

COVID-19

Support & Advice for

ADULTS



PARENTS & CARERS



YOUNG PEOPLE



CORONAVIRUS

STAY HOME
PROTECT
THE NHS
SAVE LIVES

A collaboration of information and advice brought to you by Hillingdon Health and Care Partners

Message from Thames Valley Police

The Government has said you should stay at home, only leaving the house for specific reasons.



Reasonable excuses to leave the home include:

- Obtaining basic necessities for the essential upkeep, maintenance and functioning of the household, or for the household of a vulnerable person
- To take exercise alone or with other members of your household close to home
- Seeking medical assistance / accessing critical public services
- Providing emergency assistance including that of a vulnerable person
- Travelling for the purpose of work or to provide voluntary or charitable services
- Attending a funeral of a close family member (or a friend, where there are no close family)
- Donating blood
- Meeting a legal obligation, incl. court or bail conditions
- Continuing existing arrangements relating to shared parental access to children
- Going to a place of worship (minister of religion or worship leader only)
- Moving house
- Avoiding injury or escaping a risk of harm.

Daily exercise:

- Stay local and use open spaces near to your home where possible – do not travel unnecessarily
- Only go outside alone or with members of your own household
- Keep at least 2 metres apart from anyone outside your household at all times
- Take hygiene precautions when outside, wash your hands as soon as you are back indoors.

Fraud and cyber-crimes:

Fraudsters are using the current public health emergency to defraud people looking to buy medical supplies online, sending emails offering fake medical support and targeting people who may be vulnerable or increasingly isolated at home.

Think very carefully before you hand over your money, and don't give out your personal details unless you are sure who you are dealing with.

If you believe you have fallen victim to a fraud or cyber-crime, please report it to

www.actionfraud.police.uk

Fines and Penalties

If you leave your home or gather in public for any reason other than those specified, the police may:

- instruct you to go home, leave an area or disperse
- instruct you to take steps to stop your children breaking these rules if they have already done so
- take you home – or arrest you – if you do not follow their instructions or where they deem it necessary
- issue a fine (fixed penalty notice) of £60, which will be lowered to £30 if paid within 14 days.
- issue a fine (fixed penalty notice) of £120 for second time offenders, doubling on each further repeat offence.

Individuals who do not pay their fine could be taken to court, with magistrates able to impose unlimited fines.

About this Guide

On 23rd March 2020, the UK Government passed strict measures to stem the spread of the Coronavirus Covid-19 Pandemic. These included a 'lockdown' where citizens should now stay at home apart from essential travel. These measures are to protect you, and others from Covid-19, and to limit the strain on the National Health Service.

Understandably, this is a challenging time for everyone and a time of great change in the way we live.

Health and Care Partners from across Hillingdon have come together to create a resource guide for all Hillingdon residents, it is hoped that the information contained within this guide will serve as a useful tool that supports you and those you live with / care for to overcome the challenges of this unique time.

During this time of change it is important to maintain good health and wellbeing and your local GP, whilst likely operating differently during this time, should remain your main point of contact for your ongoing and future health needs and concerns.

Appointments during lockdown are likely to be carried out by telephone or online, this is for your safety as much as theirs. You may also experience a longer than usual wait when calling your surgery, but please bear with them, they will answer your call.

Lastly don't forget you can use online services to order prescriptions and please be mindful at this time for your benefit not to leave ordering repeat prescriptions to the last minute.

We hope you find the information within this guide useful, we would welcome your feedback on the guide which can be emailed to us at hhcp.covid19@nhs.net

You can also contact to Healthwatch Hillingdon if you need any advice and guidance from 9.00am to 5.00pm Monday to Friday :

Telephone: 01895 272 997

Text Line: 07957 667 776 (SMS only)

Email: office@healthwatchhillington.org.uk

[healthwatchhillington.org.uk/contact-us](https://www.healthwatchhillington.org.uk/contact-us)

If you want to share your concerns and how COVID -19 has affected you, can contact us

www.healthwatchhillington.org.uk/COVID19

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Understanding Covid-19, Your Role and Support Available to You

COVID-19 is a new illness that can affect your lungs and airways. It's caused by a virus called coronavirus.

Help stop the infection spreading:



Symptoms:

You may have coronavirus if you have either of the following symptoms, however mild:

- a high temperature
- a new, continuous cough

Anyone who has these symptoms must stay at home until the symptoms have ended, and in all cases for at least seven days. Everyone else in the household must stay at home for at least 14 days after the first person's symptoms appear, even if they themselves do not have symptoms. Once seven days have passed and provided the symptoms have ended, they no longer need to isolate.

For mild cases, these can be managed at home with rest, drink plenty of water to stay hydrated and take paracetamol to lower your temperature. If your condition worsens use NHS 111 online or by phone for advice.

If you have symptoms do not go to your GP surgery, pharmacy or hospital.

Visit NHS 111 online

Only call 111 if you are not able to get online, you have been instructed to call, or your symptoms worsen.

Call 999 if you have a serious or life-threatening emergency, and tell the call adviser if you have coronavirus symptoms.

Going to work:

You may travel for work purposes, but only where you cannot work from home provided neither you nor any of your household have coronavirus symptoms. This is consistent with advice from the Chief Medical Officer.

Obtaining an isolation note for your employer:

You do not need to contact your GP practice for this use the 111 online coronavirus service <https://111.nhs.uk/covid-19>

This service is only for people who:

- have symptoms of coronavirus
- live with someone who has symptoms of coronavirus

If you have to stay at home but feel well enough to work, ask your employer if you can work from home. If you can work from home, you will not need an isolation note. You do not need to get a note from a GP.

Letters to people clinically extremely vulnerable from COVID-19: 'Shielded Patients'

People who are clinically extremely vulnerable should have received a letter confirming they are in this group or have been told by their GP.

'Shielding' means not leaving your home and minimising contact with other members of your household.

If you have been told that you're clinically extremely vulnerable, you should:

- follow the advice provided
- register online at www.gov.uk/coronavirus-extremely-vulnerable even if you do not need additional support now. You can register yourself, or on behalf of someone else. You'll be able to ask for help if you need it - for example, with getting essential supplies or your basic care needs.



Support for Carers

If you are a carer or receiving care from someone and either of you start to display symptoms of coronavirus you must suspend your face-to-face visits.

If this means that the person you care for will be even more vulnerable, for example because they will no longer receive the essential supplies that you bring them, the government has set up a dedicated helpline for vulnerable people seeking additional care.

Helpline: www.gov.uk/coronavirus-extremely-vulnerable

If you are struggling, you can also visit:

www.gov.uk/find-coronavirus-support

Pregnancy

If you are pregnant the Royal College of Obstetricians and Gynaecologists have useful information and advice:

www.rcog.org.uk/en/guidelines-research-services/guidelines/coronavirus-pregnancy/covid-19-virus-infection-and-pregnancy/



Support for Vulnerable Residents

The London Borough of Hillingdon is working with H4All, a partnership between five of Hillingdon's leading charities, to provide support to the most vulnerable members of our community at this difficult time.

If you are unable to leave the house and do not have a friend, neighbour or family member available to support you, the following services are available to you:



- Help with food shopping
- Emergency food parcels - H4All can deliver a box of essential food items to eligible residents.
- Prescriptions – help registering with your local pharmacy and arrangement of regular prescriptions to be delivered to your door
- A regular telephone call - if you are feeling lonely and isolated or struggling with your emotions
- Information and advice: welfare benefits, help with your claim
- Dog walking and posting mail

If you are on a special diet for medical reasons or need essential equipment, we will do our very best to help.

This is a free service, with the exception of food shopping, which will be arranged individually.

To access this service, email COVID19Hub@hillingsdon.gov.uk or call 020 3949 5786 from 8am to 5.30pm, Monday to Friday (10am to 2pm weekends and bank holidays).

Could you volunteer to help? If so please fill in our online form at:
www.hillingdon.gov.uk/community-support



Looking after your Mental Health and Wellbeing

If your mental health deteriorates or if you experience any thoughts of suicide or self-harm, please contact the CNWL Single Point of Access Crisis Team on 0800 0234 650 or the Samaritans for free on 116 123

Talking Therapies for Adults:

- Help with processing your feelings about self-isolation.
- Advice about anxiety and stress around coronavirus, providing you help with managing worry.

Referral can be made by a healthcare professional or you can self-refer online to: [cnwltalkingtherapies.org.uk/referral-hillingdon](https://www.cnwltalkingtherapies.org.uk/referral-hillingdon)

For more information contact www.cnwltalkingtherapies.org/
Telephone: 01895 206 800
Email - hillingdontalkingtherapies.cnwl@nhs.net

Information and Support Services Mind to Support You During Lockdown

Provided by



<https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/#PracticalAdviceForStayingAtHome>

Telephone 01895 271559 Email mind@hillingdonmind.org.uk

For Counselling Services

Please ring 01895 271559, option 2 or email H4allcounselling@hillingdonmind.org.uk

Mental Health Recovery Support Service

Please ring 01895 271559, option 1 or email mind@hillingdonmind.org.uk

Carers Support Service – Hillingdon Carers

Please ring 01895 271559, option 2 or email H4allcounselling@hillingdonmind.org.uk



Support for Parents/Guardians and Carers

Hillingdon Educational Psychology Service is providing support for parents, guardians and/or carers of children. Consultations are carried out with a trained psychologist.



Anxiety

Your child's emotional needs
Concerns about friendships,
Routine,
Loss or bereavement,
Taking care of you.

To access this free service email educationalpsychologyservice@hillingdon.gov.uk with the following:

- Your name
- The telephone number you would like to be contacted on
- The name of your child's school
- Times and dates you are not available for a consultation
- A brief description of what you would like to focus on in the consultation.

We will aim to get back to you within two working days to confirm a date and time for your consultation. The consultation service will, as far as possible, be confidential.



Support for Children and Young People:

This can be a particularly challenging time for children and young people both mentally and emotionally.

Below is a list of recommended services, websites and apps for children and young people.

Children's Commissioner	The Children's Commissioner has created a Children's Guide to Coronavirus to help parents explain the situation. www.childrenscommissioner.gov.uk
Link Counselling Service	Counselling by appointment for people aged 13-25 who live, work or study in the London Borough of Hillingdon. 01895 277222 Open Mon-Fri 10.30am to 7.30pm
Brunel University Student Well-being Service	Emotional and practical support and advice. www.brunel.ac.uk/about/coronavirus-information-for-the-brunel-community
Healios – Think Ninja	Online information or download the free app that will bring self-help knowledge and skills to children and young people (10-18 years old) who may be experiencing increased anxiety and stress during the crisis. www.healios.org.uk/services/thinkninja1
Kooth	Free, safe and anonymous online support for young people aged 11-25 registered with or living in Hillingdon. www.kooth.com
YoungMinds	Online support for parents/carers and young people under the age of 25. www.youngminds.org.uk YoungMinds Crisis Textline YM Crisis Textline 85258.
Anna Freud National Centre for Children's and Families	Dedicated Covid-19 web space to support children and young people's mental health. Includes information for parents, carers and schools/colleges. www.annafreud.org Switchboard: (0)20 7794 2313
World Health Organisation	The World Health Organisation has created advice on how to help children cope during coronavirus. www.who.int/docs/default-source/coronaviruse/helping-children-cope-with-stress-print.pdf

The specialist Hillingdon CAMHS team at Minet Clinic continues to provide a service and offers face to face appointments (where necessary), and has transitioned to telephone and zoom video conferencing. Access to this service is by referral from your child's GPs, teacher, youth worker, educational psychologist, school nurse and/or social worker. For more information about this service visit www.camhs.cnwl.nhs.uk

Brunel University Student Wellbeing Service



Brunel continue to offer counselling and/or mental health advisor support remotely via Skype/phone/emails until further notice.

Emotional and practical support and advice on any concern that you may have about your mental health at any time during your students' career. Provided by a Mental Health Adviser - Sessions to help you on active problem solving, a specialist mentor will give you advice and guidance.

Further information and updates can be found on the University's coronavirus portal: www.brunel.ac.uk/about/coronavirus-information-for-the-brunel-community

Hillingdon Youth Thrive (Community Barnet)

MENTAL HEALTH SUPPORT using digital technology for Brunel University Students during the COVID 19 Pandemic

CommUNITY Barnet would host the following webinars between April and July 2020.

- Management of concerns from April to May 2020
- Isolation from April to July 2020
- Procrastination April-May 2020
- Management of anxiety and stress from April to July 2020

The team can be contacted by email

info@brunelstudentwellbeing.org.uk

or 020 8364 8400

The webinars would be held as webinars at lunchtime and the Student

Wellness team at Brunel University will circulate the dates on the Covid19 portal and on its bulletin board.



Managing Anxiety, Stress and Feeling Overwhelmed

Taking care of your mental wellbeing is key. You may be worried about how coronavirus will affect your life and the ones you love, or anxious and sad about having to stay at home and avoiding other people. Below are some tips to help you improve your mental wellbeing.

Distraction

- Decide your own routine, this is an opportunity to do things differently
- Plan activities to do on different days
- Clean your home or complete an outstanding job
- Play music
- Look at photos of family/friends and places you have been
- Have a digital clear out
- Sort through possessions and put them away tidily or have a spring clean
- Watch films or a series boxset
- Games and puzzles

Exercise

- Seated exercises
- Online or dvd workouts
- Sitting less – if you have been sitting down for an hour, just getting up or changing position can help
- Go for a walk/ run or bike ride (use social distancing and lockdown guidance)
- Gardening/housework
- Keep your mind active and challenged too, read books, magazines and articles, do puzzles

Connection

- Connect with people – by phone or digitally
- Let other people know if you're struggling
- Write letters or emails, or make phone calls with people you have been meaning to catch up with

Relaxation

- Breathing exercises can help you cope and feel more in control, simple breathing exercises are on the NHS website
- Get as much sunlight fresh air and nature as you can
- Listen to natural sounds like recordings or apps that play birdsong, ocean waves or rainfall
- Be creative with arts and crafts such as drawing, painting, collage, sewing, craft kits or upcycle

Take care with news and information

- Be careful where you get news and health information from
- If all the information surrounding the pandemic becomes overwhelming, limit yourself to looking at the latest updates once a day from the official news updates or NHS/Government websites/news feeds

Lockdown Wellbeing Tips

To support your wellbeing during the lockdown, there are five fundamental principles (**ROSCOV**) that you need to apply to each and every day of the week, including weekends and bank holidays.



Routine

It is important that you maintain a routine each day of the week:

- Rising from bed at the same time each day.
- Changing from night clothes to day clothes at a set-time.
- Having meals at regular times.
- Indoor and outdoor activities e.g. shopping, stretches, exercise at roughly the same time/day of week.
- Wind down one hour before bed, helping to put your day to rest.



Opportunity

A positive way to think about this time is that it is a rare opportunity for you to focus on you.

Structure

Create a 'weekly schedule' using the questions below to help you:

- How might I split my day/hours up?
- What do I want and need to include in my day?
- Am I engaging too much in one or two activities each day?
- Am I not including enough of a specific activity that would be helpful for me?
- Am I too rigid with structuring my day and could I be a little bit more flexible?

Place your schedule in a place in your home, which you can see easily each day. Remember to create a new schedule every couple of weeks, or as required.



Connection

- Stay connected with a friend, family member, or a charitable / NHS volunteer who is keen to help.
- Remain updated on the latest guidance and advice from the NHS and Government, you do not need to spend excessive amounts of time thinking about the pandemic throughout your day.

Variety

Is key to preventing boredom, increasing motivation, and maintaining self-growth

- Change it up - think about a task or activity which you can alter and still engage with and gain from.
- Be curious and creative. A taste and passion may emerge when being open to trying something new.
- Learn from others.

Useful Resources

CNWL Stay Well at Home Isolation Pack www.cnwl.nhs.uk/application/files/1115/8618/7460/Wellbeing_pack_for_self_isolation.pdf

Staying in touch with family/friends who have been admitted into Hospital

Visiting family and friends in hospital is currently not allowed for health and safety reasons. If you have a family member or friend that has been admitted to hospital with suspected or confirmed COVID 19 the below explains the type of treatment they may receive and how you can stay in touch with them during their stay in hospital.

What treatment will they receive?

Alongside active measures to treat the disease, it is important to reduce any distress that they may experience. This is done through treating symptoms:

- **Breathlessness** can be improved by keeping as calm and relaxed as possible, but if breathlessness gets worse, we will use medication to help with this. Morphine is the most common medicine used. Although usually given for pain, morphine can be used safely to relieve the feeling of breathlessness.
- **Cough** can also be relieved by morphine.
- **Anxiety** can be common, medicines used to help with this symptom include lorazepam and midazolam.
- **Restlessness** can occur if fever develops and this can be controlled using paracetamol.

In the most serious cases, COVID 19 can severely affect the lungs, stopping them from working normally. A ventilator may be used to move air into and out of the lungs to help with breathing. A ventilator may be used for several days until the lungs are able to work properly again.

Making decisions

Difficult decisions about the care of your loved one receives may need to be made rapidly by the medical teams. For example, when to start ventilation or whether to restart the heart if it stops. Please let the medical team know whether you have had these discussions with your loved one already and what they said. If you are unsure please discuss with one of the medical team. Many of the conversations with the doctors and nurses will have to take place on the telephone and we recognise this will be difficult. Please make sure we have your correct contact details and let the ward staff know if you wish to be kept informed.

Communicating with family/friends admitted into hospital

There are strict rules in place both outside and inside the hospital, which means you may not be able to visit. Where possible, ward staff will help you communicate by telephone or video calls.

Returning home after their hospital admission

- After being discharged back home or into the community, the Hospital will give advice on what to do next
- Mental Health support is available if it's required
- It is unlikely to get the virus again; however, it is important to remain alert and follow NHS advice if symptoms start to develop.



When a loved one dies

The following information has been lifted from the Institute of Cemetery and Crematorium Management (ICCM) with the ever changing climate we advise you visit the following link to confirm any changes to the below information:

www.iccm-uk.com/iccm/covid-19-and-cemeteries-and-crematoria-frequently-asked-questions

The Government has stated that funerals are exempt from the restriction on social gatherings of only two people, but have issued guidance that says that immediate family only may attend, whether this is a burial or a cremation.

Anybody subject to the requirement to self-isolate, or if they are showing any of the symptoms of Coronavirus, must not attend a funeral.

Anyone who attends a funeral must observe the rules on social distancing.

The above information is, of course, very difficult for those that wish to attend and pay their respects, where possible, you are advised to work with funeral directors, celebrants and clergy to help craft alternatives to a full funeral.

Suggestions for those who are unable to attend:

- If offered, services can be streamed via the web, or recorded and played back at a later date.
- Think about the person at the same date and time as the funeral, and spend some time in quiet reflection.
- Write down your thoughts and memories of the person for reading at the funeral, or at a later date.
- Light a candle in your home at the same time as the funeral.

If nobody can attend the burial or cremation, there could be concern that standards are not being met; a photograph showing the coffin placed in the grave or on the catafalque may be an option to discuss with families.

Memorial services can be held at a later date at which families can gather and remember the person who has died.



Bereavement Services

The Child and Adolescent Bereavement Service (CABS) at Harlington Hospice continue to offer therapeutic support by telephone or video to children, young people and their families in the Hillingdon Borough.

This service is available to those who have experienced bereavement or have someone close to them with a life-limiting illness.

They are accepting new referrals and aim to respond within two working days and follow up with telephone assessments to assess individual needs.

Their Creative Arts Therapists are fully qualified Health and Care Profession Council (HCPC) registered professionals.

For children who may be too young to access the telephone or video support, CAB are able to provide support for parents during this time.

For more information please visit our website:

<https://www.harlingtonhospice.org/cabs>

Or contact us by email at **Cabsreferrals@harlingtonhospice.org**

Adult Bereavement Service – Harlington Hospice

Please ring **01895 271559, option 2** or email **H4allcounselling@hillingdonmind.org.uk**



Useful Links and Resources

Carers

www.hillingdoncarers.org.uk

Children

Talking to children about Coronavirus:

www.mentalhealth.org.uk/coronavirus/talking-to-children

The World Book Online eBooks and audiobooks available for free for children to access at home.

- <http://worldbook.kitaboo.com/reader/worldbook/index.html#!/>
- www.batod.org.uk/wp-content/uploads/2020/03/Yoopies-coronavirus.pdf
- www.robbiddulph.com/draw-with-rob

The Sensory Toolbox

includes a range of meditation apps:

thesensorytoolbox.com/mindfulness-app-for-kids

P3

www.p3charity.org/services
or call 01895 436114

The Mix

www.themix.org.uk

Creativity & Personal Growth

Online Art Classes

- artyfactory.com
- www.drawspace.com
- how-to-draw-cartoons-online.com
- www.howtodrawit.com
- www.toadhollowstudio.com/wp_blog/online-drawing-lessons-videos-exercises
- media.academyart.edu/freeclass/index.html

Cooking

- www.instructables.com/cooking

Puzzles

- www.puzzler.com/online-puzzles
- www.jigsawplanet.com

Language

www.duolingo.com

Distress and Extreme Anxiety

Crisis Counsellor Text HOME to 741741 to connect

Samaritans

If you need urgent help in the UK and Ireland, Samaritans can be contacted on 116 123 or email jo@samaritans.org or jo@samaritans

Domestic Violence and Abuse

The freephone, 24-hour National Domestic Abuse Helpline 0808 2000 247

- www.advicenow.org.uk/tags/domestic-violence
- www.refuge.org.uk
- www.nhs.uk/live-well/healthy-body/getting-help-for-domestic-violence

Exercising

Sitting

- www.nhs.uk/live-well/exercise/sitting-exercises

Flexibility

- www.nhs.uk/live-well/exercise/flexibility-exercises

Balance

- www.nhs.uk/live-well/exercise/balance-exercises

Strength

- www.nhs.uk/live-well/exercise/strength-exercises

Limited mobility

- www.ageuk.org.uk/information-advice/health-wellbeing/exercise/simple-exercises-inactive-adults

Finance

Many individuals, businesses and family households will have financial concerns at this time. It is important to remember that you are not alone, and there may be support available:

- www.gov.uk/coronavirus

Loneliness

“Quarantine Chat” App:

- covidmutualaid.org
- www.verywellmind.com/how-to-cope-with-loneliness-during-coronavirus-4799661
- www.ageuk.org.uk/scotland/latest-news/2020/march/tackling-loneliness-during-covid-19-outbreak

Nutrition

Breaking the cycle of over-eating when you're at home:

- drive.google.com/file/d/1_9rRvCPDHXRAT6L1h1tbgvZ5vzs64-R/view?usp=sharing

Eating well on a budget:

- www.sleekgeek.co.za/2020/03/the-sleekgeek-guide-to-eating-healthily-on-a-budget

Eat well for less:

- www.nhs.uk/live-well/eat-well/20-tips-to-eat-well-for-less

Mental Wellbeing

Breathing exercises

- www.mind.org.uk/information-support/types-of-mental-health-problems/anxiety-and-panic-attacks/self-care-for-anxiety

Working from home

- www.bacp.co.uk/news/news-from-bacp/2020/18-march-coronavirus-looking-after-your-wellbeing-while-working-from-home
- mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak/while-working
- www.wired.co.uk/article/working-from-home-relationships

Free Online NHS approved tools

Good Thinking - Good Thinking's ambition is to improve the mental wellbeing of Londoners. It does this by giving

you a personalised service to help you find mental wellbeing apps and resources that are the best for you

www.good-thinking.uk



Change4Life aims to ensure parents have the essential support and tools they need to make healthier choices for their families.

www.nhs.uk/change4life



Health Unlocked - The world's largest social network for

health, connecting people with the same health conditions, where they can share experiences and get answers to questions about their conditions and wellbeing needs. healthunlocked.com/



**With acknowledgement to everyone
who contributed to this guide....**



Thank You!

London Borough of Hillingdon
CNWL – Central North West London
Hillingdon Mind
Talking Therapies
Hillingdon CCG
Hillingdon Health and Care Partners
Hillingdon Hospital
Thames Valley Police
North West London CCG Collaboration
H4All
Healthwatch