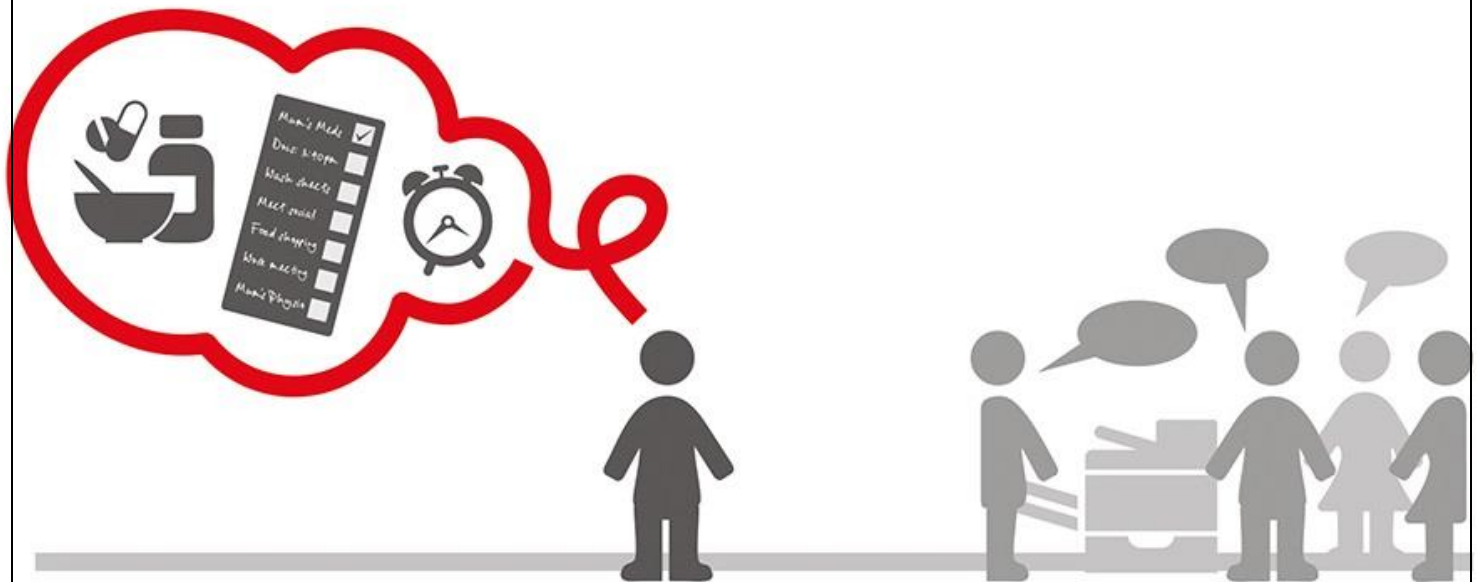


Coronavirus (Covid 19) guidance for Carers



Bury
Updates

CORONAVIRUS

Coronavirus (Covid 19) guidance for carers

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1. Introduction

This is certainly challenging times and when we care for someone, we do what we can to have all of the answers. We prepare in any way we can to prevent further stress and this probably feels more difficult as the guidance/situation is changing so quickly.

This booklet contains tips and information to help you in your caring role.

We are unable to provide any clinical information or advice. Carers must contact [111](#) or their GP if they have any concerns about the medical condition of the person they care for, or themselves. If you are unsure how the guidance from the Government affects you or the person you care for, contact [NHS 111](#).

[NHS 111](#) can offer direct guidance as they have set up an [online coronavirus service](#). Call 111 if symptoms become severe and let them know you are a carer. Please only call 111 if you cannot get help online.

Please remember throughout all of this, to take care of you.

2. Support

We are developing new ways of delivering support in these challenging times. The following is a small selection of where you can get support and advice.

Visit the dedicated Coronavirus section on the Bury Directory which brings together a range of essential support services, information and advice in one place. You will find information on short breaks support, food banks in Bury, physical activities at home and lots more: [Bury CI](#)

The Gaddum – Bury Carer Services support adult carers caring for someone over the age of 18.

All carers services are now being provided remotely and are working with carers and families to find the best ways of supporting them. This may be over the phone, through email exchanges and texts, or face-to-face through video calling.

Bury Carer Services are open to new referrals and re-referrals and the team are continuing with ongoing cases. New referrals can be emailed to Bury Carer Services securely by password protected document, or given over the phone. Please do not post referrals, as it may create a delay.

The office phone line **0161 834 6069** (option 2 for Carers, followed by option 1 for Bury Carers) is still open and being answered between 9am– 4:30pm.

Outside of those time you can leave a message and one of the team will get back you by the next working day.

You can also contact the team by email bury.carers@gaddum.org.uk

A new provider will take over the Bury Carers Service on 1 June. The new Bury Carers Hub will be provided by n-compass.

The aim of the service is to improve the health and wellbeing of carers and their families, with a strong partnership approach and providing early intervention.

As well as delivering traditional carers support which includes a face to face offer, n-compass has developed bespoke online services for carers including virtual carer forums and meetings, all of which will be available to carers of Bury.

n-compass also provide many volunteer opportunities with over 100 volunteers supporting their delivery. They will be developing the Friends of Bury Carers initiative where volunteers can take up a variety of roles to extend the reach of the service.

The current service provider, Gaddum, will continue to support carers until 1 June and work with n-compass to ensure the successful transition of the service. This will include contacting all carers registered with Bury Carers Service.

The Community Mental Health Team/Early Intervention Team continue to support carers looking after someone with mental health needs who are open to the teams. This support is being provided by phone, text and email.

The Fed offers carer services to members of the Jewish community. Their priority is to meet the needs of all their clients, particularly the people who are most vulnerable and at risk of social isolation. Call **0161 772 4800 (option 2)** or contact CAST for further information or advice. [Carers' project | The Fed](#)

Bury Adult Care – Care & Connect Hub

The hub at Textile Hall which is usually the first point of contact for adult social care services is temporarily closed to help protect the vulnerable during the coronavirus (COVID-19) outbreak.

For adult care information and advice go to [Bury Adult care and support](#) or phone **0161 253 5151** (please be aware that phone lines will be very busy).

Bury Young Carers

In light of current developments and guidance around Coronavirus (Covid-19), the team are putting a number of precautionary measures in place to minimise risk to the families they work with, many of whom are affected by ill health.

These include cancelling all group activity and all home visits until further notice and providing regular phone and text contact instead. Further guidance for Bury young carers can be found here [Coronavirus - Young carers advice - Bury Council](#)

Bury Young Carers can be contacted on **07795 315959** or **07880 714073** - Leave a message if you cannot get through and the team will return your call.

Bury Community Hubs

Bury Council has set up community hubs to provide support in all our communities. We are working with organised voluntary groups and local

volunteers to provide support and arrange delivery of food and medical supplies.

The support is available to anyone living in the Borough of Bury without a support network who meets one or more of the following criteria:

- has received a letter advising them that they are in the most vulnerable group and should be shielded;
- is aged 70 or over and has underlying health conditions;
- is otherwise socially or economically vulnerable.

Further information can be found here:

[Bury Community Hubs - support for vulnerable people - Bury Council](#)

Persona website includes information on your wellbeing – looking after ourselves and our loved ones [Coronavirus - Your Wellbeing - Looking after ourselves & our loved ones](#)

Bury Council's website [Coronavirus \(COVID-19\): Updates and advice - Bury Council](#)

One Community, Bury [Coronavirus \(COVID-19\) Guidance | One Community](#)

Carers UK website offers some good advice for carers, such as having a contingency plan in place, how to protect the person they care for and lots more [Coronavirus \(COVID-19\) - Carers UK](#)

Information on protecting your mental wellbeing, along with other sources of support: [Coronavirus - protecting your mental wellbeing - Carers UK](#)

Answers to some FAQs from carers: [carersuk.org/coronavirus-further-support](#)

Virtual 'Cuppa' for carers - Mobilise is an organisation providing a daily e-support package through the Covid-19 crisis. It includes links to key information, updates on how other carers are finding ways of coping, and suggestions for entertainment at home. The service is completely free. Further information can be found on the **Carers Trust** website [Guidance on Coronavirus | Carers Trust](#)

AGE UK, Bury website outlines the support being offered, along with information on food deliveries, help with setting up video conferencing, warnings on scams and lots more. [Coronavirus](#)

Mental Wellbeing & Coronavirus

NHS Pennine Care

The NHS Pennine Care website contains a number of helplines and online support and advice if you're struggling with your mental health, along with updates for visitors <https://www.penninecare.nhs.uk/coronavirus>

Greater Manchester Mental Health NHS Foundation Trust website contains lots of information, support and activities for your mental and physical wellbeing, along with a guide to Wellbeing.

[Wellbeing for Everyone | Greater Manchester Mental Health NHS FT](#)

Carers UK offer tips to help both you and those you care for look after yourselves and protect your mental wellbeing.

[Coronavirus - protecting your mental wellbeing - Carers UK](#)

Greater Manchester Health & Social Care Partnership have a mental wellbeing and resource section

[COVID-19 Mental health and wellbeing resources - Mental Health](#)

3. What is the latest advice for unpaid carers?

The government has published some specific [guidance for carers of friends or family](#) during the coronavirus outbreak. If you are caring for someone who is deemed to be extremely vulnerable, take extra precautionary measures by only providing essential care and ensure you follow the [NHS hygiene advice](#) for people at higher risk.

The guidance also contains information on finding alternative care quickly if you are unable to continue caring, protecting yourself and the person you care for and lots more.

4. How do I protect someone I care for?

Carers UK advice is:

In the first instance, it is advisable to protect yourself and others by following the hygiene and infection control guidelines illustrated on the [BBC's video](#) and

included under [How to avoid catching or spreading coronavirus](#) on the NHS website.

If you live with those you care for

If you think you've been in close contact with someone with confirmed coronavirus, take extra precaution to self-isolate and check if you have symptoms using the [coronavirus helpline](#) symptom checker. For more details on protecting those at highest risk, this [NHS page](#) has some useful practical suggestions on how you can look after yourselves. If you haven't already, start putting in place contingency measures to support the person you care for. For tips and suggestions, [read our advice on creating a contingency plan](#). Our [Coronavirus - further support](#) page also provides some answers to current common concerns.

If you do not live with those you care for

We suggest you keep in regular contact over the phone, through email or through video calls.

Families may want to think about spending time together in a different way – for example, by setting up a group chat or playing online games together. If online communication isn't possible, never underestimate the value of a regular phone call to offer social contact and support.

If necessary, make plans for alternative face to face care for the person you care for, for example by calling on trusted neighbours, friends or family members.

What's the advice if I have care workers and other home help?

The NHS guidance is now very clear. Visits from people who provide essential support such as healthcare, personal support with daily needs or social care should continue. Carers, like yourself, and paid care workers must stay away if you/they have any of the symptoms of coronavirus.

During this time, you can only provide support to vulnerable people if **all** of the following apply:

- you are well and have no symptoms like a cough or high temperature and nobody in your household does
- you are under 70
- you are not pregnant
- you do not have any long-term health conditions that make you vulnerable to coronavirus.

The government has provided specific guidance about [home care services](#).

Let friends and family know that they should only visit if providing essential care such as washing, administering medication, dressing and preparing meals.

All people coming into the home should wash their hands with soap and water for at least 20 seconds on arrival and often during their visit. Talk to the person you care for about the hygiene and infection control measures they should expect someone coming into their home to follow. They should not be afraid to insist that these are followed.

If you have a care worker employed by an agency ask them what protective measures they are taking and how they plan to respond if any of their staff are affected. If the care worker shows symptoms of coronavirus, inform the agency. They will need to carry out a risk assessment and take steps to protect staff, their families and all clients from the virus. The agency should work with you to ensure that the person you care for is also safe. ⁱ

5. Guidance on the provision of Personal Protective Equipment for unpaid carers and Personal Assistants (PAs)

Personal Protective Equipment (PPE) is vital in Bury's response against coronavirus (COVID-19). Bury Council is actively working to ensure that unpaid carers and personal assistants who are caring for someone who is symptomatic or has a confirmed case of COVID-19 continue to have access to supplies of PPE.

If you are unable to source your own PPE and are a PA, direct payment recipient, or an unpaid carer living or working in the Borough of Bury, then you can request an emergency supply of PPE.

For further information, please refer to the Bury Council's Guidance on the Provision of Personal Protective Equipment for Unpaid Carers and Personal Assistants. <https://www.onecommunitybury.co.uk/covid-19-guidance>

6. What is the difference between social distancing and shielding?

Social distancing measures must be followed by everyone. Shielding is a measure to protect people who are extremely vulnerable.

People who are extremely vulnerable must stay at home and stay 3 steps away from other indoors for 12 weeks.

The full guidance on shielding can be found here [Guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19 - GOV.UK](#)

The full guidance on social distancing can be found here [COVID-19: guidance on social distancing and for vulnerable people - GOV.UK](#)

7. How can I prepare for an emergency?

We would like to encourage carers to consider as soon as possible, if you haven't already, what your contingency plans are in the event of you being unable to continue to provide care for someone if you contract COVID-19. Is there a friend, family member or local neighbour, who can support you if this becomes necessary? Please talk to family and friends now about this, to help reduce anxiety during this uncertain period of time.

In order to create an emergency plan that fits the needs of the person you care for, you will need to set out:

- the name and address and any other contact details of the person you look after
- who you and the person you look after would like to be contacted in an emergency
- details of any medication the person you look after is taking
- details of any medical appointments they need to keep

Think about whether there are alternative ways of getting shopping to the person/people you care for. You could sign up to a repeat prescription delivery service if the person you care for is reliant on regular prescription medication.

Take a look at the section on the Carers UK website for further information, guidance and tips [Planning for emergencies - Carers UK](#)

8. Looking after yourself

It's important that you try to stay connected as normal as possible. Try using digital ways like social media, phone calls and skype if possible.

Perhaps your current mechanisms for coping and support are currently not available, think about using technology and finding alone time to do something you enjoy are new temporary ways to cope and get the support you need.

Here are some top tips on how you can stay well when self-isolating or working from home

- **Establish a daily routine.** Routines help to provide structure and purpose.
- **Balance your weekly routine** so you have a mixture of work, rest and leisure.
- **Set daily goals** to provide purpose and a sense of achievement. This might include working through a list of things you keep meaning to do but never get round to!
- **Identify triggers** that make you feel low and look for ways to reduce or manage them.
- **Talk with family, friends, neighbours** (using mobile, laptop, tablets etc.) to keep in touch and support each other.
- **Take care of yourself.** Eat and drink healthily with plenty of fruit, vegetables and water to support your immune function and energy levels.
- **Avoid staying still for too long.** Exercise and regular movement will maintain fitness and strength. If you are working from home take regular breaks.
- **Have a good sleep routine.** If you are struggling, avoid caffeine in the late afternoon/evening, take a bath, use blackout curtains, listen to gentle music or deep breathing exercises.

The Carers UK website has a section on keeping calm and well; tips for you and those you care for [Coronavirus - protecting your mental wellbeing - Carers UK](#)

Mobilise is an organisation providing a daily e-support package through the Covid-19 crisis. It includes links to key information, updates on how other carers are finding ways of coping, and suggestions for entertainment at home. The service is completely free, further information can be found on the **Carers Trust** website [Guidance on Coronavirus | Carers Trust](#)

Bury Council website contains a Health & Wellbeing section [Health and wellbeing - Bury Council](#)

9. Guidance for working carers

If you're juggling caring with work, you will no doubt be wondering what measures to take if affected by the coronavirus. [Read the government's latest guidance](#) for employees and have a look at the Carers UK section on guidance for working carers [Coronavirus \(COVID-19\) - Carers UK](#)

10. Useful information

Post Office helps self-isolating people access cash more easily

The Post Office is making two of its products available to all UK banks, building societies and credit unions, to make it easier for people who are self-isolating to access cash. The products are Payout Now – a voucher sent by text, email or post to a customer who can share it with a trusted person to withdraw cash; and Fast Pace – a service allowing a customer to arrange for a trusted person to collect a cheque from them, cash it at Post Office and return with the money.

<https://www.itv.com/news/2020-04-13/post-office-helps-self-isolating-people-access-cash-more-easily/>

Payout Now <https://www.postoffice.co.uk/post-office-payout>

ASDA Volunteer Shopping Care

Not being able to get to the shops for your essentials is hard. Especially in the current situation. That's why we've created the Volunteer Shopping Card, the cashless - and less stressful - way for people to help get the shopping in. Ideal for those who might be self-isolating, older or medically vulnerable, the Volunteer Shopping Card provides a contactless, safe and secure way to allow others to shop for them.

<https://cards.asda.com/volunteer>

Broadband deals for the elderly – Broadband Choices

Cheap deals suitable for pensioners

<https://www.broadbandchoices.co.uk/guides/broadband/broadband-for-elderly>

Bury Council

Coronavirus: Stay at home, protect the NHS, save lives – information on support for mental health & wellbeing; the Community Hubs; impact on services; support for residents; the latest advice & guidelines from

Government; support for businesses; support for health & social care providers; preparations & responses & your community needs you
[Coronavirus: Stay at home, protect the NHS, save lives - Bury Council](#)

Martin Lewis, Money Savings Expert

This website has a dedicated Coronavirus help section, with constantly updated guides on a variety of subjects such as help for employees, finance, bills, benefits and scams

[Latest weekly email: Martin's coronavirus update - 16 NEW need-to-knows](#)

Gov.UK

Coronavirus and what you need to do

[Coronavirus \(COVID-19\): what you need to do - GOV.UK](#)

Coronavirus support for employees, benefit claimants and businesses

[Coronavirus support for employees, benefit claimants and businesses - GOV.UK](#)

Greater Manchester Combined Authority

[Coronavirus - Greater Manchester Combined Authority](#)

Keeping Well at Home booklet is a guide to help older people in Greater Manchester keep well while at home. The booklet is packed full of health and dietary advice, including a programme of standing and sitting strength and balance exercises.

<https://www.greatermanchester-ca.gov.uk/media/2846/keeping-well-at-home-gm-print.pdf>

Greater Manchester Bereavement Service can help to find support for anyone in Greater Manchester that has been bereaved or affected by a death.

No one needs to feel alone as they deal with their grief.

[Home - Greater Manchester Bereavement Service](#)

Citizens Advice

[Coronavirus - what it means for you - Citizens Advice](#)

Covid-19/Coronavirus: Safety and support resources for survivors, friends, family, neighbours and community members from Women's Aid

Many survivors will be feeling unsafe isolating in a house with an abusive person, and isolated from their support networks. In partnership with fellow

specialist organisations, Women's Aid have put together some advice and information about support available.

https://1q7dqy2unor827bqjls0c4rn-wpengine.netdna-ssl.com/wp-content/uploads/2020/04/For-Survivors_COVID-19-Advice.pdf

Inclusion North website contains useful resources for people with a learning disability or autism and their families, including an easy Read [Coronavirus \(Covid 19\) - Inclusion North](#)

Purple All Stars have produced a hand wash video [The Hand Washing Rap on Vimeo](#)

SignHealth have produced BSL information on COVID-19 which is available on their website [here](#)

Doctors of the World have produced in partnership with the Red Cross, Migrant Help and Clear Voice Coronavirus (Covid 19) **advice for patients in 20 languages**, click [here](#)

[COVID-19 Plan & Prep Guide](#) - NMD United volunteers have designed a COVID-19 (novel coronavirus) **guide for adults living with neuromuscular disabilities**. The goal of this guide is to provide fact-based, reliable resources that educate the community on how to reduce and prevent the spread of COVID-19, while also providing practical coping tools and life-management strategies that can be used not just for this specific situation, but for addressing any viral or bacterial infection risk.

Nutrition & Hydration: Eating and Drinking Well During the Coronavirus Outbreak [Nutrition & Hydration: Eating and Drinking Well During the Coronavirus Outbreak | The Bury Directory](#)

ⁱ [Coronavirus \(COVID-19\) - Carers UK](#)