

Edition 14

July 3 2020



#TogetherLeeds

Coronavirus community and
voluntary sector bulletin



ART BY EMELIA AGED FIVE AND A HALF

Stay alert. Control
the virus. Save lives



Introduction Week 14

Welcome to our latest bulletin.

This week we focus on helping people stay safe as lockdown measures are eased. We also outline the importance of reliable information as part of Health Information Week, and tell you how you can get involved in the nation's thanks to all healthcare workers to celebrate the NHS 72nd birthday. We hope you find this bulletin a useful and informative resource.

How is it for you - Do you work in a care home?



Your
healthwatch
Leeds

We want to know how it is for you, what's working what can be improved?

Are you care home staff or do you know someone that is?

We would like to hear from care home staff about what is working well, what improvements would help. Fill in the survey here you do not need to leave your name

<https://bit.ly/2B0ASpD>

NHS Birthday



On Sunday (July 5) we celebrate the 72nd birthday of the NHS. This year the anniversary is obviously more poignant than ever as we remember the outstanding work of everyone in the NHS during COVID-19.

We'd ask all of you to join in on Sunday at 5pm with the biggest Thank You NHS clap (**#ThankYouTogether**) as the nation demonstrates its overwhelming appreciation of our NHS heroes. To mark the anniversary, three landmark buildings in Leeds – Town Hall, Civic Hall and Leeds Museum - will be illuminated blue throughout the weekend. You can read more about the day here.



Staying Safe In The Community

We all need to take extra precautions to stay safe when we're out and about. This won't only protect yourself, but will also help some of the most medically vulnerable people, who are at higher risk. Remember to be mindful of other people and their space, and we encourage you to lead by example when it comes to social distancing – even if you see other people breaking the guidelines, it doesn't mean you have to.

Here are our top tips for staying safe:

- The infection risk increases the closer you are to another person with the virus, and the amount of time you spend in close contact with them. The Government recommends you keep two metres away from others, or one metre when you can take other precautions to mitigate the risk.
- Reduce risk by staying side-to-side rather than facing someone. Don't go too close to people outside your household or support bubble. If you must, keep it as brief as possible.
- Wash your hands frequently using soap and water, and dry them thoroughly. Where available, use sanitiser outside your home, especially as you enter a building and after you've touched surfaces.
- Reduce the number of people you come into close contact with. E.g. avoid peak travel times on public transport, and densely crowded areas.
- You must wear a face covering at all times on public transport or when attending a hospital as a visitor or outpatient. If possible, also wear a face covering in other enclosed public spaces where social distancing isn't possible and where you'll come into contact with people you don't normally meet. Be prepared to remove your face covering if asked to do so by police officers and staff for ID purposes. For the more creative amongst you, **you can make face-coverings at home.**
- Evidence suggests shouting and singing increase the respiratory droplets and aerosols people release and therefore the risk of transmission.
- Avoid doing either with people outside your household or social bubble.
- The virus can stay on fabrics for a few days, although it's usually shorter. Wash your clothes regularly if you work with people outside your household.

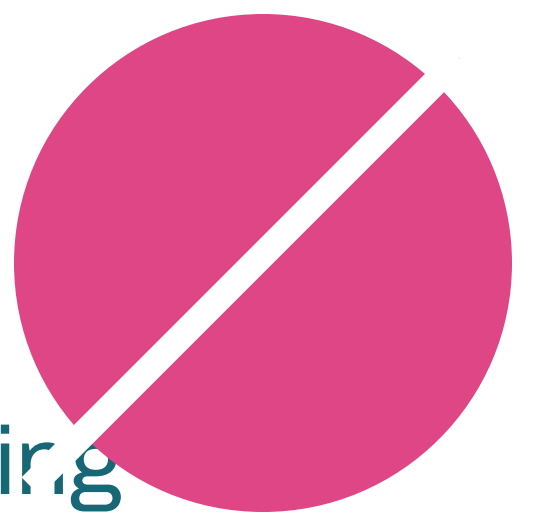




Staying Safe In Healthcare Settings

As part of measures to make sure staff and patients remain safe and protected from the spread of COVID-19, the NHS in Leeds is asking you to take a small number of steps when you attend face-to-face appointments:

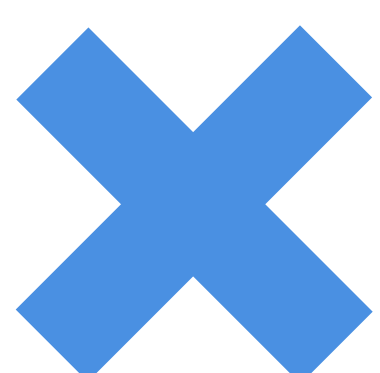
- **Wear a face covering.** When you attend an appointment, you should wear a face mask or covering such as a homemade mask or scarf. All staff will also wear masks. We'll advise you what you do if you can't wear coverings for health reasons.]
- **Arrive on time.** All face-to-face appointments are scheduled to minimise contact between patients so it's important you don't arrive too early to the clinic. If you do, you may be asked to leave and return at your allotted time.
- **Come by yourself.** You should attend an appointment alone due to social distancing measures leading to reduced space in waiting areas. If you need a carer with you, they'll be required to wear a face covering and practice social distancing.
- **Clean your hands.** Good hand hygiene, including regularly washing hands with soap and water for 20 seconds, can help reduce the spread of infection. You may also have your temperature checked on arrival. Most healthcare services will have hand sanitisers or handwashing facilities available.
- **Keep left and follow any instructions.** We've made every effort to facilitate social distancing – you're asked to keep your distance from other people when not in your appointment. We've displayed signs giving instructions in all buildings.



If you're booked in for an operation you'll need to self-isolate for 14 days before any planned surgery. Once admitted, you'll be tested to ensure you don't have COVID-19. You may also have to self-isolate after your procedure. The healthcare team looking after you will advise on this.

Stay at home if you have COVID-19 symptoms

If prior to any appointment patients or anyone in their household develops symptoms that might be related to COVID-19 they shouldn't visit a GP practice, pharmacy or hospital. If anyone has a planned operation at the hospital, they should ring the booking team on the contact number on their appointment letter and we'll rebook their appointment.





If you think you have Coronavirus symptoms such as a high temperature, loss of taste or smell or a new continuous cough, please use the new online advice hub that can tell you if you need medical help: <https://111.nhs.uk/service/COVID-19/>. If you can't use online services, you should call NHS 111.

Check your information sources



An unfortunate consequence of a national and international crisis like a pandemic is the spread of false information, also known as misinformation. This is difficult to manage, especially on social media, where rumours can quickly spread, and become mistaken for fact.

Sometimes misinformation is shared on purpose by people intent on harming people – whether it be financially, physically or mentally – and causing panic. But other times misinformation is shared by people who are trying to help others, but who have not checked the source and quality of that information.

We encourage you all to **THINK** before, and make sure you are only sharing information you can trust. This is one of the themes of this year's Health Information Week, which starts on 6 July. You can find information about the campaign, including tips and advice on accessing reliable information at: <https://www.leedslibraries.nhs.uk/health-information-week/>

Anxiety after Lockdown

The gradual easing of lockdown brings longed-for opportunities - even being mindful of social distancing - to see friends, resume family contact in 'real physical space' or go back to work. But the much-anticipated changes might cause you anxiety and stress – particularly if you're more vulnerable to the virus, you've been shielding or you have existing with mental health concerns.

Be prepared for the fact that the end of lockdown might be as hard for you as the start was. It'll take time to find your way back, and reconnect with life. If lockdown has been relatively quiet and isolated for you, then returning to shops, traffic, transport, and work might lead to 'sensory overload.'

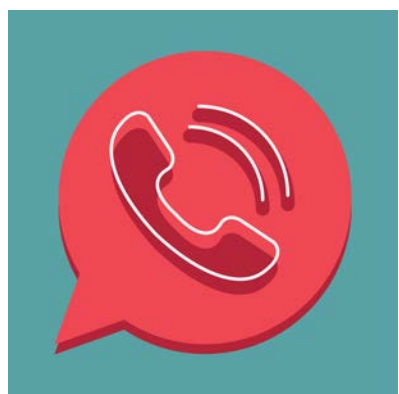


Read these mental health tips to find routines, stay connected, eat well, and take exercise. They apply just as much now as they did at the start of lockdown – arguably even more so as we remain in a period of high stress but with more demands on us.

Don't judge yourself harshly based on what other people do. Everybody faces uncertainty and challenge - move through it as best you can and at your own pace.

Visit Managing feelings about lockdown easing for more advice. If you want to talk, call the new confidential 24 hour mental health helpline **FREephone 0800 183 0558**.

Useful contact numbers



· **Leeds Directory** is the council's online source of information about a range of local community care and support services, activities and events. During the COVID-19 pandemic the directory provides an important link to essential services, such as trades that can help with urgent repairs in the home to keep residents safe and well. Please take a look at the **easy-to-use website**, try it out and spread the word.

Are you helping a friend or family member due to their illness, disability, mental health issue or a substance misuse problem? If you have any questions or concerns, call Carers Leeds on **0113 380 4300**. Or visit the website

Call the **Leeds City Council helpline** on **0113 378 1877** if you're self-isolating and don't have friends or family nearby who can help. Our volunteers can help you with shopping, transport to medical appointments, or a call to check how you are.

MindWell has a coronavirus information hub with the latest information and resources to help people in Leeds take care of their mental health and is at this time. It's also helpful if you're concerned about someone or if you're a professional supporting others.

MindMate is a trusted Leeds-based website specifically for children and young people, their families and the professionals who support them.

Cruse Bereavement Care offer a range of support and resources and have a free helpline **0808 808 1677**. Opening hours Monday-Friday 9.30-5pm (excluding bank holidays), extended hours on Tuesday, Wednesday & Thursday evenings, until 8pm.

Child Bereavement UK Leeds offers support to children and young people who have been bereaved of a close family member. The service is available for Leeds young people up to and including age 18, providing general advice, advocacy, one to one and group support. Staff work remotely and continue to provide support to families by telephone and digital means. Tel: **01133 503598**; Email: **leedssupport@childbereavementuk.org**



Useful contact numbers

COVID-19 support line for anyone in Leeds with family members or friends who are critically ill, or have died from, coronavirus. Call St Gemma's Hospice on **0113 218 5544** or Wheatfields Hospice on **0113 203 3369** during standard working hours.

Cancer Support Helpline for patients and/or their carers if they are worried or have any questions about COVID-19 following receipt of a letter from the hospital about changes to their appointment or treatment. The helpline **0800 923 0014** offers a 7 day a week (including bank holidays) telephone support service from 9am - 5pm.

Leeds Domestic Violence Service helpline on **0113 246 0401**. If calling is unsafe, a web-chat service is now being offered from Monday-Friday between 1pm-3pm via <https://leedswomensaid.co.uk/>. If you're in immediate danger, call **999** (press 55 after the emergency number if you're in danger and unable to speak).

Call NHS 111 if you need medical help but it's not an emergency. A trained advisor will help you access the best service to meet your need. You can also go online www.111.nhs.uk

Previous issues

Click on the images below to read the previous issues.

