



Coronavirus (Covid-19) Support

Dear << Test First Name >>

To support people through the coming weeks and months many organisations are offering advice and information. We have brought some of this together on our website and in the following email. We hope you, your family, friends, colleagues and members of your community will find it useful.

We would also like to ask for your help in collecting information so that we can share it more widely, details are below.

Kind regards,
The Healthwatch Shropshire Team

Latest Government and NHS Advice & Information



www.gov.uk/coronavirus

[WhatsApp information service](#)

Easy Read Information

- [Social Distancing Poster](#)
- [Latest Guidance](#) (Mencap)
- [New Rules on Staying at Home](#) (Easy Read Online)
- [Shielding from Coronavirus](#) (Public Health England)

Foreign Language Translations

These are available on the [Public Health England website](#) in some languages.

Other languages are available on www.doctorsoftheworld.org.uk

Further Information

- [What does shielding mean?](#) (Healthwatch England)
- [What is the difference between self-isolation and social distancing?](#) (British Lung Foundation)
- [Information for pregnant women](#) (Royal College of Obstetricians and Gynecologists)
- [Information for deaf people or those hard of hearing](#) (Sign Health)
- [Support for people experiencing homelessness](#) (Groundswell)
- [Guidance for carers](#) (Carers UK)
- [Help available for victims of domestic abuse](#) (Shropshire Council)
- [Support and advice for people affected by dementia](#) (Alzheimer's Society)
- [Food parcels for the most vulnerable](#) (Shropshire Council)

Mental Health & Well-being

You might be worried about coronavirus and how it could affect your life. This may include being asked to stay at home or avoid other people.

This might feel difficult or stressful. But there are lots of things you can try that could help your wellbeing.

Every Mind Matters

Expert advice and top tips on how to look after your mental wellbeing if you need to stay at home during the coronavirus (COVID-19) outbreak. It also includes guidance if you're feeling worried or anxious about the outbreak. <https://www.nhs.uk/oneyou/every-mind-matters/>

Public Health England

- [Guidance for the public on the mental health and wellbeing aspects of coronavirus \(COVID-19\)](#)
- [Coronavirus \(COVID-19\): an easy-read guide to looking after your feelings and your body](#)
- [Guidance for parents and carers on supporting children and young people's mental health and wellbeing during the coronavirus \(COVID-19\) outbreak](#)

Mind

<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

World Health Organization

[Coping with stress during the 2019-nCoV outbreak](#)

[Mental Health Considerations during the COVID-19 Outbreak](#)

Helpline

Shropshire Council has launched new Community Reassurance Teams, and a new dedicated Helpline, during the coronavirus (Covid-19) pandemic, to help those who are vulnerable and in need of help.

The Helpline number is now live, and residents are being asked to use the Helpline if they have any coronavirus-related issues or enquiries. The Helpline is **0345 678 9028**, and is available from **8am to 6pm weekdays**, and **9am to 1pm Saturdays**. Each caller will be asked to explain their need and, if required, this information will be passed on to the appropriate support.

For local information for the public, for businesses, education and social care settings.

<https://www.shropshire.gov.uk/coronavirus/>

Help for Parents

[Helplines, Apps and Websites to support parents](#) (Catch22)

[Closure of educational settings: information for parents and carers](#) (gov.uk)

[Plans to support pupils eligible for free school meals](#) (gov.uk)

National Council for Voluntary Organisations

You may be involved with a voluntary organisation, the NCVO has advice for groups.

<https://www.ncvo.org.uk/practical-support/information/coronavirus#email>

What is happening in your community?

Groups and schemes to help those affected by the pandemic are setting up in communities across Shropshire, please tell us what is happening in your community. We are working with Shropshire Council and partners to share this information so that any gaps can be identified and support offered to groups where possible.

[Let us know](#)

NHS Volunteers

Protect your loved ones and protect the nation, volunteer to help those that are most vulnerable to the effects of coronavirus (COVID-19) stay at home. Join the army of NHS volunteers today.

"This is one of those once-in-a-lifetime moments where a single action from one person can be the difference between life and death for another, and simple acts of kindness are going to make all the difference in keeping some of the most vulnerable people well and out of hospital."

— Dr Nikki Kanani, GP and NHS Director of Primary Care

Join the team of NHS volunteers

It doesn't take long, and you aren't committed to anything more than what you can do.

[Sign up today](#)

Covid-19 Symptom Tracker

Help Slow the spread of Covid-19

Self-report daily, Help slow the outbreak, Identify those at risk sooner.

Take 1-minute to self-report daily, even if you are well.

Help scientists at Kings College London identify:

- High-risk areas in the UK
- Who is most at risk, by better understanding symptoms linked to underlying health conditions
- How fast the virus is spreading in your area

[Find Out More](#)

Tell us about your experiences

Healthwatch Shropshire want to thank the NHS staff and other care and support staff who are working hard to keep people safe and supported during the Coronavirus outbreak. We want to hear your experiences of that support.

Healthwatch Shropshire works with local health and care services to make sure they are working as best they can for the people who use them. It would be helpful if you could tell us about which part of the health and social care system you have used and how it worked for you or a family member.

Please make sure your comment includes enough information to help us understand when you used the service (e.g. day of the week), which service you used (e.g. your GP practice, 111, A&E) and what happened. We can then let services know what is working well and where things could be improved.

[Tell Us](#)

 **You have the
power to help
make change
happen**



 it starts with
YOU

healthwatch
Shropshire