

# YOUR FREQUENTLY ASKED HEALTH AND CARE QUESTIONS ANSWERED

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10 June 2020 (v5.0)

This document will be regularly updated on our website.



You can find links to links to the latest official guidance and useful information via our [Coronavirus Web Page](#).

If you are struggling with any practical support needs please visit the West Sussex County Council's [Community Hub](#) page.

Wherever you live, if your request is urgent, for example, you are going to run out of food or medicine within the next three days, please phone 033 022 27980 so that they can make sure you get the help you need as quickly as possible.

Otherwise the link above will direct you to how you can register for support.

## For accessible information on COVID 19

### Easy Read Formats:

- Government publications can be accessed [here](#)
- Public Health England information can be accessed [here](#)

### Sign Language:

- Information produced by SignHealth is available [here](#)
- To access the NHS 111 British Sign Language online service click [here](#)

### Different Languages:

- Click [here](#) for information produced by Doctors of the World
- [Guidance](#) produced by Sussex Interpreting Services, includes guidance published by Public Health England is available [here](#)

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# I'm now even more confused. Do I shield, self isolate or social distance?

Self-isolation, social distancing and shielding were introduced by the Government to help people stay safe from COVID-19.

Our most recent insight has shown increased public confusion. A recent survey of adults aged over 65 carried out by Independent Age, similarly found that **43% of people incorrectly believe** that the Government had instructed over-70s without any underlying health conditions to shield themselves by not leaving the house.



Like us, Independent Age is calling for Government to urgently rethink how it delivers coronavirus guidance and the language it uses. The concern is that many local residents may be shielding themselves and living in isolation, when they could have left the house for social distanced exercise and shopping for essentials. We are hearing about both mental and physical health impacts of this.

The actual guidance for this group - classed as 'clinically vulnerable' - is to stay at home as much as possible and 'take particular care' in social distancing. Only those with certain conditions, classed as 'extremely clinically vulnerable' (such as those with specific cancers), have been advised to stay at home at all times.

**Maintaining social distance:** We must all exercise caution when outside our own homes and socially distance from others, e.g. limit our face-to-face contact with others as much as possible. When going outside we should still stay more than two metres apart from anyone other than members of our own household. This is particularly important when in shops - so avoid reaching over others for example.

The government has now instructed us that [face-coverings](#) will need to be worn when accessing public transport, shops and hospitals.

Remember to wash your hands thoroughly with soap and water for twenty seconds when you return to your home.

**Self-isolation:** is the most effective way to prevent the spread of coronavirus and should be done if you show symptoms of coronavirus. It means that you must stay indoors and where possible, avoid contact with others. This includes stopping day-to-day activities, such as shopping for food or collecting medication.

If you are self-isolating it is a good idea to call on the help of family and friends to help you do tasks where you would need to go outside. If you do not have a close network nearby, contact the West Sussex County Council's [Community Hub](#) or [community aid groups](#) for help.

**Shielding:** of the clinically extremely vulnerable people in our County, who are at high-risk of getting seriously ill from COVID-19 needs to continue, but the criteria of who should shield has changed. There are some inconsistencies in the [Government guidance](#), and the NHS Digital information it links to. If you are confused or concern, we would suggest you speak to your GP so you can discuss your personal situation in a way that enables you to make an informed choice.

Please share with us if you have recently received any communication on this that has confused you so that we can feedback with a view to clarifying information. Our contact details are on the last page of this document.

**Getting support:** You should be able to access volunteer support through West Sussex County Council's [Community Hub](#) or [community aid groups](#) regardless of whether you have received an NHS letter or not.

Tesco has a hotline for those in special need but not on the UK Government's list which worked really well for a resident who contacted us. The number is **0800 917 7359**. Other supermarkets may offer similar help.



If you are a carer who has registered with Carers Support West Sussex, you'll be receiving via email or in the post a poster card.

The organisation invites residents to use this communication as evidence that they are a registered carer. If registered carers would like a copy of the email, they can call their response line on 0300 028 8888 or email [info@carerssupport.org.uk](mailto:info@carerssupport.org.uk) so they can send a postcard to them. It is also a very easy process to register as a carer with the organisation. So, if you are not registered as a carer yet, then please do call or email their response line to do so. Their response line is also there to offer support, so please do get in contact if you need a listening ear. You can also call us and share your experiences.





If you are in one of the categories listed as those who are **extremely vulnerable** you can call 0808 196 3646 (between 8am-8pm) for support from an NHS Volunteer Responder.

If you do not fall into the list for shielding but have some long term conditions you may still be able to use this service.

Once you contact the service, you will have a short assessment and they may suggest you contact your GP, who can refer you to this service for support.

Healthwatch can now also refer people to the NHS Volunteer Responder scheme, but you are asked to use your local options in the first instance- the community hub or mutual aid groups.

## How do I cancel my Government Food Parcel?

We understand that deregistering from the food parcels will not cause you to lose your priority status slot for supermarket delivery.

For information on [Government advice and guidance on accessing food and other essential supplies](#). The advice if you want to cancel the food parcel service, you can do of the following:

- refuse the parcel when it is delivered, this will then cancel it and remove you from the government distribution list
- go to GOV.UK [where you registered as shielded](#), go to the question 'Do you have a way of getting essential supplies delivered at the moment?'. You previously answered no to this question, please now reply as yes. You will then be removed from the government distribution list
- call 0800 028 8327 and make sure you have your NHS number (this will be on the top of your NHS letter). This is an automated phonenumber and you will need to follow the instructions. You will be asked the question 'Do you have a way of getting essential supplies delivered at the moment?'. You previously answered no to this question, please now reply as yes. You will then be removed from the government distribution list

Please note that insight is suggesting that there is likely to be some delay in getting the food parcel stopped if you use the Government routes.

If you wish to donate food parcels, as you don't need them but can't leave your home to deliver them to a food bank you may want to contact your local mutual aid group, and details can be found [here](#).

## Your Pharmacy and Prescriptions

### Why are we having to queue outside and only be let in one at a time?

Many pharmacies are relatively small, confined spaces. To maintain consistent 2m distancing, waiting customers and patients may be asked to wait outside, with only one customer being let in at a time. This is for the protection of both customers and staff.

### How can I order my prescription now?

Patients who need to obtain prescriptions are encouraged to do this via online ordering direct with their GP practice via the Electronic Prescription Service and Electronic Repeat Dispensing Service.

**Online** - Many GPs offer prescription ordering online. Please check whether you have already registered for this service or not. If not, you will need to check whether your GP practice offers this and how you can sign-up during the pandemic.

### Why can't I have my medication supplied in the normal blister packs?

Some pharmacies are stopping the issue of Blister Packs, as they have been asked to prioritise their time. This is not a blanket "ban", but availability is being preserved for the most vulnerable who need them the most. This should be after a robust assessment of your need by the community pharmacist. It is the discretion of the community pharmacist to decide if they can support requests for blister packs, taking into account Equality Act 2010 requirements.



If you find yourself in this position and are struggling, please have a discussion with the pharmacist so they fully understand your needs and can chat through some alternatives (that may even be more suitable) and reinstate the pack, if needed.

### Can my prescription be delivered or collected?

Community pharmacies are to be paid to offer a delivery service to the most clinically vulnerable 'shielded' patients, so they can continue to receive their medicines. Changes to the pharmacy Terms of Service will require pharmacies to support these patients to get access to their medicines, including using the NHS Volunteer Responders where appropriate. Where volunteers are not available contractors will be able to deliver via an Advanced Service.

Pharmacies are of course allowed to continue with any existing delivery services they may have in place (including charging for patients outside of these most vulnerable groups) but our advice is that these should be prioritised to those who need them most during this pandemic.

There are a number of ways you can get support. There may be a mutual aid group in your area or you can register with West Sussex County Council [Community Hub](#) to be matched with a volunteer.

## Collecting a prescription for someone else?

**healthwatch**

Credit: adapted from an idea by Mike Hewitson



**Go to the right pharmacy**



**Know the name and address of the person you are collecting for**



**It may save time in the pharmacy if you know what medicine(s) you are expecting**



**Please don't be offended if the pharmacist asks for ID or cannot hand over some items**



**Ask the patient if they pay for their prescription - it's £9.15 per prescription item**



**If the patient doesn't pay, ask them which 'exemption' applies to them**

- Avoid pharmacies if you are showing symptoms of COVID-19
- If a patient pays for their prescription, they could phone the pharmacy to pay in advance by credit/debit card. Not all can do this
- Do not open the prescription package
- There is no need to stockpile medicines
- Ask the pharmacist for advice if you are not sure about anything



# I'm in a lot of dental pain - what can I do?



## Got a tooth ache or problem?



### Dentists can start to offer face-to-face appointments from 8 June.

Dental check-ups and treatment involve close contact between the dentist and patient. Dentists and their teams have to avoid using tools like drills, as they create a lot of 'spray' from patients' mouths and this increases the risk of them catching the virus from an infected patient and passing it on to others. For safety, dental staff need to have the right personal protective equipment (PPE) and only carry out treatments that have been risk assessed as safe. You may only be able to get urgent dental treatment at one of the centres equipped to offer this.

The following guide helps to understand what may be seen as urgent:



### What counts as a dental emergency?

#### Urgent dental treatment:

- Facial swelling extending to eye or neck.
- Bleeding following an extraction that does not stop after 20 mins solid pressure with a gauze/clean hankie. A small amount of oozing is normal, just like if you had grazed your knee.
- Bleeding due to trauma.
- Tooth broken and causing pain, or tooth fallen out.
- Significant toothache preventing sleep, eating, associated with significant swelling, or fever that cannot be managed with painkillers.

#### Straight to A&E:

- Facial swelling affecting vision or breathing, preventing mouth opening more than 2 fingers width.
- Trauma causing loss of consciousness, double vision or vomiting.

#### Non-Urgent (may need to wait):

- Loose or lost crowns, bridges or veneers.
- Broken, rubbing or loose dentures.
- Bleeding gums.
- Broken, loose or lost fillings.
- Chipped teeth with no pain.
- Loose orthodontic wires.

### What to do if I have a tooth ache or a dental problem?

- 1 Call any NHS Dentist, either your usual one or find one by using this link ([www.nhs.uk/using-the-nhs/nhs-services/dentists](http://www.nhs.uk/using-the-nhs/nhs-services/dentists)). Remember, you are not registered to a particular dentist like you are with GPs, so which ever one you call should be able to help you.
- 2 Explain your situation and what effect this is having on you. You may want to suggest to the dentist that you email photos - as it can be hard to describe a problem, particularly when in pain. Some dentists may also be able to chat over video call too.

The dentist can help with prescribing pain-relief and antibiotics if indicated. If the dentist can see your situation is urgent they should refer you to one of the Urgent Dental Care Centre/Hub.

The Centre (Hub) staff will talk to you about your dental situation and decide if you need immediate treatment on the day, treatment as quickly as possible or your situation is non-urgent, depending on your symptoms and level of pain. Those involved in this have a detailed operating procedure to help them categorise different dental conditions.

Please don't waste your time going directly to a hospital centre without calling a dentist or 111, as you'll not be seen without an appointment.

If your situation is urgent and outside usual opening times you can use <https://111.nhs.uk/> or call 111 for advice.

0300 012 0122  
[www.healthwatchwestsussex.co.uk](http://www.healthwatchwestsussex.co.uk)

**healthwatch**  
West Sussex

## Is my GP closed?

**Simply put no**, but during this challenging time practice staff and GPs must protect themselves and others and you should not visit your surgery in person unless you are given an *in person* appointment.

To ensure patients remain safe and get the care they need dedicated sites and areas within some practices, called 'hot sites', have been introduced. These are for anyone with Covid-19 symptoms, and for anyone who is isolated at home with household members with Covid-19 - symptoms.

If you need help from your GP surgery (either COVID related or non-COVID) you will be given information about where to attend at the time of making an appointment but this may not be your usual surgery, so please make the surgery aware of any issues you may have in getting to a different location, as they should be able to give you advice on transport options.

The reception staff may ask you to follow some new instructions when coming to surgery and clinical staff will probably be wearing some personal protection equipment to keep themselves safe.

However, you may not need to visit the surgery as all local GP practices now have a telephone triage system. If you need medical help from your GP surgery, please call the usual appointment number. You may be offered a telephone consultation or a video consultation with a healthcare professional within the practice.

Dr Tim Caroe, a Sussex GP, explains how things have change in this short [video](#).

On the next page is some useful information on how to get the best out of a virtual face-to-face consultation.

**For repeat prescription:** please check your surgery's website as there may be new ways of requesting these.

**For patients who are deaf:** GP practices can now offer consultations with support from Signlive, a free to download APP that connects the caller to a fully qualified BSL interpreter before connecting to the recipient. This means that d/Deaf patients can call their registered practice for free, using the standard telephone number, speak with receptionists and book a telephone appointment with a GP.

### What about routine appointments or treatment?

Many clinics, such as baby and child immunisations are running and we would encourage you to keep appointments such as immunisation during this time.

**I'm struggling to get my B12 Injections:** for the latest guidance on getting treatment please click [here](#).



## VIDEO CONSULTATIONS IN PRIMARY CARE 4: A guide for patients on consulting by video

### Decide if video is right for you

- If you just need general information and self-care tips, use a website (e.g. put 'NHS coronavirus advice' into Google)
- You don't need a video consultation if a phone call will do
- Video consultations provide more visual information and can be more reassuring if you're anxious
- Your doctor or nurse may be self-isolating and working by video
- Check your GP practice's website to see what is on offer

### Get set up technically

- A good internet connection
- A quiet place where you won't be disturbed
- A computer, tablet or smartpone with a built-in camera and microphone
- Test your audio and video connection and adjust the settings so you can see and hear well (or get someone to do this for you)
- Check your practice website for what else you need to do (different video platforms have slightly different set-up steps)

### Booking and connecting

- Make a video appointment by following instructions from your GP practice (on the practice website or answering machine)
- Just before your appointment time, click the connection
- Say hello or wave when you see the doctor or nurse (you may both have to fiddle a bit to get the sound and picture working well)
- Make sure the doctor or nurse knows your phone number so they can call you back if the connection fails

### Having your consultation

- Look at the screen (there's no need to look directly at the camera)
- If all goes well, the call will feel like a face to face appointment
- Use the screen camera to show things (e.g. a rash)
- If you get cut off and can't reconnect, wait for a phone call
- Write down any advice or instructions, and make sure you understand the next steps (e.g. where to leave a specimen)
- When you've both said goodbye, disconnect

# Pregnancy and Breastfeeding

I'm struggling to find the information I need, where can I get advice?



Is a trusted source for parents, their friends and families (up to 5 people) to have access to a wide range of information and resources, both local and national.

There is information to answer your [coronavirus concerns](#) and if you don't get the answer you need, you can use the live chat or ask a question - you'll need to [create](#) or use your account for the latter.

Information on how appointments for scans and other maternity-related appointment can also be found [here](#) for St. Richards and Worthing Hospitals. We understand this resource is being be extended to include all areas of West Sussex.

## Can I breastfeed my baby if I've suspected or confirmed coronavirus?

The [Royal College of Obstetricians & Gynaecologists](#) answer is Yes and advice:

There is no evidence showing that the virus can be carried or passed on in breastmilk. The well-recognised benefits of breastfeeding and the protection it offers to babies outweigh any potential risks of transmission of coronavirus through breastmilk. Provided your baby is well and doesn't require care in the neonatal unit, you will stay together after you have given birth so skin-to-skin and breastfeeding can be initiated and supported if you choose.

The main risk of breastfeeding is close contact between you and your baby, as if you cough or sneeze, this could contain droplets which are infected with the virus, leading to infection of the baby after birth.

A discussion about the risks and benefits of breastfeeding should take place between you and your family and your maternity team.

**You can get advice on breast-feeding by calling 01273 242 015 (Mon to Fri 10am-3pm)**

**This guidance may change as knowledge evolves.**

When you or anyone else feeds your baby, the following precautions are recommended:

- Wash your hands before touching your baby, breast pump or bottles
- Try to avoid coughing or sneezing on your baby while feeding at the breast
- Consider wearing a face mask while breastfeeding, if available
- Follow recommendations for pump cleaning after each use
- Consider asking someone who is well to feed your expressed breast milk to your baby.

If you choose to feed your baby with formula or expressed milk, it is recommend that you follow strict adherence to [sterilisation guidelines](#). If you are expressing breast milk in hospital, a dedicated breast pump should be used.

## Residential (Care and Nursing) Homes

I'm worried about my relative who lives in a care home and what will happen to them?

Healthwatch England [explain](#) why it's important to have a plan in place, should you or a loved one become critically ill with coronavirus. This talks through Advance Care Planning, how you can create one and where to find other resources, based on guidance from the NHS, National Institute for Health and Care Excellence (NICE), as well as Marie Curie and Dying Matters.

Our spotlight on [MyCareMatters](#) details a useful booklet for families and individuals around planning care and end of life, designed with compassion and care.



How can I stay in contact with someone in a residential home?

Care Homes took the difficult decision to suspend visits, including those from family and friends, to protect their vulnerable residents but some are enabling outdoor or drive past visits. Others have found creative ways of staying in touch.



This may include using digital face-to-face interactions. You may find some free to print [cue cards](#) to help with the communication.

**Make Caring Visible** - We are planning a series of virtual coffee mornings - so friends and family can come and share personal accounts of what it is like having a family member or friend living in a care home during this pandemic. These events will be advertised, we hope, through our local care homes and people will be asked to book a space.

We keen to understand how care homes are supporting people to stay in touch or to hear if you are struggling to do this. Also, we'd like to understand peoples' expectations and reality of a move to a care home since the lockdown began.



Carers Support can advise you on the support that may be available to them, and we are working with them on our care home contact project.



## How can I help?

Here are a range of ways you can safely support others during this pandemic.

- **Returning unused equipment**

If you no longer using key items of specialist community equipment are being asked to return them as soon as possible to help the NHS during the coronavirus crisis. Items urgently needed include; specialist hospital-style beds, mattresses, hoists, commodes. Any unused equipment currently on loan can be returned if no longer needed.

To arrange a collection please phone NRS Healthcare on 0345 127 2931 or email [enquiries@westsussex.nrs-uk.net](mailto:enquiries@westsussex.nrs-uk.net)

All collection drivers will follow strict social distancing measures.

- **Be Involved**

You can share your health and care experiences whilst socially distancing and encourage others to contact us. You can download a free colouring activity [here](#).

We're always looking to find new **volunteers** to support our work and during this time we are looking for people to help with carrying out Wellbeing Checks over the phone and telephone surveying.



- **Support your local residential home**

Many homes are welcoming other forms of contact from the outside world, such as postcards and activity gifts.

If you want to volunteer to write to residents, offer drawings etc, please contact your local home directly.

Please email us photos and ideas of how you are staying in connect. We're building a Kindness Wall and will share this on our website to spark ideas on how you can be involved in their communities during this challenging time.

“ I got a lovely response to one of the postcards I'd sent to my local care home. This really brought a smile to my face. ”



## Supporting you financially

### Water bills

If you are struggling to pay the water bill as a result of the coronavirus crisis, you can get in touch with **Southern Water 0330 303 0277** via an online form to request a payment break.

Those with underlying health conditions, poor mobility or other health challenges, can sign up for priority services.



### Financial and employment advice

Citizens Advice has almost 100 volunteers helping people from home, fully supported by a Learning and Development team and with remote supervision from experienced supervisors.

The service has developed a new Digital Advice volunteer role enable them to respond to the increase in queries, where the issue is fairly straightforward.

Caseworkers are delivering advice appointments from home on employment, benefits, housing and debt, and giving in-depth help to people who need support claiming Universal Credit, via our Help to Claim service.

#### Important benefits guidance: Universal Credit/Jobseeker's Allowance

There has been plenty of media coverage about Universal Credit, difficulties for people being able to access the gov.uk claims line, and the huge spike in demand.

Please visit the [Coronavirus Help Page](#) for more details.

[www.advicewestsussex.org.uk](http://www.advicewestsussex.org.uk) Facebook: @CAWestSussex Twitter: @CAWestSussex

### Cancer suffers and survivors

To make a confidential advice appointment with a Citizens Advice Macmillan Welfare Rights Adviser call us on 01903 532234, [macmillanbenefits@westsussexcab.org.uk](mailto:macmillanbenefits@westsussexcab.org.uk) or visit <https://www.advicewestsussex.org.uk/contact-us/>

## Be scam savvy - Local charity consortium advises on avoiding scams during pandemic

A consortium of charities based in West Sussex is advising people of the steps they can take to avoid scammers during the Coronavirus pandemic. Reports suggest there has been an increase in scams since the Coronavirus pandemic began. These include online shopping, where people buy items like hand sanitiser or face masks which never arrive, phishing emails and suspicious callers, offering bogus shopping services or fake Coronavirus tests.

General scam advice includes:

- Don't open the door to anyone calling 'out of the blue'.
- Don't give money upfront to someone on the doorstep offering to shop for you, unless you know them well and trust them.
- Be aware that official bodies are not offering coronavirus testing door to door.
- Do not click links or open emails from senders you don't know.
- Buy only from well-known online retailers.
- Do not give out personal information such as bank details, addresses, existing insurance, pension, or investment details, and remember that NHS tests are free.

If someone is unable to get assistance from people they know and trust, the consortium advises people use well known organisations or registered charities for support.

It's useful to know that when visiting people or offering 'doorstep' services, **the charities shown below will always:**

- Call in advance or have taken a call from the client.
- Let the client know the name of the person to expect.
- Wear ID.
- Take payment in advance through online/telephone payments. Payment will not be taken on the doorstep unless the client is already known to the charity and a prior agreement has been made.



## Support in my community



**Carers Support West Sussex**  
for family and friend carers

### **Carers Support:**

#### **Giving emotional support**

Carers Support West Sussex will still provide a listening ear for you at this time of great need. Response line workers will be on the end of the phone, listening and guiding carers to support them and their families. The charity's hospital team remains in regular contact with those who have a relative or dependant in hospital and will support them with any anxiety they may have.

#### **Carer contingency planning**

Carers Support can help create an emergency plan should you or the person you care for become ill or need to self-isolate. The team will help you to consider things like emergency contacts, alternative arrangements and how to stay connected to your family and friends. This can be done over the phone or by email.

#### **Carer assessments**

These can be made in a flexible way via telephone. Carers can complete a self-assessment which is then reviewed by the assessment team who may contact to discuss. The assessment is an opportunity to think about the caring role in more detail. It is an opportunity to record the impact caring has on you and what support or services you need. The assessment will look at physical, mental and emotional needs, and whether carers are able or willing to carry on caring. The assessment explores what outcomes the carer would like to achieve and how they can do so. This may mean signposting or referrals to other agencies.

#### **Practical guidance**

Workers on the response line can listen and discuss with carers best options for support, with a variety of ways to help you, such as the option to apply to the discretionary Carer Wellbeing Fund.

#### **Information provision**

Wellbeing workers will provide appropriate information for where you are on your caring journey to ensure you get the help and support you need at this time of crisis. We are working closely with partner organisations so we can give you up to date information on things like how to get your shopping and other essentials delivered, support with benefits and welfare and how to stay safe and well.

Just call us on 0300 028 8888 to find out more, email [info@carerssupport.org.uk](mailto:info@carerssupport.org.uk), or visit: [www.carerssupport.org.uk](http://www.carerssupport.org.uk)

Are your centres still keeping its centres open?



Following Government advice on containing the spread of Coronavirus, we closed our centres to the public from Saturday 21st March. All existing social and activity groups run by us have been put on hold until further notice. This is likely to be for at least 12 weeks in line with the Government but advice may be longer. The closure will be kept under regular review and we will be following Government guidelines closely.

**Will you offer any help to people during self-isolation?** - We have adapted our services to continue offering emotional and practical help to older people locally. Among other things, we are providing phone calls to help those self-isolating combat loneliness, and we are offering to collect and deliver medication or groceries.

During this difficult time, we have adapted the way we work, so we can continue to be there for you when you need us. We are offering:

- **Information and Advice.** Including information on social care, housing and welfare benefits.
- **Telephone befriending.** A friendly chat if you're feeling lonely or isolated.
- **Doorstep Deliveries.** We can deliver fresh meals (not available in all areas), groceries and essential medication to your doorstep, as well as knitting kits, CDs/DVDs, books and jigsaws to stave off boredom.
- **Shopping Service - Collection & Delivery.** We can take grocery orders and payment from clients, purchase on their behalf and deliver the items. There is no charge for the charity to collect and deliver the shopping.
- **Emergency Welfare and Safety Support.** Helping the most vulnerable with tasks such as cleaning, shopping and laundry, as well as offering respite for carers. This service is for those who would be at serious risk, if they did not receive urgent support.
- **Wellbeing advice.** We can share information on healthy living, nutrition, hydration and exercises that can take place in the home or garden.

If you are self-isolating and need support, or if you're worried about a friend or family member during this time, please contact us on **01903 731 800** or email [information@ageukwestsussex.org.uk](mailto:information@ageukwestsussex.org.uk)





The Aldingbourne Trust, Blackmill Lane, Norton,  
Chichester, West Sussex, PO18 0JP

Web: [www.aldingbournetrust.co.uk](http://www.aldingbournetrust.co.uk)

At Bognor Regis, our co-ordinators are making daily telephone/video calls to every person we support. Referrals are still being received and registered with support being adapted appropriately. Some people are in receipt of meals which are being cooked at The Country Centre and being delivered by staff. We are also doing food shopping and deliveries as well as spending some face to face contact time with individuals where possible (observing social distancing). People are still being supported with medical appointments.

Those receiving support through *My Network/My Network Plus* services can find Question and Answer sessions on our Coronavirus Boredom Busters Facebook Page which can be found at <https://www.facebook.com/groups/aldingbournetrustboredombusters/>. For LIMA, all appointments are continuing, but via phone/video conferencing in place of face to face contact

## Cancer Support

### Macmillan Horizon Centre

The Macmillan Horizon Centre [Schedule for the rest of April and for May 2020](#) has details of the phone and virtual support we are currently able to provide to people affected by cancer which includes:

#### Phone support: 01273 468770

- Counselling
- Welfare Benefits Advice
- Information and support - both calls to us and call back/check in calls from our information & support volunteers
- **Virtual Support sessions: Delivered via MSTeams - we will send instructions of how to join when people book.**
- Horizon Connect - virtual support group session - on Monday-Wednesday - Friday at 10:30
- Managing Anxiety
- Eat Well Feel Better Cookery session
- Breathing Workshop
- Yoga Nidra
- Pilates
- Accupressure

**Update on changes to Sight  
Care Advisor service during the  
Covid-19 crisis****4Sight Vision Support HQ**

For people requiring general information, advice, guidance and support, including help with daily living aids and low vision products, please contact us by phone or email:

Telephone: 01243 828555

Email: [enquiries@4sight.org.uk](mailto:enquiries@4sight.org.uk)

In line with Government policy, all 4Sight face to face activities has been paused until further notice. However, they are continuing to provide support for members as follows:

- HQ in Bognor Regis is still open to provide remote support for members, Mon-Wed, 9am-4pm
- Outreach Worker Team and Sight Care Advisors are set up to work safely from home and can be contacted via their normal email addresses/mobile phone numbers.
- Covid-19 Response Team consisting of staff & volunteers are making phone calls to our current members to monitor their wellbeing, provide support and identify needs and risks.

4Sight are:

- providing daily living aids and other products via a postal service.
- providing information over the phone about a range of topics including eye conditions and accessible technology.
- collaborating with health and social care partners in the voluntary sector and with local government, NHS and other agencies to provide additional support for our members who are most at risk.

**Frontline Services**

**Daily Living Aids** - Please refer to Beau Prince for all daily living aid queries and orders.

**Accessible Tech** - Please refer to Tara Beesley, Beau Prince and Kirstie Thomas for all Tech queries.

**Low Vision/ Magnifying Aids** - Please refer to Kirstie Thomas for any magnifying aid queries.

**Info, Advice and Guidance** - Please refer to Karen Mclachlan, Bev Tinson, Kirstie Thomas, Tara Beesley, Annie Taylor, Jan Wise and Beau Prince for all info, advice and guidance queries.

**Eye Health concerns** - For all eye health queries and concerns please refer to Annie Taylor and Jan Wise.

### Outreach Team

#### Kirstie Thomas

07545 501 214

[kirstie.thomas@4sight.org.uk](mailto:kirstie.thomas@4sight.org.uk)

Monday - Friday, 9am - 5pm

#### Karen Mclachlan

07545 501 215

[karen.mclachlan@4sight.org.uk](mailto:karen.mclachlan@4sight.org.uk)

Monday - Thursday, 9am - 5pm

#### Bev Tinson

07545 501 218

[bev.tinson@4sight.org.uk](mailto:bev.tinson@4sight.org.uk)

Tuesday & Thursday 9.30am - 3.30pm

#### Tara Beesley

07545 501 216

[tara.beesley@4sight.org.uk](mailto:tara.beesley@4sight.org.uk)

Monday - Friday, 9am - 5pm

### Sight Care Advisors

#### Annie Taylor

07858 128 312

[antoINETte.taylor@nhs.net](mailto:antoINETte.taylor@nhs.net)

Monday - Friday, 9am - 1pm

#### Jan Wise

07947 310 651

[janine.wise@nhs.net](mailto:janine.wise@nhs.net)

Monday: pm, Tuesday: am,  
Wednesday: all day

### Daily Living Aids -Beau Prince

07907 021 202 [beau.prince@4sight.org.uk](mailto:beau.prince@4sight.org.uk) Mon - Fri 10am - 3.30pm



## RELATE NORTH & SOUTH WEST SUSSEX DURING COVID-19

The current essential lock-down is impacting on all our relationships!

Relate North and South West Sussex provides counselling on all aspects of relationships, for individuals, couples, families and children and young people aged 11 to 19.

We are all having to come to terms with the prospect of furloughs, self-isolation and social distancing. For some this conjures up a picture of endless sunny days with time to spare. However, the reality is that money and job worries are at the forefront of many people's minds, and on top of this entertaining, educating and occupying children and thinking about relatives can also be very stressful.

Finding time to be with a partner, often in situations which may be claustrophobic and stressful can be a real challenge. We have never had to live under 'lock-down' and we are all having to find ways of coping and this is putting enormous stress on many relationships.

Although Relate's face-to-face work has stopped, we are still here to provide counselling and support both **online and by telephone**. Added to this, we can now also offer **one-off counselling sessions**, for people who may be experiencing anxiety and stress, due to the current situation. Our experienced counsellors can support you to find ways of coping during this crisis.

- We know that money may be a worry at the moment and although Relate's charges are on a sliding scale, currently we have some funding to offer subsidies or free sessions for those in need. Call us to find out more.

You can call us for more information or to make an appointment on the following numbers:

For **Crawley, Horsham and East Grinstead**

Mondays to Fridays 9am to 5pm 07799 170582 or 07423 147915

For **Chichester**: Mondays, Tuesdays and Thursdays 9am-1pm, 07523 344139

Outside of these hours please leave a message or email [reception.crawley@relatesussex.uk.org](mailto:reception.crawley@relatesussex.uk.org)

Help us reach more people by sharing our Facebook [Relate NSWS Facebook](#) and Twitter [Relate NSWS Twitter](#) pages

# Healthwatch is here to make care better

We are the independent champion for people who use health and social care services. We're here to find out what matters to people and help make sure their views shape the support they need.

We also help people find the information they need about services in West Sussex.



Here to help you on the next step of your health and social care journey

We have the power to make sure that the government and those in charge of services hear people's voices. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them.

You can review how we performed and how we report on what we have done by visiting our website [www.healthwatchwestsussex.co.uk](http://www.healthwatchwestsussex.co.uk)

## Contact us

Healthwatch West Sussex works with Help & Care to provide its statutory activities.



0300 012 0122



@healthwatchwestsussex



@healthwatchws  
@NHSadvocacy



@healthwatchws