

What you can do to protect a family member and their essential carers during COVID-19

This is a tough time for everyone but remember that staying at home and avoiding seeing other people are temporary measures to help to:

- **Protect yourself**
- **Protect your family**
- **Protect essential carers** (health care worker, care worker, family member or friend) who are supporting your loved ones with their everyday needs.



Essential carers will continue to visit, unless they have any of the symptoms of coronavirus or if you have made alternative arrangements with their care provider. However, it is important that you follow the guidelines below to make sure that care providers can continue to provide the care that your family member needs.

Not following these guidelines this will have an impact on their ability to continue to provide essential care and support in a safe way and will mean that you are placing your loved ones and their formal carers at risk.

- If a person you care for or is cared for has received a letter about isolation, the instructions are very clear. They must stay at home at all times and avoid all face-to-face contact except from their formal carer and healthcare workers who continue to provide essential care. This is to protect them from COVID-19.

- To protect your loved ones and their formal carers please avoid unnecessary visits and when you do have to visit please stay outside where possible and at least 2 metres distance away. If you do decide to visit a loved one, you are risking the spread of the virus to them and their carers even if you are not displaying any symptoms.
- If you are visiting, you should wash your hands for 20 seconds on arrival and often during your visit as well as when leaving
- Friends, family and supporters can help get the things loved ones will need to stay at home. If you are delivering items your family member needs, please leave them outside their door or in a hall keeping a 2 metre distance.
- Make sure loved ones have a plan to keep in touch with you, friends and family either on the phone or online.

If you have questions about this guidance or need further information contact the Commissioning Support Helpline on 01922 652141.

What you can do to prevent the spread of the virus and other key information

At present the single most important action we can all take, in fighting coronavirus, is to stay at home to protect the NHS and save lives.

Make sure you follow the governments' social distancing, hygiene and handwashing guidelines.

If you or someone in your family with starts to feel ill you should:

- **Get advice from NHS 111 online**
- **Not go to a GP surgery, pharmacy or hospital as the virus could be passed to others**
- **Access coronavirus testing where appropriate:**

<https://www.gov.uk/government/news/further-expansion-of-access-to-coronavirus-testing-helps-protect-the-most-vulnerable>

NHS Coronavirus Status Checker

Walsall residents are being urged to complete a coronavirus status checker to help the NHS coordinate its response to the virus. The NHS is particularly keen for anyone who thinks they may be displaying potential coronavirus symptoms, no matter how mild, to complete it.

The information gathered will help the NHS to plan its response to the outbreak. It is made clear to anyone using the status checker that this is not a triage or clinical advice tool and they should visit NHS 111 online for medical advice about their symptoms.

The checker can be found at www.nhs.uk/coronavirus-status-checker

For more information

National guidance around Coronavirus can be found at www.gov.uk/coronavirus

Information and guidance is also available on the Walsall Council website www.walsall.gov.uk/covid-19_information