

COVID-19

We are writing to you about COVID-19 (also known as coronavirus) - a new illness that can affect your lungs and airways - and how the home treatment team will continue to support you as the NHS responds to this new illness.

The current government advice is that everyone should stay at home unless shopping for basic necessities, taking one form of exercise per day, attending to any medical need (or to provide care or help to a vulnerable person) or travelling to and from work (but only where this absolutely cannot be done from home).

If you have symptoms (a high temperature and/or a new, continuous cough) you should self-isolate and stay at home for 7 days. If you live with someone who has symptoms, you will need to isolate for 14 days from the day their symptoms started. There is further information about isolation at <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>

Use the NHS 111 service (<https://111.nhs.uk/covid-19/>) if you feel you cannot cope with your symptoms at home or your condition gets worse.

Home Visits/Consultations

Due to the current situation, we have changed the way in which we support service users who are under the care of the home treatment team.

We are now using some or all of the following methods:

- (1) Face-to-face consultations in the home or in a centre
- (2) Video consultations (this will require you to have access to a smartphone or a computer with a camera)
- (3) Telephone consultations

When we do plan to visit you at home, you will be called in advance in order to check that you will be home and that you aren't suffering from symptoms of COVID-19.

If you do have symptoms of COVID-19 we will still visit you at home if that is needed but will take the necessary precautions to do so as advised by the Department of Health. These may include wearing protective equipment such as a mask, gown and gloves.

Medication

We will ensure that you can continue to access the medication that you need. We will use the following methods:

- (1) Dropping off medication directly to you
- (2) Dropping off a prescription to you
- (3) Dropping off a prescription to a local pharmacy
- (4) Asking your GP to prescribe medication

If you are going to run out of medication, please let us know as soon as possible.

Useful Resources

This is a challenging time and it is important to take care of your mental health.

The following websites have useful information about how to keep on top of your mental wellbeing.

<https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-anxiety-tips/>

<https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/>

Contacting Us

It is vital that we have up to date contact details for you and your carer, if you have one.

You can continue to call the home treatment team on the usual number you have been given in normal working hours or via our main switchboard on 0121-301-5500 during evenings and weekends.

And Finally

If you want more information about COVID-19 please visit <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Yours sincerely,