

**UPDATED  
INFORMATION**

# COVID-19

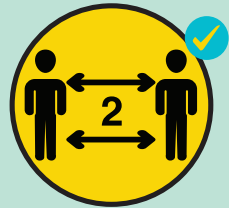
**Taking good care – of all of us**



**HANDS**



**FACE**



**SPACE**



**North East Lincolnshire**  
Clinical Commissioning Group



## Dear resident,

You will be aware that in recent weeks there has been a sharp rise in cases of COVID-19 in North East Lincolnshire, as well as nationally. The levels of Covid 19 that we are seeing now far exceed what we saw earlier this year. Almost everybody now will be aware of the virus, whether affected directly or knowing someone who has contracted the virus or by being identified as a contact of someone with the virus.

This is a major concern and is now putting our local health and care system under a great deal of pressure as we go into winter. Currently we are seeing well over one hundred new positive cases a day, many of these are being found within our elderly residents who are more vulnerable to becoming ill and ending up in hospital. To slow the virus down, the country has been placed into its second lockdown, and it's hugely important we all follow the rules and guidance and do whatever is needed to save lives and protect the most vulnerable.

We are writing again to all households in our borough with a useful update on the fight against the virus, as well as a reminder of the national guidance in place to keep us safe and protect our health service so it can continue to provide the care we need. Our response to this virus is a collective one. Everybody has a contribution to make to getting the borough through this pandemic and it will only be with your co-operation that we will keep services and the economy running through this challenging time.

We know that many people are very worried about COVID-19 and that this pandemic is having a huge impact on our lives. This will be particularly apparent now, part way through the UK's second national lockdown. If you are feeling low or anxious, please know that you are not alone and that there are organisations there to listen and offer help. We have listed them later in this booklet.

Nobody is immune to the effects of the virus and people of all ages have fallen victim. Although many people recover without needing treatment, others require intensive care and, very sadly, people continue to die from the virus. Others can experience a condition called 'Long Covid' and are left weak and poorly for weeks or even months.

By continuing to stick to the Government guidance, we are protecting ourselves, our loved ones and our wider communities.

Lots of staff and students in schools across our area have done a great job of following strict guidance, washing hands often and keeping their distance from others, and this has helped to limit the spread of the virus.

Every day we see good examples of local residents and businesses doing their bit to reduce the risk to their friends, family members, staff and customers by following the guidance and putting measures in place.

There are two simple things that you can do right now, that will help to make a difference. And they're free.

**Download the NHS COVID-19 app for free from Google Play or the Appstore and use it.**

The app helps us to trace the spread of the virus without passing on any of your private information. It allows the NHS to contact people who may have been in close physical contact with confirmed COVID cases, allowing them to self-isolate and get tested sooner.

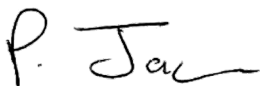
It can help save lives.

**Read this booklet**

You will find lots of useful information about the virus, information about the current lockdown and important actions you can continue to take to help reduce the spread of COVID-19 once lockdown begins to ease. There is also information about the support on offer locally and nationally to help you recover from the impact of COVID-19.

Thank you for continuing to do your bit to **help keep North East Lincolnshire safe and protect our health and care services**. To find out the latest guidance from the UK Government, visit [GOV.UK](https://www.gov.uk). For the latest health advice and to book a free test, visit [NHS.UK](https://www.nhs.uk).

Best wishes and stay safe,



**Cllr Philip Jackson**  
Leader, North East  
Lincolnshire Council



**Stephen Pintus**  
Director of Public Health  
North East Lincolnshire



**Dr Peter Melton**  
Clinical Chief Officer  
North East Lincolnshire  
Clinical Commissioning Group



**HANDS**



**FACE**



**SPACE**

## **COVID-19: What have we learnt about the virus?**

Some people have the virus and are infectious without showing symptoms. Therefore, it is so important to follow the guidance with everyone you come in contact with.

Many people are following the guidance and wearing protective equipment whilst at work but it appears that going to and from work, getting changed in locker rooms, during breaks from work, sharing smoking shelters and socialising outside of work, people are too relaxed and forget the social distancing guidance increasing the likelihood of infection.

Please avoid car sharing wherever you can and remember to keep 2m away from people even if you have a mask on. That ensures you do not get identified as a contact by the contact tracing service.

## **COVID-19: What to do if you have the virus**

If you start to feel unwell, have a high temperature, a new continuous cough or lose your sense of taste or smell, you should self-isolate immediately for at least 10 days.

This means staying at home and limiting your contact with other people as much as possible. Do not accept visitors and do not leave your home except to have a test.

Anyone who lives with you or is in your support bubble must also self-isolate immediately for 14 days.

Support bubble information is on [www.gov.uk/guidance/making-a-support-bubble-with-another-household](https://www.gov.uk/guidance/making-a-support-bubble-with-another-household)

## **Book a test**

You should arrange to take a free test within the first 5 days of showing symptoms.

You can order a free NHS swab test to be sent to your home address. You must then follow the instructions in the pack and return the test to be examined. To order a free NHS swab test, apply online on GOV.UK. Or call 119 for free if you are unable to use the internet.

You can also be tested at a test site near you and receive your results within 24 hours. The nearest regional testing site is at Duchess Street car park, Grimsby.

You must book an appointment at the site beforehand. To book a test at this location, visit GOV.UK or call 119.

There are also mobile testing units. These 'pop-up' centres visit different locations each day. To find out where the nearest mobile testing unit is to you, visit GOV.UK or call 119.

You should only book a test if you are experiencing symptoms of COVID-19.

## **What's next?**

### **If you receive a positive test result, you have coronavirus.**

The NHS Test and Trace service will email, text or call you. You'll be asked where you've been recently and who you've been in close contact with. This will help the NHS contact anyone who may have caught the virus from you. Text messages will come from NHStracing. Calls will come from 0300 0135000. You must continue to self-isolate for 10-days.

### **Loss of income whilst self-isolating**

If you're on a low income and have been told to self-isolate by NHS Test & Trace, you may be able to get a £500 self-isolation payment. To find out more, and to apply for the payment, visit [www.nelincs.gov.uk](http://www.nelincs.gov.uk) or call 01472 313131.

### **What to do if someone in your household has symptoms of coronavirus**

If someone in your household has the symptoms or has tested positive for Coronavirus, you should self-isolate for 14 days. If the person with the symptoms subsequently receives a negative result following their test then your self-isolation can end unless you or someone else in the household has developed coronavirus symptoms. If you develop symptoms then you should also arrange a test.

### **If you've been identified as a close contact**

If you have been in close contact with someone outside your household who has tested positive for coronavirus you must self-isolate for 14 days. If you subsequently develop symptoms you should arrange a test for yourself and if the test is positive you should self-isolate for a further ten days from when you developed symptoms.

### **If you've been contacted by NHS Test and Trace:**

If you have been in close contact with someone who has tested positive for the virus, the NHS Test and Trace service may contact you.

They will call, send you a text or email you. Text messages will come from NHStracing. Calls will come from 0300 0135000. They will provide you with advice on what to do next. It is important that you follow the advice of the service.

### **What to do if coronavirus symptoms get worse**

Use the NHS online service, or call 111, if your symptoms get worse, you feel you can't cope, or you feel breathless and it's getting worse.

**If you or someone you care for needs emergency medical care, you should call 999.**

## **The current national lockdown and COVID Alert Levels**

Before the current lockdown was announced, North East Lincolnshire had just been placed into a high alert level (currently known as Tier 2). When lockdown begins to ease, it is likely that many restrictions will still apply. To keep up to date with the alert level and the latest guidance affecting where you live please regularly visit GOV.UK.

## **Information for Clinically Vulnerable and Clinically Extremely Vulnerable**

The group who were previously shielding (clinically extremely vulnerable) shouldn't go out to work, shops or pharmacies, but can attend NHS appointments, exercise outdoors and meeting outside with their support bubble. Those who can't work at home have access to Statutory Sick Pay and the furlough scheme if they are eligible, and community pharmacists will be funded to supply medicines.

Those over 60 or who are otherwise clinically vulnerable can visit shops and go to work if they are unable to work from home, but should be especially careful to follow the rules and minimise contact with others.

Individuals can request priority supermarket delivery slots through the National Shielding Support System (NSSS) website.

## **Leaving the house under lockdown rules**

If you are feeling unwell and showing the symptoms of COVID-19 do not leave your home or go out to meet another person, unless going to take a test. Please do not try to sort out a few things before you do. Isolate straight away as you will be infectious.

Taking precautions when you're out and about is vital.

If you're leaving your home to go shopping, provide care for someone, attend work or your child's school or for any of the reasons above, you must social distance as much as possible. Where you can, try to keep a distance of 2 metres from others.

When you're in enclosed places such as essential shops or the supermarket, you should wear a face covering unless you are exempt from doing so, and ensure this fits well and covers your nose and mouth. This is to protect others and reduce the risk of virus transmission.

Washing your hands often also helps to reduce the spread of the virus. You should try to wash your hands before going out, when you get home, before eating and after coming into contact with anyone else.

If we all follow these steps, the risk of catching COVID-19 in this area will be much lower.

When you go into some places, you should be asked to scan a QR code using the NHS COVID-19 app on your smartphone. Alternatively, you will be asked to provide some contact details. This is to help the NHS Test and Trace programme, which aims to get in touch with people who have come into contact with someone who has the virus.

## **Returning to work**

If you can work from home, you should.

If you are unable to work from home, your employer will let you know when you can return to work.

Employers have been asked by the Government to put measures in place to keep staff safe.

If you are not happy with the measures in place, you should discuss this with your employer.

Things like Perspex screens, protective equipment such as gloves and masks, easily accessible handwashing facilities and social distancing signage are just some of the measures put in place in businesses across North East Lincolnshire already.

If you are worried about a workplace or setting that has not put measures in place, you can contact the Council for advice on 01472 326299 or email [trading\\_standards@nelincs.gov.uk](mailto:trading_standards@nelincs.gov.uk).

## **What to do if your child shows symptoms of COVID-19**

Coronavirus can present differently in children and young people. If your child starts to feel unwell, you should seek medical advice.

If you suspect that they have coronavirus, your household should self-isolate immediately and you must inform their school or college.

## **Flu Vaccine**

COVID is not the only virus that is active this winter. Every year Flu makes thousands of people seriously ill. Some don't get better. Protect yourself and others. Please arrange to get your vaccine if you're invited by your GP practice, Pharmacy, midwife or employer. For more information, visit NHS. UK/FLUJAB

School flu season has arrived, and the School Nursing Service are busy vaccinating children in schools once again. If your child attends a primary school or is in Year 7 at secondary school they are entitled to this free vaccination which is given as a nasal spray.

The flu can cause mild to severe symptoms in many high-risk groups, and the best way to protect yourself and your child against the virus is by getting the vaccine.

To give consent for your child to receive the flu vaccine, you must complete the online consent form by visiting [www.nelincs.gov.uk/schools-immunisation-consent](http://www.nelincs.gov.uk/schools-immunisation-consent).

## Children's health

The pandemic is having an impact on us all in different ways. For parents, children and young people it can make you feel isolated and lonely which may increase stress and anxiety.

Useful resources are available online:

- [familylives.org.uk](https://familylives.org.uk)
- [healthforunder5s.co.uk](https://healthforunder5s.co.uk)
- [riseabove.org.uk](https://riseabove.org.uk)
- [healthforteens.co.uk](https://healthforteens.co.uk)

Support continues to be available from the Council's Health Visiting and School Nursing Services.

Email [healthvisitingadvice@nelincs.gov.uk](mailto:healthvisitingadvice@nelincs.gov.uk) or [schoolnursingadvice@nelincs.gov.uk](mailto:schoolnursingadvice@nelincs.gov.uk) or call 01472 323660.

## Routine health concerns

If you have an illness or injury that has not been resolved with self-care or you have symptoms you are concerned about, contact your GP practice.

Before visiting contact them online, by an app or by phone to be assessed. Face to face appointments are available if it is appropriate for you but you may be asked to discuss your condition over the phone or online first to assess what would be most appropriate for you.

Your GP will always want to hear about symptoms such as an

unexplained pain that lasts three weeks or more, an unexplained lump, or blood in your poo or pee, as these could be a sign of something more serious. While it is probably nothing to worry about, it is important to get checked out as finding cancer early makes it more treatable.

## Urgent health concerns

If you need urgent medical care, but it's not a 999 emergency, call (01472) 256256.

This includes where:

- You think you need to go to Accident and Emergency (also called the Emergency Department) or another NHS urgent care service
- You do not know who to call for medical help or you do not have a GP to call
- You need health information or reassurance about what to do next.

## Mental Health

With COVID-19 restrictions tightening again, it's understandable if you're feeling down or anxious about what the coming months might hold for all of us.

If you need to talk to someone - no matter how minor your problems may feel to you - please ring the 24/7 COVID-19 support line on (01472) 256256 and select option 3.



You don't have to wait for things to get really bad, there is someone there who wants to listen. Visit: [navigocare.co.uk/247covid](http://navigocare.co.uk/247covid).

Additionally, there are a number of resources on our website for adults, children and young people.

These include places where you can get help for specific issues such as loss or bereavement, financial worries, coping with stress, sexual health and anxiety.

Support for children and young people:

- Young Minds Matter, NEL's CAMHS: 01472 626100, 9am to 5pm, Monday to Friday. Out of hours – 01472 256256 option 3
- Kooth, free and anonymous support for young people: – Weekdays 12pm to 10pm / Weekends 6pm to 10pm
- School Nursing Service – Confidential and anonymous support for young people (11-19 years old) weekdays 9 to 5pm. Text 07507 331620

Support for adults:

- North East Lincolnshire Mental Health Service (NAVIGO) – 01472 256256 option 3
- The Samaritans: Freephone 116 123 via email at [jo@samaritans.org](mailto:jo@samaritans.org)
- CALM – Campaign Against Living Miserably – 0800 585 858
- North East Lincolnshire MIND – 01472 349991

## Other Support

Information from the council:

[www.nelincs.gov.uk/covid-19-guidance-and-support](http://www.nelincs.gov.uk/covid-19-guidance-and-support) or you can call the council COVID helpline (01472) 313131 option 0 between 8.30am and 5pm Monday to Friday.

For adult social care, befriending, mental health or medical enquiries people should still call (01472) 256256.

**Home Options Team** - If you feel your financial situation or mental health is affecting your ability to manage your tenancy or housing costs, please contact our Home options team for advice and assistance. Call 01472 326296.

**Financial support** – You may be able to claim help with housing benefit, a discretionary housing payment, a £500 self-isolation payment or Universal Credit to support with your housing costs. To find out more, visit [www.nelincs.gov.uk/benefits](http://www.nelincs.gov.uk/benefits) or call 0300 3030164

### Homelessness Prevention

**Service** - if you are likely to be made homeless, or are already, it is important you ring us straight away. Call 01472 326296 (option 1) or visit [www.nelincs.gov.uk/housing](http://www.nelincs.gov.uk/housing).

**Sleeping rough** - If you're sleeping rough or think that you might have found someone who is, call Harbour Place on 01472 355234.

**Food** - Free food services are generally restricted to those in receipt of means tested benefits or in certain vulnerability categories. To find out if you are eligible, call the Council on 01472 313131 or for information on local organisations visit [www.sectorsupportnel.org.uk/covid-19-vcse-updates](http://www.sectorsupportnel.org.uk/covid-19-vcse-updates)

### **Citizens advice North East**

**Lincolnshire** – Free advice to help you find a way forward. Call 03444 111 444

**Shopping** - Individuals who are clinically vulnerable can request priority supermarket delivery slots through the National Shielding Support System (NSSS) website, visit [www.nelincs.gov.uk/covid-19-guidance-and-support/covid-19-local-residents/covid-19-shopping-and-food-deliveries](http://www.nelincs.gov.uk/covid-19-guidance-and-support/covid-19-local-residents/covid-19-shopping-and-food-deliveries) or call the Council COVID helpline (01472)313131 option 0

**Centre4advice** - Free advice service for all in North East Lincolnshire. Call 01472 236675

**Age UK North East Lincs** - Free and confidential information and advice service for older people. Call 01472 344976

**Council Local Taxation and Benefits** – To find out about support that may be available to you, visit [www.nelincs.gov.uk/benefits](http://www.nelincs.gov.uk/benefits), email [benefits@nelincs.gov.uk](mailto:benefits@nelincs.gov.uk) or call 0300 3030164 (option 3).

## **Community Services Fact Sheet**

For additional support and services in your area, visit [www.sectorsupportnel.org.uk/covid-19-vcse-updates](http://www.sectorsupportnel.org.uk/covid-19-vcse-updates)

## **Fraud Alert**

Please be aware there are COVID-19 related scams circulating, These can include unusual buying activity by companies and individuals, as well as cold calling by those falsely claiming that they are from the government, council or NHS, offering money for schemes.

The COVID Fraud Hotline is open 24/7, 365 days a year on 0800 587 5030 or fill in the simple and secure anonymous form at [Covidfraudhotline.org](http://Covidfraudhotline.org).

## **Domestic Abuse**

If you, or someone you know, is affected by domestic abuse, local domestic abuse support services are still offering a full range of support.

Women's Aid NEL (who support both men and women) can be contacted on 01472 575757 or email: [support@womensaidnel.org](mailto:support@womensaidnel.org) if it is safe to do so. The Blue Door Domestic and Sexual Abuse Service is also available on 0800 197 4787.

At a time of immediate danger, call 999 and ask for the police. If you can't speak, press 55 on your telephone keypad when the operator is on the line to get help.

## In simple words

### What is meant by a 'contact'

A 'contact' is a person who has been close to someone who has tested positive for COVID-19 anytime from 2 days before the person was symptomatic up to 10 days from onset of symptoms (this is when they are infectious to others). For example, a contact can be:

- people who spend significant time in the same household as a person who has tested positive for COVID-19
- sexual partners
- a person who has had face-to-face contact (within one metre), with someone who has tested positive for COVID-19, including: being coughed on; having a face-to-face conversation within one metre; having skin-to-skin physical contact; or contact within one metre for one minute or longer without face-to-face contact
- a person who has been within 2 metres of someone who has tested positive for COVID-19 for more than 15 minutes
- a person who has travelled in a small vehicle with someone who has tested positive for COVID-19 or in a large vehicle or plane near someone who has tested positive for COVID-19

Where an interaction between 2 people has taken place through a Perspex (or equivalent) screen, this would not be considered sufficient contact, provided that there has been no other contact such as any of those indicated above.

### Forming a Support Bubble

If you want to expand the group of people you can have close contact with during the coronavirus (COVID-19) pandemic, making a support bubble with another household is the safest way to do so. A support bubble is a close support network between a household with only one adult in the home (known as a single-adult household) and one other household of any size.

If you're in a single-adult household you can form a support bubble with another household of any size that is not part of a support bubble with anyone else if you:

- live by yourself – even if carers visit you to provide support
- are a single parent living with children who were under 18 on 12 June 2020

Once you're in a support bubble, you can think of yourself as being in a single household with people from the other household. It means you can have close contact with that household as if they were members of your own household. Once you make a support bubble, you should not change who is in your bubble.

**Help keep North East Lincolnshire safe and open**

**Download the NHS COVID-19 App now for free  
from the Appstore on your smartphone**



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Information correct at the time of printing.

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