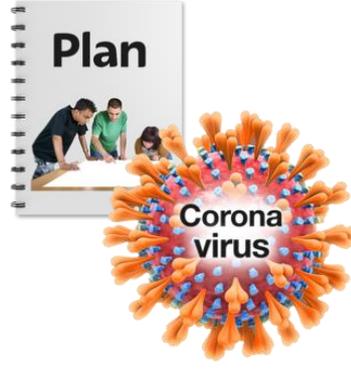


23 March 2020

	<p>This information is for people who use North Yorkshire County Council adult social care.</p> <p>That includes people who use Direct Payments and public health services.</p>
	<p>This information is about coronavirus.</p> <p>It is also called COVID-19.</p>
	<p>We know that there is a lot of worrying news at the moment and that many people will be feeling anxious.</p>
	<p>We want to tell you what we are doing about COVID-19 to support people who use our services.</p> <p>We will also tell you about how we are supporting our teams and service providers.</p>

What we are doing

	<p>There is new information about COVID-19 every day.</p> <p>We are reading all the information from the Government and other organisations so we can support people properly.</p>
	<p>We have a COVID-19 plan in place.</p> <p>We are working through the plan carefully so we can be sure we can do our job to support the public and our staff.</p>
	<p>We have plans to manage problems including if there are less workers.</p> <p>We are working with providers we fund so they can also manage any problems.</p>
	<p>We are also working with the NHS and other Councils and voluntary sector colleagues so we can help each other.</p>

Answering your questions

	<p>As part of our COVID-19 plan we are listening to people's questions.</p> <p>Here are some of the most common questions people have been asking us.</p>
	<p>What is COVID-19 and coronavirus?</p> <p>Coronavirus is a type of virus that people and animals can get.</p> <p>COVID-19 is a disease caused by a new type of coronavirus.</p> <p>The current situation is being caused by COVID-19.</p>
	<p>How do people get COVID-19?</p> <p>We do not know exactly COVID-19 goes from person to person</p> <p>We know some viruses spread by when people cough or sneeze near other people.</p> <p>Some viruses can also live on things that people touch like tables and chairs.</p>
	<p>How do I know if someone has COVID-19</p> <p>The most common signs of COVID-19 are:</p> <ul style="list-style-type: none">• a high temperature – you feel hot to the touch on your chest and back• a new continuous cough - this means you have started coughing repeatedly.



Most people with COVID-19 only have mild symptoms.

Some people may become very ill, and some will need treatment in hospital.



What do I do if I think I have COVID-19?

- if you live alone and have symptoms you should stay at home for 7 days.
- You can go out again after the 7 days if you feel better
- if you live with others and someone has symptoms of COVID-19, everyone must stay in and not leave the house for 14 days.
- if a new person at home gets symptoms, they must stay at home for 7 days from when their symptoms started
- anyone who does not have symptoms can go out after the 14 days are over



Do I need to go to the doctor?

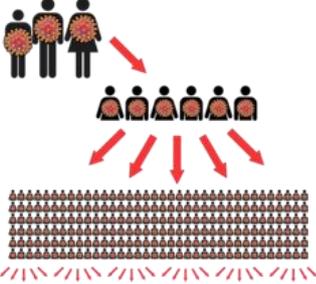
If your symptoms get worse during home isolation or are no better after 7 days, then you should contact [NHS 111 online](https://111.nhs.uk) or call 111.



Inclusion North has more easy read and audio information on COVID-19.

Visit: <https://inclusionnorth.org/coronavirus-easy-read-information/>

Social Distancing

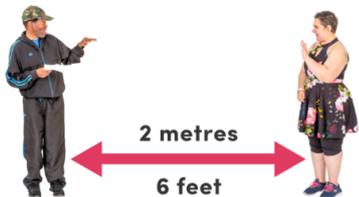
	<p>You might have heard people talking about social distancing.</p> <p>Social distancing means having less contact with other people.</p>
	<p>Social distancing makes it harder for the virus to travel from person to person.</p>
	<p>The Government has asked people to try and have less contact with other people.</p> <p>This includes family and friends.</p>
 	<p>This means staying at home as much as possible.</p> <p>You should especially stay at home if you:</p> <ul style="list-style-type: none">• are over 70• have a serious health problem• are pregnant



The government said people should not go to pubs, clubs, theatres and other such social places.



They have also said people should only travel if it is very important.



We all need to stay 2 metres apart from other people when we are outside.



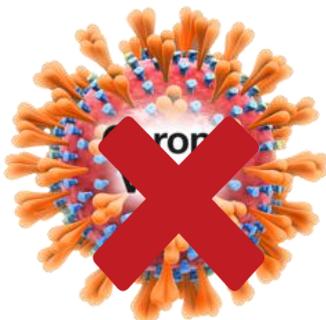
We must not meet in big groups.

This includes if we are walking in the countryside or in small villages and market towns.



Social Distancing will help to stop more people getting the virus.

This will help make sure that the NHS and other services can support people who are sick.



We may all need to do social distancing for many weeks.

If everyone follows the rules and does social distancing we can help keep the virus under control.

How might my care be affected?

	<p>We may have to change how we deliver your care so that we follow the Government's rules</p> <p>This means we may need to:</p>
	<ul style="list-style-type: none">• Change workers around so that people can get the support they need
	<ul style="list-style-type: none">• Change the length and times of your visits
	<ul style="list-style-type: none">• Have less visitors to care homes and make sure all visitors keep their hands clean.
	<ul style="list-style-type: none">• Close some services where we need to keep people safe.
	<p>If these changes affect you, we will contact you or your family or carers to let you know.</p>

What to do if you do not feel well

	<p>You may be contacted by your provider to check how you are feeling and whether you have any symptoms.</p>
	<p>You should tell your provider immediately if you have any of the COVID-19 symptoms.</p>
	<p>If you are experiencing or displaying any of the symptoms you will still get the support you need.</p>
	<p>It may mean your care workers will wear protective clothing whilst visiting.</p> <p>You will also be asked to wear a face mask.</p>
	<p>We know this might be difficult for some people, especially people with dementia or some disabilities.</p>
	<p>We will work with you, your family and friends and other people who know you well to agree how we can best protect you and our staff.</p>

Support with medication

	<p>We will continue to support you with your medication management as part of your care package.</p>
	<p>You should continue to order and collect your medication as you do now.</p>
	<p>If necessary we may need to change how we support you with your medication.</p> <p>This might be getting more support from your family and friends or organising our visits in a different way.</p>
	<p>If these changes affect you, we will contact you or your family or carers to let you know.</p>

For people who use direct payments

	<p>If you have any symptoms of COVID-19 you should follow the advice above.</p>
	<p>You should also contact your personal assistant or care provider.</p>
	<p>If they cannot provide your care and support as usual please call us on 01609 780780.</p> <p>You can also contact us if your personal assistant becomes ill and you do not have someone else who can support you.</p>
	<p>If you need more equipment like gloves and masks please call the NHS on 0800 915 9964</p> <p>You can also email: supplydisruptionservice@nhsbsa.nhs.uk</p>
	<p>You can find more information about direct payments and COVID-19 here: https://www.northyorks.gov.uk/direct-payments</p>

What if I go to a day service?

 <p>Day Centre</p>	<p>Because of social distancing, we have decided to stop day services we provide for older people for a while.</p>
	<p>If this affects you, we will contact you to talk about it.</p>
	<p>Other North Yorkshire County Council day services are continuing at the moment.</p> <p>We will let people know if this changes.</p>

What if I use the NYCC short breaks service?

	<p>At the moment we have no plans to change short breaks.</p>
	<p>We will let people know if there are any changes.</p>

What about paying for Social Care and Support?

 A hand is holding a fan of several £20 banknotes. In the background, three people are sitting on a bench, and one person is standing and talking to them.	<p>There are no changes to the way people pay for care and support.</p>
 Two women are sitting and talking. One woman is wearing a red top and the other is wearing a black top. Below them is a purple circular graphic with the word 'Assessment' written inside.	<p>If you are waiting to talk to someone about payments or a financial assessment, we will be in touch as soon as possible.</p>
 A woman is sitting at a desk, talking on a mobile phone. There is a laptop and some papers on the desk.	<p>We will let people know if there are any changes.</p>

Visiting friends or relatives in residential and nursing homes

 An illustration showing four people in a care home setting. A man in a white shirt sits on a purple chair. A woman in a blue jacket sits in a wheelchair. A man in a black shirt stands behind her. An elderly woman in a red jacket sits in a blue armchair. The background has green and white vertical stripes.	<p>Because of the age of residents, we are being careful to make sure people in care homes are safe.</p>
 An illustration showing four people interacting. A man in a blue shirt stands and gestures towards a man in a grey shirt who is sitting in a chair. Two other people, a man and a woman, stand nearby.	<p>Some care homes are not letting people visit friends and family to help with social distancing.</p>
 An illustration showing two people on a telephone. A man in a white shirt is on the left, and a woman in a beige jacket is on the right. Both are holding red rotary telephones. The background is split diagonally into green and blue.	<p>If this happens, there are other ways to keep in contact with people.</p> <p>You can call by telephone</p>
 An illustration showing a video call on a laptop. A man in a blue jacket is the main focus, smiling. In the bottom left corner of the video frame, two smaller windows show other participants in the call.	<p>If you have the internet you can use video calls</p> <p>Examples include Skype, WhatsApp, FaceTime and others.</p>
 An illustration showing a caregiver assisting a resident. A woman in a purple top and blue cardigan stands next to a woman in a striped shirt who is sitting in a beige armchair. The woman in the chair is using a walking stick.	<p>You should contact the care home to see how they can you help stay in touch.</p>

What if my money is managed by North Yorkshire Court of Protection?

	<p>We will contact you or your provider if there are any changes to how you receive your personal living allowance for food and living</p>
	<p>We will make sure you still receive cash or find other ways for you to get your shopping.</p>
	<p>All other payments for rent, bills and care will continue.</p>
	<p>If you have any problems please contact us. The telephone number is 01609 532613 or you can email COP.APP@northyorks.gov.uk</p>

Looking after your mental health

	<p>Staying at home for a long time can be difficult for some people.</p> <p>People might feel bored or lonely.</p>
	<p>It is important to remember to take care of your mind and your body.</p>
	<p>Try to stay in touch with people over the phone, using technology or on social media.</p> <p>This might be family and friends, your social groups and peer support groups.</p>
	<p>There are also other people who have good information about mental health during the COVID-19 including:</p> <ul style="list-style-type: none">• NHS 'Every Mind Matters' https://www.nhs.uk/oneyou/every-mind-matters/• MIND – Coronavirus and Your Wellbeing https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/

Door step callers and scammers

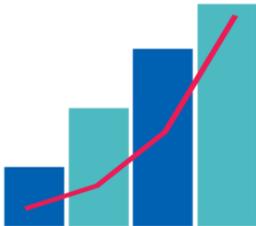
	<p>There have been reports of scammers knocking on people's doors.</p> <p>They are telling lies about coronavirus to try and take advantage of people.</p>
	<p>Please make sure you:</p> <ul style="list-style-type: none">• ask to see identification from people who knock on the door• if you are not sure, do not talk with strangers at your door• ask for help with any calls or emails you don't understand
	<p>Report any examples of fraud to Action Fraud on 0300 123 2040, or through their website www.actionfraud.police.uk</p>

Public Health Services

	<p>Our Public Health services will contact people directly about any changes to their service.</p>
	<p>If you have questions about your Public Health services or appointments please contact them using the phone numbers and websites listed below.</p>

 <p>Growing Healthy North Yorkshire Growing Healthy 0-19</p>	<p>Health visiting and school nursing:</p> <p>https://www.hdft.nhs.uk/services/childrens-services/</p>
	<p>Compass REACH</p> <p>www.compass-uk.org/services/north-yorkshire-compass-reach/</p> <p>01609 777662 or 0800 008 7452</p>
	<p>YorSexualHealth</p> <p>Please call 01904 721111 for other clinics or visit our website</p> <p>www.yorsexualhealth.org.uk/</p> <p>Crosshills clinic is closed until further notice.</p>
 <p>NORTH YORKSHIRE HORIZONS</p>	<p>Horizons – Drug and Alcohol Service</p> <p>For up to date information please call us on 01723 330730. You can also visit our website: http://www.nyhorizons.org.uk/</p>
	<p>Adult Weight Management Services</p> <p>https://www.northyorks.gov.uk/healthy-weight-and-eating-well</p>
	<p>Living Well Smokefree Community Stop Smoking Service</p> <p>Please call 01609 797272</p>

Where do I get the most up to date information?

	<p>There is lots of new information about coronavirus and COVID-19 every day.</p>
	<p>The most up to date information is available on the Government COVID-19 webpage.</p> <p>https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response</p>
	<p>It also has information about:</p> <ul style="list-style-type: none">• NHS advice for the public
	<ul style="list-style-type: none">• guides for health professionals and other organisations
	<ul style="list-style-type: none">• the number of coronavirus cases in the UK
	<ul style="list-style-type: none">• staying at home and social distancing.



North Yorkshire
County Council



There is also lots of information on the North Yorkshire County Council website

<https://www.northyorks.gov.uk/coronavirus-advice-and-information-0>

We will keep this updated with new information as we know more.