

Dear All

Given the new guidance, **all face-to-face meetings, home visits, gym, groups and events** will be **suspended** from today, until further notice. However, in order to support carers in the community we will be able to respond in other ways. If you feel the need to have a regular telephone call with us, please do ask.

We may think it is beneficial for your details to be added to a central list of the Islands vulnerable people, please can I ask that you let us know if you **do not** wish this to happen to let us know **ASAP**, this list will potentially let the IWC know that someone in your home is vulnerable and prioritise your need for shopping etc.

For carers caring for those with high anxiety or dementia, it may be beneficial to avoid watching the news so to reduce their anxieties, if you are struggling with any aspect of their illness please do ring us.

If you have no access to online shopping or friends and family who can help you get shopping, then please contact us and we may be able to assist you or put you in contact with someone who can, then contact us on one of the ways below:

Dedicated Help line for people who are vulnerable – 823600

have been tasked to reach out to our vulnerable residents at increased risk of severe illness from coronavirus who have to be particularly stringent in following social distancing measures. We want to prioritise carers who may benefit from additional support.

1. Who do not have support from friends, family or neighbours nearby?
2. Who may run out of food and essentials for this week or run out soon?
3. If you an unpaid carer at home, will you struggle to continue to care for them if you get ill?
4. Have you sufficient medication...or it will run out soon?
5. Are you happy to consent to share your information with other IW support services/agencies who might be able to help you? These may be: Age UK IW, Carers IW, Citizens Advice Bureau (CAB), Isorropia (MH), Samaritans, Local help points (Parish Councils)

Carers IW Tel Calls – 533173 9-4pm Mon – Fri & 10-4pm Sat-Sun for urgent calls only

- The office phone and answer phone will be manned and responded to in a timely manner depending on staffing. Staff will be contacting you on a regular basis but please phone us if you need us. Please leave a message with your details – speak slowly re phone number.

Carers IW Video Calls Attend Anywhere – confidential – through NHS network

- We are able to offer carers a video call – if you have access to a Smart Phone, IPAD, Laptop with camera and microphone.
 - Add this link to your Internet - <https://nhsattend.vc/IOW/carers>
 - Or go to our website and press 'Start Video Call'
 - Press 'Start Video Call' 
 - Fill in your details - **Name, Phone number**
 - Tick the '**Accept the Terms and Conditions**'
 - Press '**Start Call**'
- You will then hear some music – whilst we are alerted that you are awaiting our response
If you would like to converse with us using a video call, please let us know and we can make an appointment or wait for us to answer.

Carers IW Emails We will look at our info@carersiw.org.uk regularly

Carers IW Carers Assessments We will offer these via the telephone or video call.

Help4Carers App

Caring for someone due to illness, disability or old age? The Help4Carers app is a simple-to-use tool developed to provide all carers with clear advice, guides, training, please note the local service information is not for the Island.

Alzheimer Cafés

It is with heavy hearts that we have made the decision to close all Alzheimer Cafés until the end of April in the first instance, we shall follow guidance from Public Health going forward. This means that the Totland Alzheimer Café, due to take place on Wednesday, will not go ahead, or the following Alzheimer Cafés next week: ACE7, The Bay, Newport and East Cowes, ALL ALZHEIMER CAFES WILL BE CLOSED IN APRIL. Email: info@alzheimercafeiow.org.uk Web: www.alzheimercafeiow.org.uk

Tel: 01983 220200 (and leave a message)

Think Local

Local Parish Councils are working in their areas to help coordinate.

If you have a local pub, restaurant, café that you frequent, why not give them a call and see if they are offering to provide meals and deliver, for example **Medina Food Service** Offering a range of foodstuffs for a minimum shop of £50. Tel 529840, Scarrots Lane **bakeries will deliver** for minimum spend of £5 -Newport & Carisbrooke -521187. Star Inn Wroxall will cook /deliver meals or collect shopping - 854701

Stay at home: guidance for households with possible coronavirus (COVID-19) infection

Symptoms The most common symptoms of coronavirus (COVID-19) are recent onset of:

- new continuous cough and/or high temperature For most people, coronavirus (COVID-19) will be a mild illness.
- if you live alone and you have symptoms of coronavirus illness (COVID-19), however mild, stay at home for **7 days** from when your symptoms started. (See [ending isolation](#) section below for more information)
- if you live with others and you or one of them have symptoms of coronavirus, then all household members must stay at home and not leave the house for **14 days**. The 14-day period starts from the day when the first person in the house became ill
- it is likely that people living within a household will infect each other or be infected already. Staying at home for 14 days will greatly reduce the overall amount of infection the household could pass on to others in the community
- for anyone in the household who starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14 day isolation period. (See [ending isolation](#) section below for more information)
- if you can, move any vulnerable individuals (such as the elderly and those with underlying health conditions) out of your home, to stay with friends or family for the duration of the home isolation period
- if you cannot move vulnerable people out of your home, stay away from them as much as possible
- if you have coronavirus symptoms:
 - do **not** go to a GP surgery, pharmacy or hospital
 - you do not need to contact 111 to tell them you're staying at home
 - testing for coronavirus is not needed if you're staying at home
- plan ahead and ask others for help to ensure that you can successfully stay at home and consider what can be done for vulnerable people in the household
- ask your employer, friends and family to help you to get the things you need to stay at home
- wash your hands regularly for 20 seconds, each time using soap and water, or use hand sanitiser
- if you feel you cannot cope with your symptoms at home, or your condition gets worse, or your symptoms do not get better after 7 days, then use the [NHS 111 online](#) coronavirus service. If you do not have internet access, call NHS 111. For a medical emergency dial 999

GP Surgeries

They are now moving to a triage-based system, whereby the doctor will telephone you or offer a Video call re Attend Anywhere. "For those that need a face-to-face appointment, assessment will be made on an individual basis."

In the event of an emergency please contact:

- **CAB** Information on the Island about other support available: **0344 411 1444**
- **Adult Social Care** if you have concerns about someone's social circumstances: **814980**.
- Worried about your mental health ring **Safe Haven** on 520168.

You should only contact **111** if:

- you feel you cannot cope with your symptoms at home
- your condition gets worse
- your symptoms do not get better after 7 days

(Source: <https://www.nhs.uk/conditions/coronavirus-covid-19/>)

Yours sincerely



Elizabeth Martin Manager