

Leeds Carers Partnership

Covid19: Support and guidance for unpaid carers

Issue: January 6th 2020

The Leeds Carers Partnership champions the needs of unpaid carers and young carers in Leeds and aims to influence the way that services are planned and delivered in response to their needs and aspirations.

This bulletin has been produced to provide carers, and the organisations who support them, with helpful information during the COVID-19 pandemic.



If you want to include something in the next issue or if you notice something is incorrect or out of date, please contact either:

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This section includes information about the Carers Digital Inclusion Offer as well as information about digital resources including Apps, videos, e-learning and online guides, which are available free of charge for carers in Leeds.

There are three simple actions we must all do to keep on protecting each other



Wash hands

keep washing your hands regularly



Cover face

wear a face covering in enclosed spaces



Make space

stay at least 2 metres apart - or 1 metre with a face covering or other precautions

NHS

If you have any coronavirus symptoms:

- a high temperature
- a new, continuous cough
- a loss of, or change to, your sense of smell or taste

[Get a test](#) and stay at home

ENGLAND LOCKDOWN

STAY AT HOME

THE NEW STRAIN OF CORONAVIRUS IS SPREADING FAST.
WE ALL NEED TO PLAY OUR PART TO STOP THE SPREAD.

▶ LEAVING HOME

You must not leave, or be outside of your home or garden, except for a very limited set of exemptions e.g. to shop for basic necessities, exercise, go to work if you cannot do so from home, or to escape risk of harm.

▶ MEETING OTHERS

You cannot leave your home to meet socially with anyone, except with your household or support bubble (if eligible to form one). Stay 2 metres apart from anyone not in your household or support bubble.

▶ EXERCISE

You may exercise on your own, with your household or support bubble, or with one person from another household (when on your own). Stay 2 metres apart from anyone not in your household or support bubble.

▶ BARS, PUBS AND RESTAURANTS

Hospitality closed aside from sales by takeaway (until 11pm), click-and-collect, drive-through or delivery. Alcohol cannot be purchased through takeaway or click-and-collect from hospitality venues.

▶ RETAIL

Essential shops can open. Non-essential retail must close and can only run click-and-collect and delivery.

▶ WORK AND BUSINESS

Everyone must work from home unless they are unable to do so.

▶ EDUCATION

Early years settings open. Primary and secondary schools and colleges move to remote provision except for vulnerable children and children of critical workers. Most university students to move to remote learning.

▶ LEISURE AND SPORTING FACILITIES

Closed, with limited exceptions.

▶ ACCOMMODATION

Closed, with limited exceptions.

▶ PERSONAL CARE

Closed.

▶ ENTERTAINMENT

Closed.

▶ OVERNIGHT STAYS

You must not stay overnight away from home. Limited exceptions apply e.g. to stay with your support bubble.

▶ WEDDINGS AND FUNERALS

Funerals of up to 30 people permitted. Weddings up to 6 people permitted in exceptional circumstances. Wakes and other linked ceremonial events of up to 6 permitted.

▶ PLACES OF WORSHIP

Places of worship can remain open and communal worship is permitted, but you must not mix with those outside your household or support bubble.

▶ TRAVELLING

You must stay at home. If you do leave home for a very limited set of exemptions, you should stay local in the village, town, or part of the city where you live where possible. Do not travel abroad unless an exemption applies.

▶ CLINICALLY EXTREMELY VULNERABLE

Shielding reintroduced across England. You should not travel to work, school, college or university and should limit the time you spend outside the home. You should only go out for medical appointments, exercise or if it is essential.

▶ CARE HOME VISITS

Visits can take place with arrangements such as substantial screens, visiting pods, or behind windows. Close-contact indoor visits are not allowed. No visits will be permitted in the event of an outbreak but end of life visits are permitted in all circumstances.

STAY HOME ▶ PROTECT THE NHS ▶ SAVE LIVES

For more information go to:
[gov.uk/coronavirus](https://www.gov.uk/coronavirus)

COVID-19 news and guidance

National Lockdown from 5th January 2020

The Prime Minister has announced a national lockdown and instructed people to stay at home to control the virus, protect the NHS and save lives. The decision follows a rapid rise in COVID-19 infections, hospital admissions and case rates across the country.

You must not leave or be outside of your home except where you have a 'reasonable excuse'. A detailed list of 'reasonable excuses' is set out in the government guidance and includes providing care for disabled or vulnerable people.

[**Guidance: National lockdown – Stay at Home**](#)

Additional Government Guidance

If you are clinically vulnerable, you could be at higher risk of severe illness from coronavirus. There is additional advice for people who are clinically extremely vulnerable to coronavirus. Those who are clinically extremely vulnerable should not attend work, school, college or university, and limit the time you spend outside the home. You should only go out for medical appointments, exercise or if it is essential.

[**Guidance for people who are clinically extremely vulnerable to COVID-19**](#)

The government have published additional guidance for households with a possible or confirmed COVID-19 infection and for people who are clinically extremely vulnerable to COVID-19

[**Guidance for households with a possible or confirmed COVID-19 infection**](#)

COVID-19 Testing

The government have published guidance on getting tested for COVID-19.

[**Getting tested for COVID-19**](#)

[**An overview of NHS Test and Trace**](#)

[**NHS COVID-19 App**](#)

COVID-19 Vaccine

In the UK, there are 2 approved COVID-19 vaccines. They both require 2 doses to provide longer-lasting protection. Both have been shown to be effective in clinical trials and have a good safety record. People most at risk from the complications of COVID-19 are being offered the vaccine first.

Frontline health and social care staff are among the first to receive the vaccine, along with care home staff and residents. The vaccine will then be offered in order to:

- those aged over 80 years
- those aged over 75 years
- those aged over 70 years
- adults on the NHS shielded patient list
- those aged over 65 years
- adults under 65 years with long term conditions.

The Joint Committee on Vaccination and Immunisation (JCVI) advise that unpaid carers who are not included in one of the higher priority groups, (e.g. aged over 65 or on shielded patients list) are offered the COVID-19 vaccine at the same time as adults under 65 years with long term conditions, recognising the valuable role that unpaid carers play in supporting the NHS and social care.

Carers who are not included in one of the higher priority groups are advised to speak to their GP practice to make sure their patient record identifies them as an unpaid carers so that they can be offered the COVID-19 vaccine at the appropriate time

For further information and advice on the COVID-19 vaccine, follow the useful links below:

[**NHS guidance on the coronavirus \(COVID-19\) vaccine**](#)

[**Who will get the coronavirus vaccine first**](#)

[**If you're pregnant, planning to get pregnant, or breastfeeding: coronavirus vaccine advice**](#)

[**What to expect after you get vaccinated**](#)

COVID-19 Information for carers from Carers Leeds

The Carers Leeds website includes key COVID-19 information and links to further sources of support in Leeds and nationally, including the latest information about visiting relatives in Care Homes, government guidance for carers and frequently asked questions.

[**COVID-19 Information for carers from Carers Leeds**](#)

COVID-19 Information and guidance from Leeds City Council

Leeds City Council regularly update their Covid19 information on their website.

[**Support available locally and how to stay safe if you're at high risk from coronavirus**](#)

[**How Leeds City Council services are affected**](#)

[**Help for people and communities**](#)

[**Key messages in the twelve most spoken languages in Leeds**](#)

FREE Personal Protective Equipment (PPE) for Carers

Leeds City Council is taking part in a 2 month pilot with the Department of Health and Social Care to provide unpaid carers with free personal protective equipment (PPE). The pilot will help the Department of Health and Social Care

to better understand likely demand from unpaid carers for PPE and how best to distribute it, as well as informing decisions as to whether the pilot continues beyond the initial two months.

To apply for equipment including gloves, face protection and hand sanitizer, carers need to complete an order form. Once the order form has been received, carers will be contacted by Leeds City Council to discuss their order. Delivery will then be within 72 hours. If carers need help to complete the form, contact the Carers Leeds advice line on 0113 380 4300.

[PPE Order Form \(Unpaid Carers\)](#)

COVID-19 Information from Carers UK

Carers UK are the UK's only national membership charity for carers. They provide a wide range of information for carers as well as campaigning for better recognition and support of carers. Carers UK also have a national helpline which can be contacted by phone at 0808 808 7777 or by emailing advice@carersuk.org

[Carers UK guidance about Covid19](#)

Carer health and wellbeing

Top Tips from other carers

It is important that carers look after their own physical and mental health. Here are some 'top-tip's which have been written for carers by carers:

- 1. Breathe and stay calm: you have more skills and experience than you realise; resilience, patience, persuasion, time management, multi-tasking. You will be OK**
- 2. Keep in touch with friends, family and neighbours.**
- 3. Send texts, make calls and use video-calls: it's important to talk to other people, not just the person you are caring for.**
- 4. Get out into fresh air: stand at the door, sit on the step, go into the garden or walk round the neighbourhood.**
- 5. Be good to yourself: eat, exercise, take time to relax and don't worry so much about the housework.**
- 6. Get support from other family, other carers and Carers Leeds. You are not alone.**

Helpful websites

The following websites provide information and advice as well as more 'top-tips'

[MIndwell: Mental health information for everyone in Leeds](#)

[Young people taking care of their mental wellbeing from Mindmate](#)

[NHS Leeds Clinical Commissioning Group advice on healthy lifestyles](#)

[Carers UK advice about keeping active and well](#)

[Carers UK advice about looking after your mental wellbeing](#)

Avoiding loneliness

If you're worried about being lonely, there are great community groups in Leeds to help you. Linking Leeds will connect you with the amazing things that are happening in your local community. Call 0113 376 7612 or visit their website at <https://www.commlinks.co.uk/?service=linking-leeds>

Even though we might be physically separated from friends and family at the moment, it's really important for our mental health to stay socially connected. Being cut off from people can affect the way we feel.

Here are some top ten tips to keep us all connected safely:

- Make video calls to family and friends (like Skype, Zoom or Facetime) – you can do quizzes, watch films or even have dinner together online.

- Check in on your neighbour to see if they need any shopping.
- Get in touch with family and friends on social media (but try and limit the news where possible).
- Make time for members of your own household. Turn off the TV / phones and play a game together.
- Some technology might be difficult to use for some family members, so just make a phone call if needed.
- Get more involved in your local community or hobby through online groups.
- Look for free or low cost online courses – learning something new is a great way to boost our mood.
- Try and be as kind as possible - this will make you feel good too!
- If you're working from home, check in with your colleagues with regular video catch ups.

Carers Good Health Project

Funded by BUPA UK Foundation and delivered by Carers Leeds, the Carers Good Health Project supports carers with their own health and wellbeing. Support is available via:

Health and Wellbeing Calls: One to one discussions focussing on carers health, caring role and how the Covid19 crisis might be affecting this. Talking can help you see things more clearly or in a different way. It is an opportunity to release built up tension. And you might identify solutions that you hadn't thought of before.

Making Time for Me on Monday: A 30 minute relaxation session giving carers the chance to connect with other carers, whilst also trying various forms of relaxation including breathing exercises.

Online Health & Wellbeing Sessions: Informal information sessions covering a variety of topics useful to carers. Each session will give a summary of the issue, the benefits of tackling it and top tips for dealing with it. Topics include; Sleep, Stress, Relaxation, Worry, Resilience, Assertiveness, Solving problems, and Getting organized.

For more information contact Jo Foster on 07508 426656 or email jo.foster@carersleeds.org.uk

FREE: You & Your Wellbeing Course

With funding from the Bupa UK Foundation, Carers UK has developed a free to access e-learning course designed to help carers build strategies to maintain their physical and emotional wellbeing. The course looks at physical and emotional wellbeing together, as each can have a significant impact on the other. Take a look at <https://carersdigital.org/wellbeing/>

FREE: Mental health and wellbeing courses

Leeds Recovery College opened in 2019 and runs workshops and training courses that have been designed to increase awareness of mental health, wellbeing and personal recovery.

The courses are co-designed and co-facilitated by people who have experienced their own mental health challenges, who deliver the training alongside health professionals. There are a range of workshops and courses which have been adapted for online delivery; including mindfulness, Wellness Recovery Action Planning, Managing anxiety and coping with Panic. They also run some creativity sessions which you can take part in online.

Courses are open to all adults who live, work or study in Leeds (and this includes carers and staff who support people with mental health issues) and you don't need a referral or to be referred to the college to book on a course. Simply enrol on the course or workshop that is of interest to you. For more details visit www.LeedsRecoveryCollege.com or call 0113 855 5127

The NHS and Social Care in Leeds

Support from your GP and the Yellow Card Scheme

Between the 7th and 18th December every household in Leeds will be receiving a booklet called 'Support your NHS - Your guide to helping us help you'. The booklet include information about:

- Choosing the right service for you
- When to access your local accident and emergency department
- Other services which you can access like your local pharmacy
- How you can support your NHS so we can support you
- Covid-19 symptoms and testing
- Mental wellbeing

[Support your NHS - Your guide to helping us help you](#)

Please take the time to read this booklet, it includes telephone numbers and website links to key services locally and nationally which you may need to access. Please also encourage your family and friends to read the booklet.

The NHS are here for you when you need urgent and emergency care. It's important that you seek medical care if you are seriously ill or injured, you'll be seen in a safe, low risk environment.

It is also important to tell your GP practice that you are a carer. You can ask your GP practice for a 'Carers Yellow Card' and when you have completed the short form hand it back to the practice. This means that your caring role can be identified when you contact the practice and you can be offered appointment times and additional services, for example carer health checks and access to flu vaccinations.

As long as you give permission, the GP practice can also send a referral to Carers Leeds who will then get in touch with you to offer any information, advice or support that can help.

Flu vaccination programme and COVID-19

The National Flu Immunisation Programme is essential to protect vulnerable people and support the resilience of the health and care system, particularly in light of the risk of flu and COVID-19 co-circulating this winter.

This year, the free NHS influenza vaccination will be offered to more groups of people than in previous years. Carers are advised to speak to a GP or pharmacist about having a flu vaccine along with the person they care for. You should have the flu vaccine if you:

- are 65 years old or over
- are pregnant
- have certain medical conditions
- are living in a long-stay residential care home or care facility

- receive a carer's allowance, or you're the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill
- live with someone who's at high risk of coronavirus (on the NHS shielded patient list) or you expect to be with them on most days over winter.

Later in the year, the flu vaccine may be given to 50-64-year-olds. More information will be available later in the autumn.

Adult Social Care

Adult Social Care can help people who may need extra care and support to live independently and have a fulfilling life. This might include connecting people with support in their own local community as well as personal care, attending activities (e.g. day centres), equipment and home adaptations, extra care housing and residential or nursing care.

More information about the type of care and support available and how to contact Adult Social Care is available on the Adult Social Care website

<https://www.leeds.gov.uk/adult-social-care>

Adult Carers Assessment

Carers are entitled to an assessment of their own needs, even if the person they care for doesn't want or need services themselves. This is called a Carers Assessment and it is simply the way professional workers from Health or Social Care organisations find out what the caring situation is, and what would help carers to continue caring. It is not a 'test' of how well carers are providing care!

Carers who don't already have a social worker or other Adult Social Care staff member involved with the family, can ask for a Carers Assessment by contacting Carers Leeds Advice Line on 0113 380 4300. The assessment will be carried out by Adult Social Care Staff who work in close partnership with Carers Leeds.

Children with Special Educational Needs and Disabilities

The Leeds Special Educational Needs and Disabilities Information Advice and Support Services (SENDIASS) service provides vital support, information and advice for parents/carers, children, and young people with Special Educational Needs. The SENDIASS service can be contacted on 0113 378 5020 or through the website <https://sendiass.leeds.gov.uk/>

Social Prescribing

Social Prescribing is a way of linking individuals with a range of local community services to improve social, emotional and mental wellbeing.

Linking Leeds provides Social Prescribing for Leeds citizens aged 16 years and above. Wellbeing Coordinators are based within GP practices providing one-to-one support over the phone and face to face. Anyone can make an appointment to see a Wellbeing Coordinator by:

- Asking their GP practice to book them an appointment
- Asking another organisation (eg Carers Leeds) to contact Linking Leeds
- Completing the introduction form and sending it to linking.leeds@nhs.net
- By telephoning the Hub on 0113 336 7612.

Carer support available in Leeds

Carers Leeds (support for carers aged 18 and over)

Carers Leeds continues to offer information and advice for carers and professionals in Leeds as well as tailored support for carers of adults with learning disability, carers of adults with mental health, parent carers, young adult carers and people affected by another person's drug or alcohol use. Throughout the pandemic

Carers Leeds are keeping in touch with carers and providing one-to-one support by telephone, email and via online platforms such as Zoom. Online support groups are providing social engagement, a range of health and wellbeing activities and facilitating peer support. A team of trained Carers Leeds Volunteer Befrienders are also providing regular telephone support for carers who prefer not to use online support.

Phone: 0113 380 4300

Email: advice@carersleeds.org.uk

Web: <https://www.carersleeds.org.uk/>

Family Action (support for young carers aged under 18)

Family Action provide advice and information to professionals, young carers and families, via a range of methods including social media, activities, group work, networking, accessing and signposting to external agencies for young carers and families to gain additional support. Young carers can also offer more targeted support via 1-2-1 work and group work in schools, community venues and home.

Phone: 0113 733 9126

Email: leedsyoungcarers@family-action.org.uk

Web: www.leedsyoungcarers.org.uk

Caring for someone with dementia

Leeds and York Partnership Foundation NHS Trust have put together a pack that includes suggestions that might help carers and the person they care for cope with this difficult time. There are some ideas about how carers can look after themselves, how to respond to any changes in the behaviour of the person with dementia, as well as information about where to seek additional practical and emotional support

[Leeds and York Partnership Foundation NHS Trust guide for people who are caring for someone with dementia at home.](#)

The Dementia Hub at Carers Leeds provides specialist carer support throughout the city in order to support carers of people living with dementia, which includes telephone support, one-to-one support and training to better understand dementia, how to access support as a carer, financial and legal affairs and planning for the future. In order to access this service carers can telephone the Carers Leeds advice line on 0113 380 4300.

Bereavement support

Bereavement brings a number of extra issues for carers, for example the loss of purpose and identity that caring provided, and the loss of, or disconnection from some the things carers may have lost or given up to care, such as contact with friends or work. This is likely to be even more so for those experiencing bereavement and grief during the Covid19 pandemic.

A new **Grief and Loss Support Service** has been launched across West Yorkshire and Harrogate to offer support and advice 7 days a week between 8.00am and 8.00pm. The service can support anyone experiencing any form of grief and loss, or those worried about losing someone, whether this relates to a family member, friend or member of their community. Where appropriate, people will be signposted to further support from Leeds based specialist bereavement support services. The free helpline number is 0808 196 3833 or the online chat facility is available at griefandlosswyh.co.uk

The **Bereaved Carer Project at Carers Leeds** provides support on a one-to-one and group basis for carers who have been bereaved. In addition, the 'Support After Loss' group can offer bereaved carers the opportunity to socialise and build confidence in getting out and about and enjoying the activities and events in the community. For more information about Bereaved Carer Support at Carers Leeds please contact the Carers Leeds Advice Line on 0113 380 4300 or email at advice@carersleeds.org.uk

Having a short break from caring (Respite)

A short break is anything that means that a carer is relieved of their caring responsibility for a period of time, and in most cases, this will involve someone else taking over their caring role. This can range from a family member or friend taking over caring for a short time, local support that is available through Neighbourhood Networks, Dementia Cafes, Community Centre and Faith Groups to formal care arrangements through a service provided by a care agency or respite in a residential care home. While some carers may be reluctant to leave the person they look after with someone else during the Covid19 crisis, having a short break, even just of a couple of hours, can be helpful.

Home Based Short Breaks: If there are no family, friends or appropriate local support, Leeds City Council can help carers to get a break from caring. This could include a Short Break service where a paid care worker looks after the cared-for person in their own home for a few hours or can accompany the cared-for person on a short trip or outing. This service has to be arranged by Leeds City Council's Adults and Health Directorate who can be contacted on 0113 222 4401. There may be a charge for this service.

Time for Carers Fund: The Time for Carers fund can provide an unpaid carer with a payment of up to £250 so that they can have a break from caring. The scheme is funded by Leeds City Council and administered by Carers Leeds. The Time for Carers Fund is available for unpaid carers aged 16 and over who are providing regular care for a family member, close friend or neighbour who could not manage without the support you give them. Any unpaid carer is

potentially eligible for a grant, it is not means tested. A Time for Carers grant can be used for something that clearly gives a carer a break from their caring role. For example; a weekend break, day trips, training course fees or leisure equipment. To apply, you'll need to fill out all sections on the Time for Carers Fund application form. Contact Carers Leeds on 0113 380 4300 to request a copy of the application form in the post or you can complete a Time for Carers Fund application form online at www.carersleeds.org.uk/breaks-for-carers/

The Leeds Local Offer has been published to ensure that families can access clear information about services for those aged 0-25 with SEN and disabilities and to explain what support families are entitled to and can expect from services. This includes services and groups which promote inclusion and can provide parent carers with a short break from caring. Information is available online at <https://leedslocaloffer.org.uk/#!/directory/suggestions>

Family, work, and home

Making a Contingency Plan (Plan B)

Thinking about the 'What if' questions can be a really valuable thing to do if you are providing unpaid care to a friend or relative who wouldn't be able to manage on their own without the care you normally provide.

A contingency plan can help unpaid carers to think about and make a record of the different ways and different people that can help if they are unable to look after the person they normally care for due to illness or an emergency. This will mean that important information is all kept together in one place and if something unexpected or unplanned does happen it can give reassurance, reduce panic and additional pressure that could make a situation worse.

A carer's contingency plan should include the information that someone would need to enable them to take over caring on a temporary basis. It will usually comprise three main sections:

- Information about the carer
- Who to contact in an emergency
- Information about the person with care and support needs

West Yorkshire and Harrogate Health and Care Partnership have produced a [Contingency Plan template](#) which is available as an appendix at the end of this document.

Balancing paid employment with unpaid care

If you are balancing unpaid caring with work (working carer) you are likely to be adjusting to very different circumstances and are perhaps additionally worried about the practical and financial effects of Covid19.

[Carers UK latest guidance for working carers](#)

[Carers Leeds Working Carers Project information about how to get support in the workplace](#)

[Information from the West Yorkshire and Harrogate Health and Care Partnership for Working Carers](#)

[Government COVID-19 guidance for employees](#)

Money and Finance

The Money Advice Service has been set up to provide free and impartial money advice. Information about the support available for carers, including benefits and tax credits, and how to manage the money of the person being cared-for is available at <https://www.moneyadviceservice.org.uk/en/categories/support-for-carers>

Leeds City Council's Welfare Rights Unit can also provide free, confidential, impartial advice and support on a whole range of welfare benefits and can help people to complete application forms over the phone. The Welfare Rights Unit

can be contacted on 0113 376 0452 or by email at:
welfare.rights@leeds.gov.uk.

If you or the person you care for is in hospital

It has been difficult for patients and their families whilst hospital visiting has been suspended or restricted, and that not being able to talk to loved ones has been causing significant distress. Up to date information about visiting and visiting times is available at <https://www.leedsth.nhs.uk/patients-visitors/patient-and-visitor-information/visiting-times/>

Carers of people who are requiring extra support whilst they are an inpatient in hospital may be able to visit for longer periods of time, however this must be discussed with the ward team and may not be possible to accommodate.

To try and ease the current situation, Leeds Teaching Hospital NHS Trust have set up a range of initiatives, including:

Letters to loved ones means that families and friends are able to continue sending messages to their loved ones while they are in hospital. For more information, please see <https://www.leedsth.nhs.uk/patients-visitors/patient-and-visitor-information/covid-19-support/letters/>

Belongings to loved ones is an initiative to help relatives get personal possessions to their loved ones in hospital to help make their time as an inpatient easier and more homely. For more information please visit <https://www.leedsth.nhs.uk/patients-visitors/patient-and-visitor-information/covid-19-support/belongings/>

Talking to loved ones enables patients to video call their friends and families through an App called Justalk. For more information please visit <https://www.leedsth.nhs.uk/patients-visitors/patient-and-visitor-information/covid-19-support/talking/>

A **hospital support fund** has also been launched for patients, their relatives and Trust volunteers who may be struggling financially due to the coronavirus pandemic. The fund is intended to assist (but not limited to):

- Bereaved relatives facing immediate financial pressures until their personal financial affairs are sorted eg having weekly bills to meet and no immediate access to bank accounts
- Patients isolating for 14 days in advance of admission to hospital and suffering income loss, excess cost or other financial hardship as a result
- Patients, their immediate families or volunteers who have experienced significant household income loss as a result of the pandemic and are struggling with financial obligations
- Those experiencing significant increases in costs as a direct result of the pandemic, eg increased childcare costs

Further information and an application form can be found at <https://www.leedsth.nhs.uk/coronavirus/supportfund>

Leeds Directory

Leeds Directory is Leeds City Council's online source of information to help people live well and as independently as possible. Leeds Directory includes a range of services in the home and community, activities and support groups.

There are over 1,700 organisations and services including; home and garden maintenance, equipment to help with daily living tasks such as cooking or getting washed and dressed, sitting services, home care, home security, tradespeople that can help with urgent repairs in the home to keep people safe and well.

Organisations that provide services around the home and garden or on a one to one basis in the community are checked and vetted by the Leeds Directory and these providers are marked with a 'green tick'. Information is regularly updated about how services are operating in line with current government and public health guidance. All traders have received information on social distancing and minimizing risk.

While activities and events that take place outside the home are cancelled until further notice, many organisations are offering online activities, telephone-based services and other social connections to support people and keep them connected. The main Leeds Directory website is <https://leedsdirectory.org/> and the Leeds Directory team can also be contacted by phone on 0113 378 4610.

Telecare equipment

Telecare is a service that can support older and vulnerable people to live safely and independently in their own home through the use of simple sensors.

Telecare can provide carers with peace of mind which can mean you are able to go to work, take part in leisure activities or just simply go out, knowing that a Response Centre will be alerted if the sensor detects any problems.

Response centre staff will have information about the person using the service, will be able to identify which sensor has been activated, and how best to respond. Leeds Telecare can be contacted on 0113 222 4401 or via the website <https://www.leeds.gov.uk/adult-social-care/help-at-home/help-alarms-and-safety-in-the-home>

Digital inclusion and online tools for carers

Carers Digital Inclusion Offer

Leeds City Council and Carers Leeds have teamed up to roll-out a new Carers Digital Inclusion Offer for carers. The offer is in two parts comprising the supply of a tablet device or similar (with data plan if required), and training and support to help carers make good use of digital technology. This will enable more carers to benefit from:

- online access to information, advice and support
- being able to maintain contact with people they care for at a distance, in particular, people living in care homes
- having some 'me time' for example listening to music, reading, watching a film or sports
- access to and use of Carers UK's digital resources for carers (see below)
- online support groups, e.g. care for a cuppa chats with carers, virtual dementia cafes, peer support groups
- keeping in touch with family, friends and other social contacts
- online health & wellbeing sessions covering a variety of topics including sleep, stress, relaxation, worry, resilience, assertiveness, solving problems, and getting organized.
- online learning and development for carers e.g. Learning for Living, About Me, Caring for Adults which are also promoted through the Covid19: Support and guidance for carers bulletin
- online shopping
- health and care appointments

For more information, please contact Carers Leeds on 0113 380 4300 or by email at advice@carersleeds.org.uk.

FREE Digital resources for carers

Leeds City Council and NHS Leeds CCG have teamed up with Carers UK to give carers in Leeds free access to a wide range of digital tools and resources that may help make their caring situation easier. [A leaflet](#) is available as an appendix at the end of this document.

It's easy to register by visiting www.carersdigital.org and using the unique reference code **DGTL8267** when prompted, to create your free account.

Once you have created your account you will have free access to resources to help support your own physical and emotional health and wellbeing alongside managing your caring responsibilities, including:

About Me: An online course that aims to help you identify and find resources, technology and sources of support to prevent your caring responsibilities from becoming overwhelming.

Jointly Care co-ordination app: a central place to store and share important information about the person you are caring for. Set up appointments, allocate tasks to friends or family members, save files and notes, and manage medication and lots more.

MyBackUp: Create your own carers contingency (back-up) plan

Thinking Ahead: An online course to help you understand the cost of care and support

Carers UK guides: Essential reading for carers including: Upfront Guide to Caring, Looking After Someone, Carers Rights Guide and A self-advocacy Guide for Carers.

Learning for Living

Carers UK have developed this free interactive e-learning programme to help carers develop greater understanding of the unique skills and knowledge they apply on a day-to-day basis in their caring role, and how they can transfer these skills to the workplace. The aim of the e-learning programme is to boost confidence amongst unpaid carers, who regularly carry out complex tasks, manage finances and communicate in a range of situations, but often underestimate the value of these skills when job searching or looking at changing roles.

The Learning for Living e-learning programme is available at <https://www.learning4living.org/login/index.php>

Free online learning resources for unpaid carers

Health Education England team has worked with Carers UK to develop an e-learning resource to support the vital care that unpaid carers provide. All the resources are free for anyone who provides care and support to a family member or friend. The resources are available at <https://www.e-lfh.org.uk/programmes/supporting-unpaid-carers/>

The Social Care Institute for Excellence (SCIE) has developed a video-based resource designed to help people look after someone safely at home. Each section has a set of videos designed to give practical and relevant information to support carers day to day. The videos cover how to help manage certain conditions and may be particularly useful for carers who are supporting someone during the COVID-19 crisis. The videos are available at <https://www.scie.org.uk/carers/informal-carers>

Details of additional online training courses and learning opportunities designed for carers is available on the Carers Leeds Website

<https://www.carersleeds.org.uk/wp-content/uploads/2020/05/E-Learning-for-carers.pdf>

Unpaid Carers Contingency Plan (Plan B)



This is your “**Plan B**” – It is here to help you think about the different ways and people that can help if you are unable to look after the person you normally care for due to illness or an emergency

Please complete this form with as much information as possible, keep it in a safe place and please make sure someone else you trust knows where it is should they need it

Please destroy this form when you no longer wish to keep it, if it becomes out-of-date, or if you replace it

Information about you:

Your Name:		Age	
Contact phone number:			
GP Practice:			
Have you been advised to shield?	Yes / No	Has anyone else living with you been advised to shield?	Yes / No
Relationship to the person you care for:	(e.g. child, parent, spouse)		

Use this space to record the care that you normally provide and that the person you care for would need if you were taken ill (e.g. personal care, assistance with toileting, emotional support, shopping, medication etc)

If you're not able to connect with people due to social isolation, or are feeling lonely, or worried about yourself, the person you care for, your work, or anything else, please contact Carers Leeds on 0113 3804300 - they'll listen to you, talk things through, and help

Emergency contacts:

Please say who you would like contacting if you are unable to look after the person you normally care for due to an emergency or illness.

Name (Person 1)			
Contact phone number			
Have you talked with this person about what they can / will do if called upon?			Yes / No
Do they have a copy of this plan?			Yes / No
Use this space to tell us what this person can help with:			
Name (Person 2)			
Contact phone number			
Have you talked with this person about what they can / will do if called upon?			Yes / No
Do they have a copy of this plan?			Yes / No
Use this space to tell us what this person can help with:			

Information about the person you look after (care for)			
Name		Age	
Address:			
Contact phone number:			
GP Practice:			
Pharmacy:			
Have they been advised to shield?	Yes / No	Has anyone else living with them been advised to shield?	Yes / No
Use this space to record the health condition(s) of the person you care for			
Use this space to list any medications they are taking including how often, dosage and where it is stored:			
Use this space to list any ongoing treatment they will need:			
Use this space to list details of any medical appointments they need to keep			
Use this space to record any allergies they have			
Use this space to record any continence products that are required and who supplies them			
Use this space to record any care and support services they receive and who supplies them			
Use this space to record anything else that will help someone to provide care in an emergency (e.g. best way to communicate, mobility needs etc)			

Brought to you by



In collaboration with



FREE
digital resources
for carers



Looking after someone?

Caring for a loved one who is ill, disabled or older can be valuable and rewarding, but without the right support caring can have an impact on your health, your job, your finances and your social life.

Visit www.carersdigital.org



Your Free Access Code is: DGTL8267

Use this code to get free access to all the digital products and online resources, including:



About Me eLearning Course

This online course aims to help you identify and find resources, technology and sources of support to prevent your caring responsibilities from becoming overwhelming.



Jointly Care co-ordination app

A central place to store and share important information about the person you are caring for. Set up appointments, allocate tasks, save files and notes, manage medication and lots more.



Free publications Carers UK guides

Essential reading for carers including: *Upfront guide to caring*, *Looking after someone - Carers Rights Guide 2016* and *Being heard: A self-advocacy guide for carers*



Links to more info and local resources

Access links to further resources and sources of local information and support for people who are looking after a loved one.

Scan to register without using a code:

