community during the ongoing COVID-19 situation.

Within it you'll find a list of key contacts, resources and information in one place, which we hope you can share with your community to support each other as much as possible during this time.

CONTENTS

- Government guidance and health advice
- Useful web links
- Useful contact numbers
- Social media advice
- What can you do as a community?
- A template form you may wish to use should any of your community have to self-isolate and require support
- Public Health England materials

GOVERNMENT GUIDANCE AND HEALTH ADVICE

- The Government published its **COVID-19 recovery strategy** on 11 May 2020. Further information and guidance from Government can also be found below:
    - **Staying safe outside your home**
    - **Coronavirus outbreak FAQs: what you can and can't do**
- For the latest health advice, please visit the dedicated **COVID-19 NHS website.**

USEFUL LINKS

The following links provide useful, factual and regularly updated information on COVID-19, please feel free to share these with your communities.

- Staying safe outside your home – www.gov.uk/government/publications/staying-safe-outside-your-home/staying-safe-outside-your-home

- What to do if you or someone you live with has symptoms of coronavirus – www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice

- Information can be found on our website, www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public

- NHS 111 – information can be found on our website, 111.nhs.uk/covid-19

- Wiltshire Council's COVID-19 information page – wiltshire.gov.uk/public-health-coronavirus

- This sort of incident could cause undue pressure and anxiety. The 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

- Public Health Campaign Resource Centre – campaignresources.phe.gov.uk/resources (you'll need to register) – for the latest posters, videos and social media graphics. Some are enclosed.

- Your Care Your Support is an online directory of care and support services in Wiltshire, where providers are encouraged to update their own information - adults.wiltshire.gov.uk/

USEFUL CONTACT NUMBERS

- NHS 111 – only call 111 if you cannot get help online

- Education queries –phone the Department for Education on 0800 046 8687

- Wiltshire Council – 0300 456 0100

- Wiltshire Wellbeing Hub – 0300 003 4576, available from 8am – 8pm Monday to Friday and 10am – 4pm Saturday and Sunday or email on wellbeinghub@wiltshire.gov.uk The hub is available to anyone who is struggling during this difficult time, such as people who are shielding or self-isolating and don't have a support network around them or know where to get help. Wiltshire Council's team can help provide support but also signpost them to where additional help is available in their local area – with hundreds of community groups set-up across the county providing invaluable assistance.

SOCIAL MEDIA

Social media is a valuable tool at a time like this, but it can also contain mis-information and rumour, which isn't helpful. The following Twitter (www.twitter.com) accounts will be regularly posting out the latest factual advice and information related to COVID-19:

- Public Health England – **@PHE_UK**
- Department of Health and Social Care – **@DHSCgovuk**
- Wiltshire Council – **@WiltsCouncil**
- NHS England – **@NHSEngland**
  The NHS advises to only trust NHS organisations on Twitter that are 'blue-tick verified'
- Wiltshire Police – **@wiltshirepolice**
- Dorset and Wiltshire Fire & Rescue Service – **@DWFireRescue**
- Foreign Office – **@foreignoffice**

WHAT CAN YOU DO AS COMMUNITY?

Your communities are strong and resilient and there are simple things you can do to help them continue to thrive:

- Taking into account the latest government stay at home restriction on social distancing, speak to vulnerable family, friends and neighbours and make sure they are able to get what they need.
- If you know someone who is self-isolating, contact them via phone and text and check that they're ok. By its very nature, self-isolation is a solitary experience and their wellbeing will likely be improved by talking to someone (an additional form is enclosed to support this)
- Appoint someone in your community/neighborhood as the main gatherer of information so that everyone in your area gets access to the same and most accurate information
- Please be mindful with your comments and actions, so as not to cause undue concern or anxiety within your community. If you hear mis-information that may cause issues, respectfully challenge if you're able to
- Please be respectful of anyone you know who has been diagnosed with COVID-19 as it's likely to be an anxious time for them. Due to patient confidentiality their details will not be publicly confirmed, so please do what you can to respect and protect their privacy, and do not speculate with the local media or on social media.
- PHE has advised people who are self-isolating to do what they can to avoid visitors to their home and any deliveries of groceries, medications or other shopping to be left at the door so please ensure that when you are providing support this advice is followed.

Supporting each other in ..INSERT ROAD.. **in the event of self-isolation**

Have you been told that you need to self-isolate?
Do you need some support?

As you know, the UK could be significantly affected by COVID-19.

The most up-to-date advice for anyone who has recently travelled abroad or who is experiencing a cough, or a fever, or a shortness of breath can be found at
www.nhs.uk/conditions/coronavirus-covid-19

There is the possibility that over the coming weeks some of us will be advised to self-isolate as a precautionary measure.

INSERT NAME has agreed to coordinate members of ..INSERT ROAD...

INSERT NAME has agreed to coordinate members of ..COMMUNITY..who are prepared to support people who have been identified by the NHS as having COVID-19, or those who have been told to isolate themselves by staying indoors, and who may need help.

If you have been diagnosed or told to isolate by the NHS and you need help with, for example, **essential** shopping or collecting medicines, contact ..INSERT NAME.. using the details found below.

You are not alone; a member of our local community coronavirus group will then contact you to try to provide support from within the road.

This is not an alternative to the NHS or social services; it will simply be
INSERT ROAD.... residents looking after each other.

Main contact:

Name:..

Telephone number:...................................

Email address:......................................

Alternative contact:

Name:..

Telephone number:...................................

Email address:......................................

PHE has advised people who are self-isolating to do what they can to avoid visitors to their home and any deliveries of groceries, medications or other shopping to be left at the door so please ensure that when you are providing support this advice is followed.

If you would be prepared to help a householder in this way, please let
INSERT NAME... **know so that we can increase the number of volunteers.**

Thank you for all your support.

NHS

CORONAVIRUS
STAY ALERT
TO STAY SAFE

- ⊘ Keep a safe distance from others
- ⊘ Stay home as much as possible
- ⊘ Keep washing your hands regularly

STAY ALERT ▸ CONTROL THE VIRUS ▸ SAVE LIVES

HM Government

NHS

Coronavirus
Wash your hands more often for 20 seconds

Use soap and water or a hand sanitiser when you:

- Get home or into work
- Blow your nose, sneeze or cough
- Eat or handle food

For more information and the Government's Action Plan go to nhs.uk/coronavirus

CORONAVIRUS
PROTECT YOURSELF & OTHERS