

The Shielding Group in Leeds

Information and Routes to Support for people who are Clinically Extremely Vulnerable

Information from the Multi Agency Bronze on Shielding

Contact: Covid.Partners@leeds.gov.uk

Information Correct at: 5/11/2020



These slides are intended to assist anyone working with people in Leeds who may have been advised that they are clinically extremely vulnerable to Covid 19.

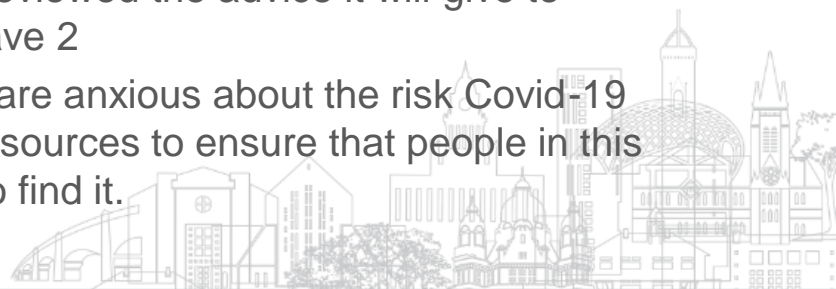


The information is collected from a number of sources and every effort has been made to ensure that it is accurate. If you find something has been changed, or there is an error – please do share that with us, so that we can keep improving these resources.



Who are CEV/ the shielding group?

- The “Shielding Group” or people who are “Clinically Extremely Vulnerable” to Covid -19 are the people identified by the NHS because they have got existing health conditions that mean they would be likely to have serious complications if they caught the coronavirus.
- This does not mean that they are currently unwell or unhealthy – just that it is very important that they prevent coming into contact with the virus wherever possible.
- People can be in this group because of specific conditions or a combination of conditions.
- People in this group can be any age – roughly half of the people are under 65 and half are over 65.
- There are over 42,000 people in this group in Leeds.
- In the first wave of Covid-19 in the UK, this group of people were advised to shield at home – and to limit virtually all contact with people from outside their household. This advice was PAUSED on 1st August 2020.
- As more is now known about how the virus transmits and more is known about the ill-effects of shielding at home – the government has reviewed the advice it will give to people who are clinically extremely vulnerable in wave 2
- We know that there are many people in Leeds who are anxious about the risk Covid-19 poses to their health and have put together these resources to ensure that people in this group know that help is available and where to go to find it.



Advice to Clinically Extremely Vulnerable People

- Much of the advice in Wave 1 focused exclusively on what people should NOT do.
- This is important – but it must be in the context of staying mentally and physically well – and choosing what is the right thing for you to DO in any situation.
- Listed here are some of the major DOs and DON'Ts in terms of ADVICE for shielding healthily.
- We have also included some tips from people who shielded in wave one about how they approached the advice they were given.



	DON'T	DO	Tips from Wave 1
	<ul style="list-style-type: none"> ☒ Don't go to work outside of your home 	<ul style="list-style-type: none"> ☑ Register for financial assistance if you cannot continue to work 	<ul style="list-style-type: none"> ➡ <i>Staying in touch with colleagues as well as managers.</i>
	<ul style="list-style-type: none"> ☒ Don't go to school in person 	<ul style="list-style-type: none"> ☑ Make a plan with school to make sure that you can continue your studies and learn at home - this might include loaning equipment. 	<ul style="list-style-type: none"> ➡ <i>Planning ways to stay emotionally and socially connected to school life and friends.</i>
	<ul style="list-style-type: none"> ☒ Don't go to the shops in person 	<ul style="list-style-type: none"> ☑ Register for priority online deliveries. ☑ Ask for help from our network of local volunteers if you need it 	<ul style="list-style-type: none"> ➡ <i>Eating healthily and think about the variety of foods you want to eat.</i> ➡ <i>Trying new foods as well as old favourites.</i>
	<ul style="list-style-type: none"> ☒ Don't go to the pharmacy in person - Your pharmacy should know you are entitled to free delivery 	<ul style="list-style-type: none"> ☑ Sign up online at your GP surgery where you can order your repeat prescriptions ☑ Ask for help from our network of local 	<ul style="list-style-type: none"> ➡ <i>Making a list of your medications and when they are due. Not waiting 'til they are overdue to chase a delivery.</i>

DON'T	DO	Tips from Wave 1
<ul style="list-style-type: none"> ☒ Don't socialise with people you don't live with who aren't in your support bubble 	<ul style="list-style-type: none"> ☑ Keep 2m distance from people in your household – especially if they are working outside the home or using public transport. ☑ Ask all household members to wash their hands as soon as they come home. ☑ Ask for help to make or maintain social connections if you are feeling lonely or bored 	<ul style="list-style-type: none"> ➡ <i>Keeping in social contact with a variety of family, friends and neighbours through telephone, internet and window visits</i> ➡ <i>Telling family, friends or volunteers how you are feeling</i>
<ul style="list-style-type: none"> ☒ Don't stay indoors at all times ☒ Don't be frightened to spend time in your garden or going to a park 	<ul style="list-style-type: none"> ☑ Keep your home well ventilated ☑ Take exercise – at home or outdoors – at whatever rate is comfortable and good for you 	<ul style="list-style-type: none"> ➡ <i>Getting exposure to fresh air during daylight hours in particular boosts the body's natural immune system and helps you sleep better</i>

DON'T	DO	Tips from Wave 1
<ul style="list-style-type: none"> ✘ Don't travel unless it is essential 	<ul style="list-style-type: none"> ✔ Walk, cycle or go in a private car to attend appointments or other essential travel. ✔ Ask for help to get to an appointment if you do not have a safe way to travel there. 	<ul style="list-style-type: none"> ➡ <i>Planning ahead for a hospital visit – making sure that it's confirmed and knowing which entrances are in use</i>
<ul style="list-style-type: none"> ✘ Don't give or receive informal caring support, if it is outside of your care bubble 	<ul style="list-style-type: none"> ✔ Know who is in your care bubble ✔ Ask for help if your care bubble is disrupted by shielding 	<ul style="list-style-type: none"> ➡ <i>Using resources like the <u>"Carers Plan B"</u> – to make sure that care can continue if it is disrupted</i>
<ul style="list-style-type: none"> ✘ Don't stop attending medical treatment, appointments or stop your regular care ✘ Don't stop taking medication you are prescribed 	<ul style="list-style-type: none"> ✔ Check that appointments are confirmed before attending in person ✔ Let the clinic know that you are considered extremely vulnerable so they can explain any additional precautions 	<ul style="list-style-type: none"> ➡ <i>Planning ahead for the safest ways to attend appointments</i> ➡ <i>Agreeing with your carers any additional precautions you both want to take</i>

Summary of Shielding Advice

Work

- If you cannot work from home, then you should not attend work – statutory sick pay or employment support allowance is available to you.

School

- You are advised not to attend school if you are clinically extremely vulnerable – children and young people should continue their education at home, school will provide practical support for this.
- If you are CEV and you live with your child who goes to school – your child is still advised to go to school. You can discuss with school and concerns.

Shops and Pharmacy

- You are strongly advised not to go to the shops or to the pharmacy in person – you can register for priority online deliveries at supermarkets and your pharmacy should deliver free to your door.

Socialising

- In general, you are advised to stay at home as much as possible – but to take exercise or walks outdoors every day to stay healthy.
- Take care to keep your home well ventilated.
- Try to stay 2 metres away from other people within your household if they are going outside for work or using public transport.
- Aim to keep in social contact with family, friends and neighbours through telephone, internet and window visits.

Travel

- You are advised not to travel unless essential and to avoid public transport

Care and support

- At all risk levels you should continue to access the care and support you need – this includes any hospital or care appointment you would normally go to.
- You can still receive informal care at home from people within your support bubble and from professional health and care workers

Helping someone shielding stay happy and healthy at home – considerations of individual needs and assets

Education and Child Care

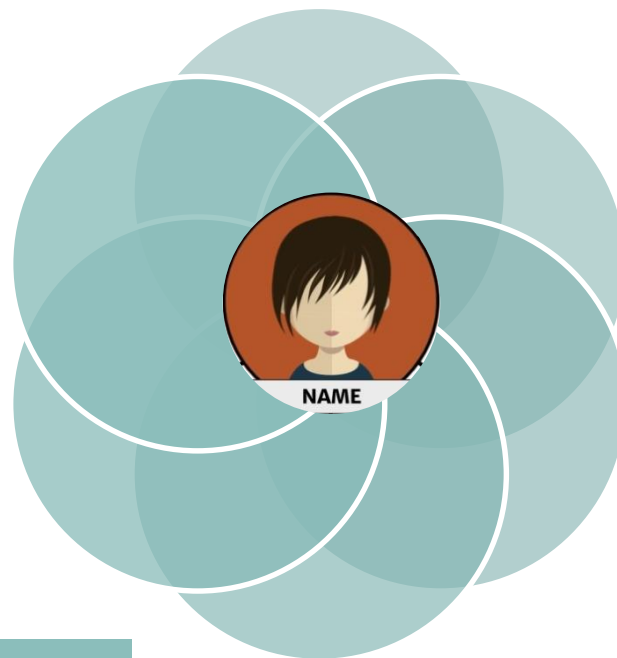
- Shielding children and young people
- Shielding households with children in them

Safeguarding

- Maintaining safe contact with services
- Unknown emergent risks

Practicalities

- Access to:
 - Food/ Supplies
 - Medicines/ Medical supplies
 - Home repairs
- Communication needs



Social Life

- Friends
- Family
- Volunteering
- Hobbies

Health and Wellbeing

- Mental wellbeing
- Physical wellbeing
- Care and Caring
 - Social care support
 - Home care support
 - Shielding Carers
 - Caring support for someone shielding
- Accessing appointments
- Ongoing treatment

Work and Money

- Work / Job security
- Financial situation
- Costs/ affordability
 - Data/ internet
 - Home warmth

The aim is to ensure that the individual remains at the centre of their own shielding experience. That they are supported to understand the risks that apply to them, given support to understand their options and provided with assistance where necessary.

Working with People who are CEV

- For EVERYONE working with the public at this time, it is strongly recommended that you read the Government Guidance for Clinically Extremely Vulnerable people. Please note that this guidance was updated on 3rd November so you may need to read it again:

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

- If you are working with someone in the shielding group, your work must take place in this strict context. ***You may need to make some adjustments in order to respect the advice to CEVs but do not stop your work wherever possible.***
- If you are working with individuals who are CEV/shielding and having read the guidance feel you are unable to continue doing so, please escalate these concerns to the Multi Agency Bronze Meeting on Shielding via covid.partners@leeds.gov.uk or by contacting Rachael Loftus on 07891 271 054
- It is recommended that you check with **anyone** you are working with:
 - if they have received a letter or text saying that they are in the shielding group or that they are “clinically extremely vulnerable” to Covid19
 - provide support to them to understand its implications, and encourage them to register with the **national shielding support service**
 - share the local helpline numbers with them so they are able to seek help at any time, even if they do not need it now

Shielding Registration

- When advice to shield at home is in place – people are asked to register online – this confirms that they have received the advice and also enables them to:
 - Register for priority online shopping
 - Ask for assistance in physically getting food to their home
 - Ask for assistance in affording food and supplies
 - Ask for assistance because their usual care routine is not compatible with shielding advice
 - Ask to be kept up to date with advice and guidance
 - Free pharmacy delivery is available to all people on the shielding list – whether they register nationally or not.
- The new national system is only available for ONLINE registration – therefore Leeds City Council and city partners will provide assistance to anyone who wants to register to do so

Shielding Registration 2

Details on the National Shielding Support Service will be included in the letter sent by national government to CEVs. The address for people to register themselves is:

- <https://www.gov.uk/coronavirus-shielding-support>

A different web address is available for local partners who are assisting someone to register or registering on their behalf:

- <https://coronavirus-shielding-support.service.gov.uk/?la=1>

****Please note that registration will only be successful if someone is formally on the Shielded Patient List. Requests for support from other people who are vulnerable or seeking assistance will not be filtered through to us using this platform and will just be lost****

Local Shielding Communication

- Leeds has a number of ways to communicate directly with people who are on the shielding list:
- **Texts** come from an account called “**LCC Covid19**”.
- **Emails** are sent from a verified **Gov Delivery** account. These emails will never ask for personal details.
- **Landline telephone** calls are made from a Leeds number. Anyone who is suspicious that a call may be fraudulent is advised to hang up and redial the LCC number.
- **Letters** will be sent periodically to people who do not have access to electronic communications.

- **Local updates** will appear on the dedicated Shielding webpage on the Leeds City Council website: www.leeds.gov.uk/shielding

- In Leeds there is a Multi Agency “Bronze” meeting on Shielding. This feeds in to the city’s command and control structures for dealing with the pandemic. Anyone who wishes to escalate a concern around shielding can contact this group by email:
covid.partners@leeds.gov.uk

Help is available:



One number to connect to
local support:

0113 376 0330



Support to meet your
care needs or additional
support for carers



Priority access to delivery for food and supplies



Informal support through
check in and chat

Supporting people who are shielding at home to stay safe and healthy



www.leeds.gov.uk/shielding

Local Support for Shielding

The following slides show the routes to support for anyone shielding. This should help you, or advise or support someone on the following:

- Children 16
- Employment 21
- Financial Advice 16
- Food 22
- Health and Wellbeing 24
- Prescriptions 28
- Safeguarding 29
- Transport 32

Information for Children in Schools

- More evidence has emerged that shows there is a very low risk of children becoming very unwell from COVID-19, even for children with existing health conditions. Most children originally identified as clinically extremely vulnerable no longer need to follow this advice.
- Speak to your GP or specialist clinician if you have not already done so, to understand whether your child should still be classed as clinically extremely vulnerable.
- Those children whose doctors have confirmed they are still clinically extremely vulnerable are advised not to attend school whilst this advice is in place. Your school will make appropriate arrangements for you to be able to continue your education at home. Children who live with someone who is clinically extremely vulnerable, but who are not clinically extremely vulnerable themselves, should still attend school.

Employment

Support	Accessed Through	
<p>Employment Support whilst shielding</p>	<p>If you cannot work from home, you can use your shielding notification letter for Statutory Sick Pay and Employment Support Allowance purposes. If you have not received your letter, you can ask for one to be issued at: https://digital.nhs.uk/coronavirus/shielded-patient-list</p>	<p>If you need support to work at home or in the workplace you can apply for Access to Work: https://www.gov.uk/access-to-work Access to Work will provide support for the disability-related extra costs of working that are beyond standard reasonable adjustments an employer must provide.</p>
<p>Employment Advice and Support</p>	<p>If you are unable to work from home, and unable to reach agreement with your employer about your entitlements, you should seek immediate Employment Advice.</p> <p><i>**In this case, with the permission of the person, please escalate these concerns to the local Shielding Team via: covid.partners@leeds.gov.uk so they can be relayed nationally.**</i></p>	<p>Citizens Advice Leeds 0113 223 4400</p> <p>National Acas Helpline on 0300 123 1100 https://www.acas.org.uk/</p>

Financial support and advice

Support	Accessed Through	
<p>Financial support and advice</p>	<p>Referrals can be made for those needing food, help with gas and electricity top-ups, white goods and items for babies. Referrals from any key worker or by individuals calling. Streamlined support.</p>	<p>Local Welfare Support Scheme: 0113 376 0330</p>
<p>Financial support information</p>	<p>Information and resources updated regularly on the Council website on:</p> <ul style="list-style-type: none"> ▪ debt ▪ benefits ▪ emergency food ▪ low cost loans ▪ bills or payment holidays 	<p>Money Information Centre website: https://www.leeds.gov.uk/leedsmic</p>
<p>Citizens Advice</p>	<p>If you are in financial crisis, you can talk confidentially with a trained Citizens Advice adviser.</p> <p>They can help address your crises and provide support to maximise your income, help you navigate the benefits system, and identify any additional grants you could be entitled to.</p> <p>If needed, they'll issue you with a voucher so you can get an emergency food parcel from your local food bank.</p>	<p>National Citizen's Advice 0808 2082138 open Monday to Friday, 9am-5pm</p>

Routes to Support: FOOD

Support

Accessed Through

Priority Delivery Slots at supermarkets

If you previously shielded and registered before 15th July – you will have retained priority delivery at the following supermarkets:

Asda, Iceland, Sainsbury's, Tesco

To newly sign up for priority deliveries, individuals should go to:

<https://www.gov.uk/coronavirus-shielding-support>

If you are signing up on someone's behalf, go to:

<https://coronavirus-shielding-support.service.gov.uk/?la=1>

*More info on slide 11 – you must have your NHS number to do this

Family, friends or volunteer assisted shopping

Local volunteers can go to a supermarket with a person's own shopping list. This allows people to choose and pay for their own groceries. There are a number of supermarkets who have volunteer gift card schemes that means no money needs to change hands. See slide 20.

Suitable for someone who cannot get an online delivery or does not want to do an online shop.

Call NHS Volunteers:

0808 196 3646

Call the Leeds Helpline:

0113 3760330

Routes to Support: FOOD

Support	Accessed Through	
People on restricted diets	Dealt with on a case by case basis via the helpline.	Call the Leeds Helpline: 0113 376 0330
People with cultural food needs	<p>Access to cultural food hub: Anyone can refer or self-refer directly to the cultural food hub.</p> <p>Partnership working with organisations across Leeds: Frontline services supporting communities with emergency food provision can contact Hamara or Give a Gift to work in partnership to access culturally appropriate food for their organisation to redistribute to people in need of emergency provision.</p>	<p>Hamara (for South, West and North of the city) Email: admin@hamara.co.uk Tel: 0113 277 3330</p> <p>Give a Gift (for East of the city) Email: admin@giveagift.org.uk Tel: 0113 3805676</p>
Emergency food parcels for people in immediate need*	<p>If someone is in immediate need, food parcels contain enough food for a few days and can be tailored to urgent needs, including baby food.</p> <p>Or a referral can be made to a local foodbank for support.</p>	Individuals, call the LWSS Helpline: 0113 376 0330

Supermarkets – Priority support for People who are shielding

	Online Priority	Offline Priority
Asda	Asda customers who have registered are offered a “priority pass” which entitles you to free, recurring delivery slots; or priority access to one off delivery slots.	Asda Killingbeck and Asda Middleton offer a Click and Collect Service
Iceland	Iceland is offering exclusive times for people who are registered nationally to book a priority delivery slot. You must also be registered as customer on their website.	
Morrisons	Morrisons use Amazon for home deliveries and is unable to provide priority access to delivery slots but has expanded the total number of slots available to accommodate increased demand.	Morrisons Doorstep delivery service is a telesales shopping service. Call 0345 611 6111 and select option 5 to place your order. You must live within 10 miles of a Morrisons store.
Sainsbury’s	Sainsbury’s offers priority access to online home deliveries for shielding customers. You must also be registered as customer on their website.	Sainsbury’s offer priority access to Click and Collect for shielding customers and telephone access to priority slots. Access by calling Sainsbury’s Care Line on 0800 636 262 or 0800 953 4988.
Tesco	Tesco offers priority access to online home deliveries for shielding customers. You must also be registered as customer on their website.	Tesco currently has Click and Collect in Roundhay Road; The Avenue – LS17; Bramley and Cookridge stores.
Waitrose	Waitrose offers priority access to online home deliveries for shielding customers. You must also be registered as customer on their website.	

Supermarkets - Support for people who are “vulnerable”

The following supermarkets have put in place more general support for people who are vulnerable, elderly or need additional support:

Aldi	Aldi is selling ambient food parcels (i.e. foods that do not need to be refrigerated or won't go off quickly) on its website to help vulnerable people and those self-isolating. The parcels are for home delivery and contain 22 products including tinned soup, rice and pasta, antibacterial handwash and a four-pack of toilet roll. The parcels cost £23.99 including home delivery, but are limited to one per customer. Find more information at: https://www.aldi.co.uk/food-parcels
Co-op	Through the Deliveroo app, households who are isolating can order basic essentials to be delivered (free delivery) from some local Co-ops. In Leeds, local Co-op stores taking part are: Sovereign Square, Cardigan Road, Butcher Hill, Hollin Park, Town Street Beeston and Otley Rd.
Lidl	In-Store Support for vulnerable or older customers who need assistance. An assistance bell is located at the entrance of stores for the vulnerable and elderly. When rung, a member of the team will provide further assistance. If you are unable to complete your shopping while following the social distancing measures Lidl have in place, a member of the team will safely support you. If you require assistance with your shopping, you may be accompanied by someone that can support you.
Marks & Spencer	Marks & Spencer is working with Deliveroo to deliver groceries from some franchises in BP fuel stations. Orders are made through the Deliveroo app. M&S also has a range of food boxes for home delivery, including store cupboard goods, vegetable and fruit boxes, a £45 meat box and a new Gluten Free box.

Volunteer Shopping Cards

Volunteer shopping cards enable you to purchase a shopping voucher for a set amount and have that sent directly to the friend, family member or volunteer who is doing your shopping for you, without having to exchange cash.

Each store has slightly different ways to top up or to reclaim any balance left on cards. These are the major stores using a volunteer shopping card:

- Aldi Voucher Scheme : <https://vouchers.aldi.co.uk/>
- Asda Volunteer Card: <https://cards.asda.com/volunteer>
- Marks and Spencer All in this Together Giftcard: <https://www.marksandspencer.com/we-re-all-in-this-together-volunteer-e-gift-card/p/gcp60282075>
- Sainsbury's Volunteer Shopping Card: www.sainsburysgiftcard.co.uk
- Tesco Volunteer eGift Card: <https://www.tescogiftcards.com/recipient-details?>
- Waitrose Vulnerable eGift Card: <https://www.johnlewisgiftcard.com>



Routes to Support: Health and Wellbeing

- It is important that you continue to receive the care and support you need to help you stay safe and well.
- Do **continue** to access and ask for support from the NHS and other health providers for your existing health conditions and any new health concerns. Your local NHS services are well prepared and will put in measures to keep you safe.
-
- You can access a range of NHS services from home, including ordering repeat prescriptions or contacting your health professional through an online consultation.
- To find out more visit www.nhs.uk/health-at-home, or download the NHS App.
- If you have an urgent medical need, call NHS 111 or, for a medical emergency, dial 999.

Routes to Support: Wellbeing and Health

Support	Accessed Through	
<p>Mental health information (Adults)</p>	<p>The Leeds MindWell website is full of tips on different ways you can protect your mental health, whilst staying home. Information is available on the coronavirus mental health information hub web page.</p>	<p>https://www.mindwell-leeds.org.uk/myself/coronavirus-mental-health-information-hub</p>
<p>Mental health information (Children and young people)</p>	<p>Children and families, including those who are shielding, are recommended to look at the MindMate website for information on managing mental wellbeing.</p>	<p>https://www.mindmate.org.uk</p>
<p>Linking Leeds</p>	<p>Linking Leeds is the integrated city-wide Social Prescribing service for people in Leeds. Social Prescribing is a way of linking individuals with a range of local community services to improve social, emotional and mental wellbeing</p>	<p>Tel: 0113 336 7612 Email: linking.leeds@nhs.net Visit: www.commlinks.co.uk</p>
<p>Physical Activity</p>	<p>Staying physically active at home and spending time outdoors is key to maintaining physical and mental wellbeing.</p>	<p>Leeds City Council has produced a booklet on physical activities that are suitable for doing at home during the winter months: https://www.leeds.gov.uk/docs/Keeping%20Well%20at%20Home.pdf</p>

Shielding and Pregnancy

- Pregnancy alone does NOT require someone to shield
- However, if you have been advised to shield for another reason, or specifically because you have congenital or acquired heart disease and are pregnant, please note the following:
- If you are shielding and pregnant it is very important that you continue to have contact with your midwife so they can provide the maternity care needed to ensure wellbeing and the safe arrival of baby . This should be by phone or online wherever possible.
- However, if they have a scheduled hospital or other medical appointment during this period, you should talk to their Midwife or GP **to ensure you continue to receive the care you need and to agree which appointments are right for you to attend in person.** People are advised to contact hospital/ clinic to confirm all appointments.

Support	Accessed Through	
During Pregnancy	LTHT Maternity Services - for more information and details about shielding whilst pregnant Leeds Maternity Coronavirus Advice Line: 07464907978 https://www.leedsth.nhs.uk/a-z-of-services/leeds-maternity-care/	Women's Health Matters - https://www.womenshealthmatters.org.uk/ Women's Lives Leeds - https://www.womenslivesleeds.org.uk/

Physical Activity

- Keeping up with exercise, and building more movement into daily life, helps keep people physically healthy and improves mental wellbeing. The latest update to the shielding guidance means people can leave their homes once a day to exercise, as long as you they do so safely, maintaining strict social distancing at all times.
- There are also ways that people can move more whilst at home. Any movement is good, particularly if it makes someone feel a little bit warm and makes them breathe a little faster. Small chunks of movement every day helps increase energy. There are ways people can move well at home:
 - Strength and balance exercises that will help to keep people strong and steady on your feet.
 - Aerobic exercise that warms a person up and gets them breathing slightly harder to help them keep fit and well.
 - Breaking up periods of inactivity, such as sitting or lying down throughout the day with movement and activities.

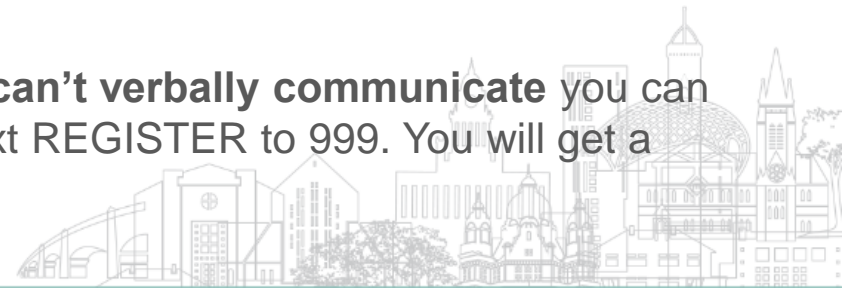
Support	Accessed Through	
Physical Activity	Get Set Leeds has loads of tips for keeping moving, staying active and staying safe: https://getsetleeds.co.uk/	Keeping Well at Home https://www.leeds.gov.uk/docs/Keeping%20Well%20at%20Home.pdf

Routes to Support: Prescriptions

Support	Accessed Through	
Priority delivery of repeat prescriptions	<p>Everyone on the Shielded Patient List is entitled to free prescription deliveries to their door.</p> <p><i>We are aware that many community pharmacies may struggle to meet demand and may ask for assistance from volunteers to help with deliveries.</i></p>	Direct approach to person's local pharmacy
Priority delivery of controlled drugs	Priority delivery for people on methadone or withdrawal-scripts who are shielding	Contact Forward Leeds: 0113 887 2477 info@forwardleeds.co.uk
Supported delivery of any prescriptions	If someone is struggling and needs a prescription more urgently than their pharmacy can deliver, they can ask if a volunteer is available to assist them.	Requests made by individuals to the HELPLINE: 0113 376 0330
For Pharmacies delivering to people who are shielding	Pharmacists requiring support for an urgent delivery, backed up by Council and volunteer fleet	Pharmacists/ partners request via Email <u>covid.partners@leeds.gov.uk</u>
For Primary Care	Primary care requiring support for an urgent need (e.g. if availability a problem in usual/local pharmacy and prescription needs to be filled elsewhere) backed up by Council and volunteer fleet	Request via Email <u>covid.partners@leeds.gov.uk</u>
For anyone	Neighbours encouraged to collect prescriptions for people who are known to them	Promoted through community messaging. Including offer of back up via helpline if neighbours unable to do so.

Routes to Support: Safeguarding

- We know that shielding is particularly challenging for people living with domestic abuse. All professionals in Leeds are committed to keeping someone who is shielding safe – and that should not be a barrier to someone receiving support. Help is available.
- Always call the police on 999 in an emergency (**press 55 after the emergency number if you're in danger and not able to speak for help**)
- Find alternative accommodation from Leeds Housing Options or Leeds Domestic Violence Service if you are experiencing domestic abuse and need to escape – **and tell them if you have been advised to shield.**
- Find a safe place to stay with physical 2m distance wherever possible if you need to leave your home to seek support.
- Emergency SMS service - If you are **deaf or can't verbally communicate** you can register with the Emergency SMS service. Text REGISTER to 999. You will get a text which tells you what to do next.



Routes to Support: Safeguarding 1

Support	Accessed Through	
If you are concerned for the safety of a child	Advice is available from the Duty & Advice Team during office hours. And from the Children's Emergency Duty team on evenings, weekends and bank holidays. The Front Door Safeguarding Hub.	Office Hours, Tel: 0113 376 0336 Out of hours, Tel: 0113 535 0600
Help for adults concerned about a child	NSPCC advice line.	NSPCC Tel: 0808 800 5000
Help for children and young people	Childline via telephone or online.	ChildLine Tel: 0800 1111 https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/
To report abuse or seek advice about an adult:	Contact Adult Social Care: 0113 222 4401 Out of hours: 0113 378 0644	



Routes to Support: Safeguarding 2

Support	Accessed Through	
Leeds Domestic Violence Service	24-hour Helpline for anyone in Leeds wanting immediate advice, support and information. Emergency accommodation, support, advice and advocacy to women, men and families across Leeds.	Tel: 0113 246 0401 www.ldvs.uk/
Leeds Women's Aid	Online chat service is available Monday to Friday from 1pm till 3pm. Please go to the to access a confidential live online live chat for support and help.	Online Chat Service: https://leedswomensaid.co.uk/
The Mother Load	Advice for domestic abuse victims on how to keep safe during self-isolation.	the-motherload.co.uk
Karma Nirvana	Support for victims of honour based abuse and forced marriage	https://karmanirvana.org.uk/
Galop	LGBT+ anti-violence charity	www.galop.org.uk/
Respect Phonenumber	Anonymous and confidential helpline for men and women who are harming or considering harming their partners, ex-partners, or families. Advice and information to promote behaviour change	Respect Helpline: 0808 8024040
Respect Men's Advice Line	National Men's Advice Line for men experiencing domestic abuse	Tel: 0808 8010327 https://mensadviceline.org.uk/



Routes to Support: Transportation

Support	Accessed Through	
People who usually use Patient Transport Service	<p>Advice given by each Clinic on IF patient should attend in person and if passenger transport can handle this safely.</p> <p>Transport arranged via existing passenger transport system or via NHS responders where needed by the clinic.</p>	<p>Shielding individuals can call NHS Volunteer Responders by calling 0808 196 3646 between 8am and 8pm.</p>
Transport for anyone who has been asked to attend a clinic in person	<p>If clinics do not have passenger transport available, and a person is unable to travel to an appointment safely and cannot afford to pay for private transport, it may be possible to assist them.</p>	<p>Call the Leeds HELPLINE: 0113 376 0330</p>

Helpful Organisations and Groups

	Description	Contact
Leeds Directory	Leeds Directory offers a comprehensive range of services and community based support, groups and activities, in order to support people to live the life they want to live. It helps you live well by connecting you to reliable local services and tradespeople who have been checked and vetted as well as activities and events near you.	Call: 0113 378 4610 , weekdays 9am to 5pm Email: leedsdirectory@leeds.gov.uk Visit: www.leedsdirectory.org
Community Hubs	There are still thousands of volunteers who are willing to help working across Leeds. If you are struggling, worried or just need someone to point you in the right direction – call and they will put you in touch with someone who can help.	Call: 0113 376 0330
Linking Leeds	Linking Leeds is the integrated city-wide Social Prescribing service for people in Leeds. Social Prescribing is a way of linking individuals with a range of local community services to improve social, emotional and mental wellbeing.	Call: 0113 336 7612 Email: linking.leeds@nhs.net Visit: www.commlinks.co.uk
Forum Central	Forum Central offer information about voluntary and community services that are available to help and support you, and help with accessing these services.	Call: 0113 242 1321 Email: hello@forumcentral.org.uk Visit: www.forumcentral.org.uk



Helpful Organisations and Groups 2

	Description	Contact
Carers Leeds	If you are a carer over the age of 18 – i.e. you look after a friend or relative with an illness, frailty, disability, mental health issue or an addiction – Carers Leeds offers a range of support, advice and information for carers and professionals in Leeds.	Call: 0113 380 4300 , weekdays 9am to 5pm Email: advice@carersleeds.org.uk Visit: www.carersleeds.org.uk
Family Action	If you are aged under 18, Family Action can support you via a range of methods including social media, activities, group work, networking, accessing and signposting to external agencies for young carers and families to gain additional support.	Call: 0113 733 9126 Email: leedsyoungcarers@family-action.org.uk Visit: www.leedsyoungcarers.org.uk
Mindwell	The Leeds MindWell website is full of tips on different ways you can protect your mental health, whilst staying home. Information is available on the coronavirus mental health information hub web page.	Visit: https://www.mindwell-leeds.org.uk/myself/coronavirus-mental-health-information-hub
Mindmate	MindMate is the mental health website in Leeds for young people, their families and professionals who support them.	Visit: https://www.mindmate.org.uk/
Voluntary Action Leeds	There are a wide range of opportunities to help others by volunteering in Leeds including carrying out volunteering from your home.	Visit: https://doinggoodleeds.org.uk/i-want-to-volunteer/ Call: 0113 2977920

Neighbourhood Networks

Action for Gipton Elderly	5-11 Oak Tree Drive, Gipton, LS8 3LJ Call: 0113 2409784 Email: age.gipton@talktalk.net	Community Action of Roundhay Elderly – CARE (RVS)	The Old Shoulder of Mutton, 45 Potternewton Lane, Chapel Allerton, LS7 3LW Call: 0113 8873597 Email: LeedsYorkHub@royalvoluntaryservice.org.uk Visit: www.royalvoluntaryservice.org.uk
Aireborough Voluntary Services to the Elderly	ANSA Clubhouse, Nunroyd Park, Yeadon, Leeds LS19 7HR Call: 0113 2501702 Email: info@avsed.org.uk Visit: www.avsed.org.uk	Cross Gates & District Good Neighbours' Scheme CIO	Station Road, Crossgates, Leeds, LS15 7JY Call: 0113 260656 Email: admin@crossgatesgns.org.uk Visit: www.crossgatesgns.org.uk
Armley Helping Hands	Strawberry Lane Community Centre, Armley, LS12 1SF Call: 0113 2799292 Email: admin@armleyhelpinghands.org.uk Visit: www.armleyhelpinghands.org.uk	Farsley Live at Home Scheme	St John's Farsley Parish Church Hall, New Street, Leeds, LS28 5DJ Call: 0113 2909340 Email: farsley.liveathome@mha.org.uk Visit: www.mha.org.uk/community-support/live-home/farsley
Belle Isle Senior Action	26 Broom Crescent, Leeds LS10 3JW Call: 0113 2778208 Email: info@belleisle.org.uk Visit: www.belleisle.org.uk	Halton Moor & Osmondthorpe Project – HOPE	Osmondthorpe Hub, Osmondthorpe Lane, LS9 9EF Call: 0113 2493597 Email: info@hopeprojectleeds.org.uk Visit: www.facebook.com/hopeprojectleeds/
Bramley Elderly Action	Bramley Community Centre, Waterloo Lane, Bramley, Leeds LS13 2JB Phone: 0113 2361644 Email: info@bramleyea.org Visit: www.bramleyea.org.uk	Hamara Healthy Living	Tempest Road, Beeston, LS11 6RD Call: 0113 2773330 Email: admin@hamara.co.uk Visit: www.hamara.org.uk



Neighbourhood Networks 2

<p>Burmantofts Senior Action</p>	<p>Lower Ground Floor, 75a Stoney Rock Lane, Leeds LS9 7TB Call: 0113 2489191 Email: info@bsaleeds.org Visit: www.bsaleeds.org</p>	<p>Hawksworth Older People's Support – HOPS</p>	<p>6 Broadway, Hawkswood Crescent, Hawksworth Wood, Leeds LS5 3PR Call: 0113 2285552 Email: hops2001@yahoo.co.uk Visit: www.facebook.com/Hawksworth-Older-People-Support-Services-HOPS-LTD200871099929233/</p>
<p>Caring together in Woodhouse & Little London</p>	<p>Woodhouse Community Centre, 197 Woodhouse Street, Leeds, LS6 2NY Call: 0113 2430298 Email: info@caringtogether.org.uk Visit: www.caringtogether.co.uk</p>	<p>Holbeck Together</p>	<p>The Old Box Office, 99 Domestic Street, Holbeck, LS11 9NS Call: 0113 2455553 Email: info@holbecktogether.org Visit: www.holbecktogether.org/</p>
<p>Chapel Allerton Good Neighbours (RVS)</p>	<p>The Old Shoulder of Mutton, 45 Potternewton Lane, Chapel Allerton, LS7 3LW Call: 0113 8873597 Email: LeedsYorkHub@royalvoluntaryservice.org.uk Visit: www.royalvoluntaryservice.org.uk</p>	<p>Horsforth Live at Home Scheme</p>	<p>Central Methodist Church, Town Street, Horsforth, LS18 4AH Call: 0113 2591511 Email: horsforth.liveathome@mha.org.uk Visit: www.mha.org.uk/community-support/live-home/horsforth</p>
<p>Leeds Black Elders Association</p>	<p>3 Reginald Terrace, Leeds, LS7 3EZ Call: 0113 2374332 Email: info@lbea.co.uk Visit: www.lbea.co.uk</p>	<p>Otley Action for Older People</p>	<p>Otley Older People's Welfare Centre, Crossgates, Otley, LS21 3AA Phone: 01943 463965 Email: info@otleyactionforolderpeople.org.uk Visit: www.otleyactionforolderpeople.org.uk</p>
<p>Meanwood Elders Neighbourhood Action (RVS)</p>	<p>The Old Shoulder of Mutton, 45 Potternewton Lane, Chapel Allerton, LS7 3LW Call: 0113 8873597 Email: LeedsYorkHub@royalvoluntaryservice.org.uk Visit: www.royalvoluntaryservice.org.uk</p>	<p>Pudsey Live at Home Scheme</p>	<p>53 Richardshaw Lane, Pudsey, LS28 7NB Call: 0113 2562717 Email: Pudsey.liveathome@mha.org.uk Visit: www.mha.org.uk/community-support/live-home/pudsey</p>
<p>Middleton Elderly Aid</p>	<p>Middleton Elderly Aid Centre, Acre Road, Middleton, Leeds LS10 4LF Call: 0113 2721050 Email: middletonelderlyaid@btconnect.com Visit: www.middletonelderlyaid.org.uk</p>	<p>Richmond Hill Elderly Action</p>	<p>Richmond Hill Community Centre, Long Close Lane, Leeds, LS9 8NP Call: 0113 2485200 Email: info@rhea-leeds.org.uk Visit: www.rhea-leeds.org.uk</p>

Neighbourhood Networks 3

<p>Moor Allerton Elderly Care – MAECare</p>	<p>57 Cranmer Bank, Moor Allerton, LS17 5JD Call: 0113 2660371 Email: info@maecare.org.uk Visit: www.maecare.org.uk/</p>	<p>Rothwell & District Live at Home Scheme</p>	<p>First Floor, Oulton Institute, 5 Quarry Hill, Oulton, LS26 8SX Call: 0113 2880887 Email: rothwell.liveathome@mha.org.uk Visit: www.rothwellliveathome.btck.co.uk/</p>
<p>Morley Elderly Action</p>	<p>Wesley House, 32 Wesley Street, LS27 9ED Call: 0113 2534484 Email: carole@morleyelderlyaction.org.uk Visit: www.morleyelderlyaction.org.uk</p>	<p>South Leeds Live at Home Scheme</p>	<p>St Andrew's Methodist Church, Old Lane, Beeston, LS11 8AG Call: 0113 2716201 Email: liveathome@btopenworld.com Visit: www.southleedsliveathome.org.uk</p>
<p>Neighbourhood Action in Farnley, New Farnley & Moor Top</p>	<p>307 Lower Wortley Road, LS12 4QA Call: 0113 2632945 Email: neighbourhoodaction@hotmail.com Visit: www.facebook.com/Neighbourhood-Action-In-Farnley-New-Farnley-Moor-Top252574891590856/</p>	<p>Seacroft Friends & Neighbours Scheme</p>	<p>Methodist Church Hall, 1081 York Road, LS14 6JB Call: 0113 2734979 Email: ssfn@btconnect.com Visit: www.ssfn.co.uk</p>
<p>Neighbourhood Elders Team – NET</p>	<p>Dover Street, Garforth, LS25 2LP Call: 0113 2874784 Email: monica@netgarforth.org Visit: www.netgarforth.org</p>	<p>Supporting the Elderly People - STEP</p>	<p>244 Queenswood Drive, Leeds LS6 3ND Call: 0113 2757988 Email: step.2.step@btconnect.com Visit: www.stepleeds.org.uk</p>
<p>Older People's Action in the Locality – OPAL</p>	<p>Welcome In Community Centre, 55 Bedford Drive Leeds, LS16 6DJ Call: 0113 2619103 Email: admin@opal-project.org.uk Visit: www.opal-project.org.uk</p>	<p>Swarcliffe Good Neighbours Scheme</p>	<p>Swarcliffe Community Centre, Stanks Gardens, Leeds, LS14 5LS Phone: 0113 2326910 Email: mail@sgns.wanadoo.co.uk Visit: www.sgns.org.uk</p>
<p>Older Wiser Local Seniors - OWLS</p>	<p>HEART, Bennett Road, Headingley, LS6 3HN Call: 0113 3697077 Email: infoowls@gmail.com Visit: www.bramleyea.org.uk/activities-services/owls/</p>	<p>Wetherby in Support of the Elderly – WISE</p>	<p>Wetherby One Stop, Westgate, LS22 6NL Call: 01937 588994 Email: info@w-ise.org.uk Visit: www.w-ise.org.uk</p>

Community Care Hubs

There is a local community care hub to help coordinate volunteer efforts in every ward in Leeds

Ward	Third sector volunteer coordination lead	Ward	Third sector volunteer coordination lead
Adel & Wharfedale	OPAL	Killingbeck & Seacroft	LS14 Trust
Alwoodley	Moor Allerton Elderly Care	Kippax & Methley	Garforth Net
Ardsley & Robin Hood	Groundwork		
Armley	New Wortley Community Centre	Kirkstall	Kirkstall Valley Development Trust
Beeston & Holbeck	Slung Low	Little London and Woodhouse	Oblong
Bramley & Stanningley	Barca	Middleton Park	Hamara
Burmantofts & Richmond Hill	Leeds Mencap	Moortown	InterACT Church and Community Partnership
Calverley & Farsley	Pudsey Parish Church		
Chapel Allerton	Chapel Allerton - Orion Partnership & Touchstone	Morley North	Groundwork
Cross Gates & Whinmoor	Cross Gates & District Good Neighbours Scheme	Morley South	Groundwork
Farnley & Wortley	Armley Helping Hands	Otley & Yeadon	Otley Action for Older People
Garforth & Swillington	Garforth Net	Pudsey	Pudsey Parish Church
Gipton & Harehills	CATCH	Rothwell	Crown
Guiseley & Rawdon	AVSED	Roundhay	St Edmunds church
Harewood	Wetherby in Support of the Elderly	Temple Newsam	Hope and Partners
Headingley & Hyde Park	Hyde Park Source		
Horsforth	Horsforth Community aid project	Weetwood	OPAL
Hunslet & Riverside	Involve (Hunslet)	Wetherby	Wetherby in Support of the Elderly

At the first sign of symptoms...

- People who are clinically extremely vulnerable should contact NHS 111 at the **first sign** of any coronavirus symptoms
- You may want to tell them about any medication you are already taking
- If you need to take a Covid-19 test, you should **request a home test kit** where possible

Definitions

- CEV = “Clinically Extremely Vulnerable” to Covid-19. The list of conditions and how it is determined can be found [here](#)
- SPL = “Shielded Patient List” – the NHS list of all the people who are CEV
- “Shielding” – the range of specific advice given to CEV people to stay at home when Covid-19 transmission is at its highest



Help Is Available



Online

leeds.gov.uk/shielding



Phone

0113 376 0330



SignLive Directory

Select LCC Covid19



Text Number

07480632471