

# 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](mailto:Covid.Partners@leeds.gov.uk)

*Information Correct at: 2/12/2020*



*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.*

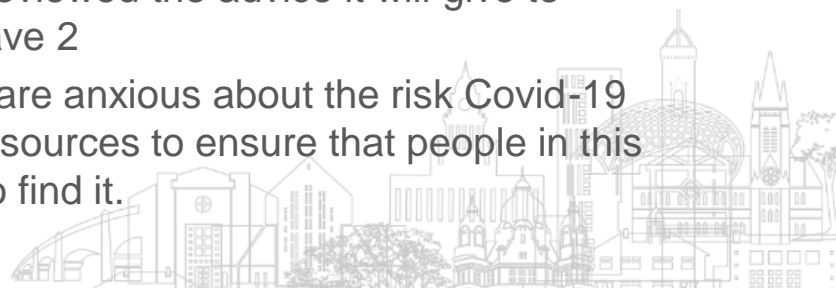


*The information is collected from a number of sources and every effort has been made to ensure that it is accurate. If you find something has been changed, or there is an error – please do share that with us, so that we can keep improving these resources.*



# 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 around 40,000 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 1<sup>st</sup> 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 have been shielding throughout the year about how they approached the advice they were given.



	Advice		Tips from Wave 1
ADVICE FOR SHIELDING WELL IN TIER 3	<div> <div></div> <div>Avoid work outside of your home if you can</div> </div>	<div> <div></div> <div>Talk to and agree with your employer about ways to limit your exposure</div> </div>	<div> <div></div> <div>Seek advice from health and safety if your workplace feels unsafe</div> </div>
		<div> <div></div> <div>Return to school and agree a risk assessment</div> </div>	<div> <div></div> <div>Talk to your child about ways they can stay safe like washing their hands more frequently</div> </div>
	<div> <div></div> <div>Avoid going to the shops if you can</div> </div>	<div> <div></div> <div>Register for priority online deliveries.</div> <div> <div></div> <div>Ask for help from our network of local volunteers if you need it</div> </div> </div>	<div> <div></div> <div>Eating healthily and think about the variety of foods you want to eat.</div> <div> <div></div> <div>Trying new foods as well as old favourites.</div> </div> </div>
	<div> <div></div> <div>Avoid going to the pharmacy in person if you can</div> </div>	<div> <div></div> <div>Check if your pharmacy is still delivering free of charge</div> <div> <div></div> <div>Ask for help from our network of local volunteers if you need it</div> </div> </div>	<div> <div></div> <div>Making a list of your medications and when they are due. Not waiting 'til they are overdue to chase a delivery.</div> </div>

	Advice		Tips from Wave 1
ADVICE FOR SHIELDING WELL IN TIER 3	<ul style="list-style-type: none"> <li>❌ Don't socialise with people you don't live with who aren't in your support bubble</li> </ul>	<ul style="list-style-type: none"> <li>✅ Keep 2m distance from people in your household – especially if they are working outside the home or using public transport.</li> <li>✅ Ask all household members to wash their hands as soon as they come home.</li> <li>✅ Ask for help to make or maintain social connections if you are feeling lonely or bored</li> </ul>	<ul style="list-style-type: none"> <li>➡ <i>Keeping in social contact with a variety of family, friends and neighbours through telephone, internet and window visits</i></li> <li>➡ <i>Telling family, friends or volunteers how you are feeling</i></li> </ul>
	<ul style="list-style-type: none"> <li>❌ Don't stay indoors at all times</li> <li>❌ Don't be frightened to spend time in your garden or going to a park</li> </ul>	<ul style="list-style-type: none"> <li>✅ Keep your home well ventilated</li> <li>✅ Take exercise – at home or outdoors – at whatever rate is comfortable and good for you</li> </ul>	<ul style="list-style-type: none"> <li>➡ <i>Getting exposure to fresh air during daylight hours in particular boosts the body's natural immune system and helps you sleep better</i></li> </ul>

	Advice		Tips from Wave 1
ADVICE FOR SHIELDING WELL IN TIER 3	<ul style="list-style-type: none"> <li>❌ Don't travel unless it is essential</li> </ul>	<ul style="list-style-type: none"> <li>✅ Walk, cycle or go in a private car to attend appointments or other essential travel.</li> <li>✅ Ask for help to get to an appointment if you do not have a safe way to travel there.</li> </ul>	<ul style="list-style-type: none"> <li>➡ <i>Planning ahead for a hospital visit – making sure that it's confirmed and knowing which entrances are in use</i></li> </ul>
	<ul style="list-style-type: none"> <li>❌ Don't give or receive informal caring support, if it is outside of your care bubble</li> </ul>	<ul style="list-style-type: none"> <li>✅ Know who is in your care bubble</li> <li>✅ Ask for help if your care bubble is disrupted by shielding</li> </ul>	<ul style="list-style-type: none"> <li>➡ <i>Using resources like the <a href="#">“Carers Plan B”</a> – to make sure that care can continue if it is disrupted</i></li> </ul>
	<ul style="list-style-type: none"> <li>❌ Don't stop attending medical treatment, appointments or stop your regular care</li> <li>❌ Don't stop taking medication you are prescribed</li> </ul>	<ul style="list-style-type: none"> <li>✅ Check that appointments are confirmed before attending in person</li> <li>✅ Let the clinic know that you are considered extremely vulnerable so they can explain any additional precautions</li> </ul>	<ul style="list-style-type: none"> <li>➡ <i>Planning ahead for the safest ways to attend appointments</i></li> <li>➡ <i>Agreeing with your carers any additional precautions you both want to take</i></li> </ul>

	Summary of Advice in Tier 3
Work	<ul style="list-style-type: none"> <li>• Work from home if you can.</li> <li>• If you cannot work from home, then you should talk to your employer about reducing your risk. If you cannot make alternative arrangements, your employer may be able to furlough you.</li> </ul>
School	<ul style="list-style-type: none"> <li>• CEV children should attend school and follow their risk assessment – unless they are one of the very few children who have been advised individually by their clinician specifically not to attend school/education settings at this time.</li> <li>• Children who live with someone who is CEV should attend school.</li> </ul>
Shops and Pharmacy	<ul style="list-style-type: none"> <li>• You are advised to avoid going to the shops or to the pharmacy in person where you can. Use online shopping – including signing up for priority online delivery; asking family or friends to shop for you; or if you want to go yourself, try to do so at quieter times. Ask if you need help.</li> <li>• Prescriptions will not automatically be delivered free of charge – check with your pharmacy.</li> </ul>
Socialising	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Take care to keep your home well ventilated.</li> <li>• Socialise indoors only with those you live with or who are in your support bubble. If you are socialising outdoors with up to five other people, stay 2m distance from anyone you do not live with.</li> <li>• You may want to keep 2m distance from people you live with if they are regularly coming into contact with large numbers of people at work, at school or using public transport.</li> </ul>
Travel	<ul style="list-style-type: none"> <li>• You are advised not to travel unless essential and to avoid public transport</li> </ul>
Care and support	<ul style="list-style-type: none"> <li>• You should continue to access the care and support you need – this includes any hospital or care appointment you would normally go to.</li> </ul>

# Advice for 23-27 December

From 23-27 December 2020 - national rules will change to allow people to form a “Christmas Bubble” – more info here: [www.gov.uk/government/publications/making-a-christmas-bubble-with-friends-and-family/making-a-christmas-bubble-with-friends-and-family](https://www.gov.uk/government/publications/making-a-christmas-bubble-with-friends-and-family/making-a-christmas-bubble-with-friends-and-family)

but essentially this permits **3 households to socialise with each other, including overnight stays**. There is no rule preventing people who are Clinically Extremely Vulnerable taking part in a Christmas Bubble – but **significant caution is advised** because of the additional risk of meeting with more people than usual.

## If you are considering forming a Christmas Bubble. Some tips:

- SYMPTOMS
- Ask others in your bubble to be mindful of your increased risks and be extra vigilant in the days immediately before you get together.
- Keep 2m distance from those you don't normally live with at all times, avoiding physical contact. Consider wearing a face covering indoors where social distancing may be difficult.
- Everyone should wash their hands more often
- Touch points, such as door handles and surfaces, should be clean frequently.
- Allow fresh air into the space where you are mixing.
- You may want to sit directly next to only those you usually live with.
- You could still follow the rules and form a Christmas Bubble – but choose to strictly limit the time you spend with others in it. For example – only one hour a day, or only on one day of the 4 day period.



# Advice for 23-27 December

If you do not want to form a Christmas Bubble. Some tips:

It is important that you do not feel pressured to celebrate Christmas in an environment that makes you anxious or increases your risk. If you don't want to form a Christmas Bubble, there are other ways you can safely spend time together: go on walks outdoors together; use telephones, video calls to stay in touch or arrange widow visits so you can see each other in person

There may be a lot of expectation and pressure around celebrating Christmas together, but you should feel comfortable to do what is right for you over this period.

Support	Accessed Through
<b>Food</b>	<p>If you think you will need support to access food during the Christmas period – it is a good idea to arrange this in advance. Support is available – but it is likely to be busy with fewer volunteers and staff – so please ask early if you think you will struggle to get food during this period.</p> <p>Individuals, call the Helpline: <b>0113 376 0330</b></p>
<b>Social and emotional support</b>	<p>Many community organisations, charities and services will be providing support over the Christmas period – including some activities suitable for people who are CEV. These will be updated online or you can contact us to put you in touch with them.</p> <p>Individuals, call the Helpline: <b>0113 376 0330</b></p> <p>Online: <a href="https://www.mindwell-leeds.org.uk/myself/feel-better/christmas-events">https://www.mindwell-leeds.org.uk/myself/feel-better/christmas-events</a></p> <p>Staff, use this <a href="#">link</a> to add information to the list. To get access to this list: <a href="mailto:Jessica@opforum.org.uk">Jessica@opforum.org.uk</a></p>

# 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 26 Nov for guidance starting 2<sup>nd</sup> Dec 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/cev-from-2-dec>

- 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](mailto: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 an area is in Tier 3 or 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 only automatically in place during periods of shielding at Home. It is not guaranteed in Tier 3 and you should check with your pharmacy.
- 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](http://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**

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

## Education and Child Care

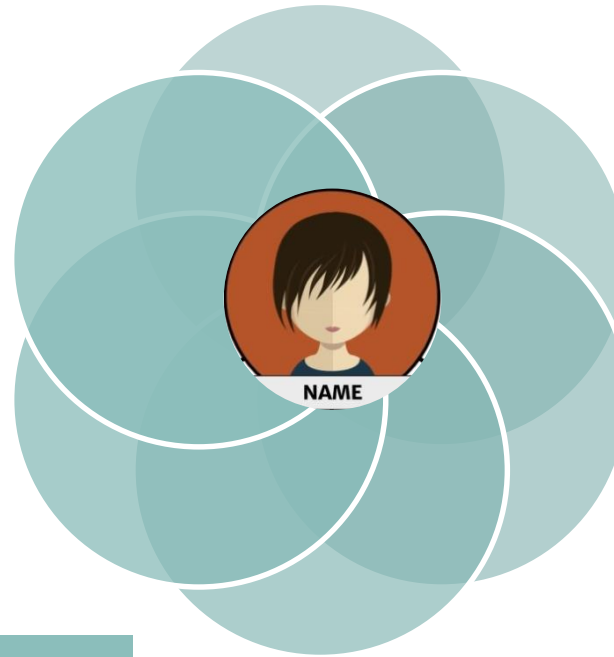
- Shielding children and young people
- Shielding households with children in them

## 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.*

## 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](http://www.leeds.gov.uk/shielding)

# Local Routes to Support

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

• <u>Children and Education</u>	<u>18</u>
• <u>Employment</u>	<u>19</u>
• <u>Financial Advice</u>	<u>20</u>
• <u>Food</u>	<u>21</u>
• <u>Health and Wellbeing</u>	<u>26</u>
• <u>Prescriptions</u>	<u>31</u>
• <u>Safeguarding</u>	<u>32</u>
• <u>Transport</u>	<u>35</u>

# 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.
- **In Tier 3 – most children who are clinically extremely vulnerable are advised to return to school** – and follow any additional measures indicated by their individual risk assessment – such as supervised hand washing.
- **A very small number of children – usually those who are in active treatment for cancer, awaiting a transplant or on significant immuno-suppression medications – will be advised individually by their physicians – to continue to shield at home and continue with education from home.**
- Children who live with someone who is clinically extremely vulnerable, but who are not clinically extremely vulnerable themselves, are advised to continue to attend school.

# Employment

Support	Accessed Through	
<b>Employment Support whilst shielding</b>	<p>If you are unable to work from home – speak to your employer about alternatives to prevent exposure (such as temporarily changing roles or hours to avoid peak times).</p> <p>If there is no easy way to stay safe in your workplace – they may now be able to offer you furlough.</p>	<p>Citizens Advice Leeds</p> <p><b>0113 223 4400</b></p> <p>National Acas Helpline on</p> <p><b>0300 123 1100</b></p> <p><a href="https://www.acas.org.uk/">https://www.acas.org.uk/</a></p>
	<p><b>** 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.</b></p>	<p><b><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></b></p>
<b>Support to work from home</b>	<p>If you need support to work at home or in the workplace you can apply for 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><a href="https://www.gov.uk/access-to-work">https://www.gov.uk/access-to-work</a></p>

# Financial support and advice

Support	Accessed Through	
<b>Financial support and advice</b>	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.	Local Welfare Support Scheme: <b>0113 376 0330</b>
<b>Financial support information</b>	<p>Information and resources updated regularly on the Council website on:</p> <ul style="list-style-type: none"> <li>▪ debt</li> <li>▪ benefits</li> <li>▪ emergency food</li> <li>▪ low cost loans</li> <li>▪ bills or payment holidays</li> </ul>	<p>Money Information Centre website:</p> <p><a href="https://www.leeds.gov.uk/leedsmic">https://www.leeds.gov.uk/leedsmic</a></p>
<b>Citizens Advice</b>	<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</p> <p><b>0808 2082138</b></p> <p>open Monday to Friday, 9am-5pm</p>

# Routes to Support: FOOD

Support	Accessed Through	
<b>Priority Delivery Slots at supermarkets</b>	<p>If you previously shielded and registered before 15<sup>th</sup> July – you will have retained priority delivery at the following supermarkets:</p> <p>Asda, Iceland, Sainsbury's, Tesco</p>	<p>To newly sign up for priority deliveries, individuals should go to:</p> <p><a href="https://www.gov.uk/coronavirus-shielding-support">https://www.gov.uk/coronavirus-shielding-support</a></p> <p>If you are signing up on someone's behalf, go to:</p> <p><a href="https://coronavirus-shielding-support.service.gov.uk/?la=1">https://coronavirus-shielding-support.service.gov.uk/?la=1</a></p> <p>*More info on slide 11 – you must have your NHS number to do this</p>
<b>Family, friends or volunteer assisted shopping</b>	<p>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.</p> <p>Suitable for someone who cannot get an online delivery or does not want to do an online shop.</p>	<p>Call the Leeds Helpline:</p> <p><b>0113 3760330</b></p>

# Routes to Support: FOOD

Support	Accessed Through	
<b>People on restricted diets</b>	Dealt with on a case by case basis via the helpline.	Call the Leeds Helpline: <b>0113 376 0330</b>
<b>Emergency food parcels for people in immediate need*</b>	<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: <b>0113 376 0330</b>

# 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. <i>n.b. ASDA has not accepted any NEW priority customers since 5<sup>th</sup> November and is not offering priority delivery during Christmas period.</i>	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 <b>0345 611 6111</b> and select option 5 to place your order. You must live within 10 miles of a 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 or <b>0800 636 262</b> Sainsbury's Vulnerable Customer Line: <b>0800 917 8557</b>
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”

<b>Aldi</b>	<p>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: <a href="https://www.aldi.co.uk/food-parcels">https://www.aldi.co.uk/food-parcels</a></p> <p>Vulnerable customers can shop half an hour before stores open (typically 7.30 – 8am)</p>
<b>Co-op</b>	<p>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.</p>
<b>Lidl</b>	<p>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.</p>
<b>Marks &amp; Spencer</b>	<p>Marks &amp; Spencer is working with Deliveroo to deliver groceries from some franchises in BP fuel stations. Orders are made through the Deliveroo app. M&amp;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.</p> <p>Customers who feel they need the support can use the link below to book a time to shop: <a href="https://www.marksandspencer.com/c/book-and-shop">https://www.marksandspencer.com/c/book-and-shop</a></p> <p>If a queue has formed when they arrive at the store for their booked shopping slot, the customer will be able to skip the queue and go directly inside to start shopping.</p>
<b>Sainsbury's</b>	<p>Elderly, vulnerable and disabled customers have priority entry from 08.00 to 09.00 Monday, Wednesday and Friday.</p>
<b>Waitrose</b>	<p>On Monday, Wednesday and Friday, the first hour of trading is specifically prioritised for elderly and vulnerable customers. Volunteers and carers are included (Volunteer ID required).</p>

# 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](http://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: Wellbeing and Health

- 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](http://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

Support	Accessed Through	
<b>Free Vitamin D</b>	<p>The government is providing free vitamin D supplements for CEV people from January 2021.</p> <p>This is particularly important for people with darker skin, those who are not spending time outdoors.</p>	<p>Register between 30 November 2020 and 4 January 2021:</p> <p><a href="https://www.nhs.uk/get-vitamin-d">www.nhs.uk/get-vitamin-d</a></p> <p>If you need help to register online call:</p> <p><b>0113 376 0330</b></p>
<b>Mental health information (Adults)</b>	<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><a href="https://www.mindwell-leeds.org.uk/myself/coronavirus-mental-health-information-hub">https://www.mindwell-leeds.org.uk/myself/coronavirus-mental-health-information-hub</a></p>
<b>Mental health information (Children and young people)</b>	<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><a href="https://www.mindmate.org.uk">https://www.mindmate.org.uk</a></p>
<b>Mental Health – 24 hour helpline</b>	<p>Open 24 hours a day, 7 days a week. It gives people an opportunity to talk to someone who can help them find the right support. Anyone registered with a Leeds GP can call the helpline. <b>You do not need to be in crisis to seek help.</b></p>	<p>Mental Health Helpline</p> <p><b>0800 183 0558</b></p>

# Routes to Support: Wellbeing 2

Support	Accessed Through	
<b>Linking Leeds</b>	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>Tel: <b>0113 336 7612</b></p> <p>Email: <a href="mailto:linking.leeds@nhs.net">linking.leeds@nhs.net</a></p> <p>Visit: <a href="http://www.commlinks.co.uk">www.commlinks.co.uk</a></p>
<b>Peer Support</b>	<p>There are new weekly online groups for CEVs to provide peer and mutual support to manage feelings of anxiety and isolation.</p> <p>To share coping strategies and to have a place to talk about all things CEV.</p>	<p>Tel: <b>0113 376 0330</b> and tell us you are interested in Peer Support or email: <a href="mailto:projectdevelopmentteam@leeds.gov.uk">projectdevelopmentteam@leeds.gov.uk</a></p>
<b>Bereavement and Loss</b>	<p>If you are experiencing feelings of grief or loss, from any cause, you can call the telephone line, use the online chat or text</p> <p>Interpretation services are available for BSL or speakers of other languages.</p>	<p><b>West Yorkshire and Harrogate Grief and Loss Support Service</b></p> <p>8am – 8pm, every day</p> <p>Tel: <b>0808 196 3833</b></p> <p>or online live chat at <a href="http://www.griefandlosswyh.co.uk">www.griefandlosswyh.co.uk</a></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	
<b>During Pregnancy</b>	<b>LTHT Maternity Services</b> - for more information and details about shielding whilst pregnant Leeds Maternity Coronavirus Advice Line: <b>07464907978</b> <a href="https://www.leedsth.nhs.uk/a-z-of-services/leeds-maternity-care/">https://www.leedsth.nhs.uk/a-z-of-services/leeds-maternity-care/</a>	<b>Women's Health Matters</b> - <a href="https://www.womenshealthmatters.org.uk/">https://www.womenshealthmatters.org.uk/</a> <b>Women's Lives Leeds</b> - <a href="https://www.womenslivesleeds.org.uk/">https://www.womenslivesleeds.org.uk/</a>

# 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.

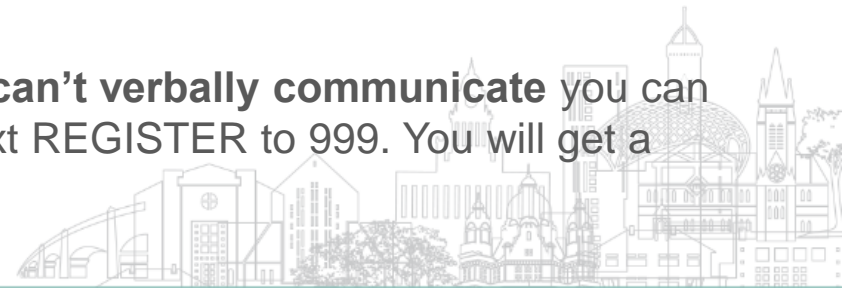
Support	Accessed Through	
Physical Activity	Get Set Leeds has loads of tips for keeping moving, staying active and staying safe: <a href="https://getsetleeds.co.uk/">https://getsetleeds.co.uk/</a>	Keeping Well at Home <a href="https://www.leeds.gov.uk/docs/Keeping%20Well%20at%20Home.pdf">https://www.leeds.gov.uk/docs/Keeping%20Well%20at%20Home.pdf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

# Routes to Support: Prescriptions

Support	Accessed Through	
<b>Priority delivery of repeat prescriptions</b>	During periods of shielding advice, prescriptions are automatically delivered free of charge. In Tiers 1, 2 and 3 – it is up to each individual pharmacy to decide if they can make deliveries and whether or not to charge.	<b>Check with your pharmacy if they are delivering.</b>
<b>Priority delivery of controlled drugs</b>	Priority delivery for people on methadone or withdrawal-scripts who are CEV	Contact Forward Leeds: <b>0113 887 2477 <a href="mailto:info@forwardleeds.co.uk">info@forwardleeds.co.uk</a></b>
<b>Supported delivery of any prescriptions</b>	If you are struggling and need a prescription to be delivered, you can ask if a volunteer is available to assist you.	Requests made by individuals to the <b>HELPLINE: 0113 376 0330</b>
<b>For Pharmacies delivering to people who are shielding</b>	Pharmacists requiring support for an urgent delivery, backed up by Council and volunteer fleet	Pharmacists/ partners request via Email <b><u><a href="mailto:covid.partners@leeds.gov.uk">covid.partners@leeds.gov.uk</a></u></b>
<b>For Primary Care</b>	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 <b><u><a href="mailto:covid.partners@leeds.gov.uk">covid.partners@leeds.gov.uk</a></u></b>
<b>For anyone</b>	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	
<b>If you are concerned for the safety of a child</b>	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: <b>0113 376 0336</b> Out of hours, Tel: <b>0113 535 0600</b>
<b>Help for adults concerned about a child</b>	NSPCC advice line.	NSPCC Tel: <b>0808 800 5000</b>
<b>Help for children and young people</b>	Childline via telephone or online.	ChildLine Tel: 0800 1111 <a href="https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/">https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/</a>
<b>To report abuse or seek advice about an adult:</b>	Contact Adult Social Care: <b>0113 222 4401</b> Out of hours: <b>0113 378 0644</b>	



# Routes to Support: Safeguarding 2

Support	Accessed Through	
<b>Leeds Domestic Violence Service</b>	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: <b>0113 246 0401</b> <a href="http://www.ldvs.uk/">www.ldvs.uk/</a>
<b>Leeds Women's Aid</b>	<b>Online chat service</b> 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: <a href="https://leedswomensaid.co.uk/">https://leedswomensaid.co.uk/</a>
<b>The Mother Load</b>	Advice for domestic abuse victims on how to keep safe during self-isolation.	<a href="http://the-motherload.co.uk">the-motherload.co.uk</a>
<b>Karma Nirvana</b>	Support for victims of honour based abuse and forced marriage	<a href="https://karmanirvana.org.uk/">https://karmanirvana.org.uk/</a>
<b>Galop</b>	LGBT+ anti-violence charity	<a href="http://www.galop.org.uk/">www.galop.org.uk/</a>
<b>Respect Phonline</b>	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: <b>0808 8024040</b>
<b>Respect Men's Advice Line</b>	National Men's Advice Line for men experiencing domestic abuse	Tel: <b>0808 8010327</b> <a href="https://mensadviceline.org.uk/">https://mensadviceline.org.uk/</a>



# Routes to Support: Transportation

Support	Accessed Through	
<b>People who usually use Patient Transport Service</b>	<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 <b>0808 196 3646</b> between 8am and 8pm.</p>
<b>Transport for anyone who has been asked to attend a clinic in person</b>	<p>If clinics do not have passenger transport available, and NHS Responders are unable to help, 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: <b>0113 376 0330</b></p>

# Helpful Organisations and Groups

	Description	Contact
<b>Leeds Directory</b>	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: <a href="mailto:leedsdirectory@leeds.gov.uk">leedsdirectory@leeds.gov.uk</a> Visit: <a href="http://www.leedsdirectory.org">www.leedsdirectory.org</a>
<b>Community Hubs</b>	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
<b>Linking Leeds</b>	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: <a href="mailto:linking.leeds@nhs.net">linking.leeds@nhs.net</a> Visit: <a href="http://www.commlinks.co.uk">www.commlinks.co.uk</a>
<b>Forum Central</b>	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: <a href="mailto:hello@forumcentral.org.uk">hello@forumcentral.org.uk</a> Visit: <a href="http://www.forumcentral.org.uk">www.forumcentral.org.uk</a>



[www.leeds.gov.uk/shielding](http://www.leeds.gov.uk/shielding)

# Helpful Organisations and Groups 2

	Description	Contact
<b>Carers Leeds</b>	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: <a href="mailto:advice@carersleeds.org.uk">advice@carersleeds.org.uk</a> Visit: <a href="http://www.carersleeds.org.uk">www.carersleeds.org.uk</a>
<b>Family Action</b>	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: <a href="mailto:leedsyoungcarers@family-action.org.uk">leedsyoungcarers@family-action.org.uk</a> Visit: <a href="http://www.leedsyoungcarers.org.uk">www.leedsyoungcarers.org.uk</a>
<b>Mindwell</b>	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: <a href="https://www.mindwell-leeds.org.uk/myself/coronavirus-mental-health-information-hub">https://www.mindwell-leeds.org.uk/myself/coronavirus-mental-health-information-hub</a>
<b>Mindmate</b>	<a href="http://www.mindmate.org.uk">MindMate</a> is the mental health website in Leeds for young people, their families and professionals who support them.	Visit: <a href="https://www.mindmate.org.uk/">https://www.mindmate.org.uk/</a>
<b>Voluntary Action Leeds</b>	There are a wide range of opportunities to help others by volunteering in Leeds including carrying out volunteering from your home.	Visit: <a href="https://doinggoodleeds.org.uk/i-want-to-volunteer/">https://doinggoodleeds.org.uk/i-want-to-volunteer/</a> Call: 0113 2977920

# Neighbourhood Networks

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



# Neighbourhood Networks 2

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

# Neighbourhood Networks 3

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

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	Kirkstall	Kirkstall Valley Development Trust
Armley	New Wortley Community Centre	Little London and Woodhouse	Oblong
Beeston & Holbeck	Slung Low	Middleton Park	Hamara
Bramley & Stanningley	Barca	Moortown	InterACT Church and Community Partnership
Burmantofts & Richmond Hill	Leeds Mencap	Morley North	Groundwork
Calverley & Farsley	Pudsey Parish Church	Morley South	Groundwork
Chapel Allerton	Feel Good Factor	Otley & Yeadon	Otley Action for Older People
Cross Gates & Whinmoor	Cross Gates & District Good Neighbours Scheme	Pudsey	Pudsey Parish Church
Farnley & Wortley	Armley Helping Hands	Rothwell	
Garforth & Swillington	Garforth Net	Roundhay	St Edmunds church
Gipton & Harehills	CATCH	Temple Newsam	Hope and Partners
Guiseley & Rawdon	AVSED	Weetwood	OPAL
Harewood	Wetherby in Support of the Elderly	Wetherby	Wetherby in Support of the Elderly
Headingley & Hyde Park	Hyde Park Source		
Horsforth	Horsforth Community aid project		
Hunslet & Riverside	Involve (Hunslet)		

# At the first sign of symptoms...

- People advised to shield 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 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](https://leeds.gov.uk/shielding)**



**Phone**

**0113 376 0330**



**SignLive Directory**

**Select LCC Covid19**



**Text Number**

**07480632471**