

You are NOT ALONE

SELF ISOLATION DURING THE
CORONAVIRUS (COVID-19) PANDEMIC





Harrogate Round Table has worked with Harrogate Borough Council, North Yorkshire County Council and trusted local charities to provide this helpful guide to local support available now in and around Harrogate.

The information in this leaflet is to assist those people who are **self isolating** at home.

If you are in the shielded group classed as being at very high risk of severe illness you should have already received a letter from the government or your GP and need to follow the instructions in it carefully.

FOR EVERYONE ELSE SELF ISOLATING PLEASE FOLLOW THESE STEPS:

STEP 1

If you have trusted family, friends and neighbours or are part of a community group please ask if they can assist you.

STEP 2

If you aren't able to ask family, friends or neighbours for help with getting shopping or prescriptions or would appreciate some over the phone support there are a number of ways you can get help via the Harrogate Community Support Organisation. See the opposite page for full details.

DON'T WAIT UNTIL IT IS URGENT AS THERE IS A NETWORK OF TRUSTED ORGANISATIONS READY TO SUPPORT YOU.

HARROGATE COMMUNITY SUPPORT ORGANISATION

Local charity Harrogate and District Community Action has been chosen by North Yorkshire County Council to be a point of contact for those who are alone and isolated by the pandemic and who have no other local support available.

Through their **Harrogate Easier Living Project (HELP)** they are working with local voluntary sector groups and trusted volunteers to arrange:

- **Phone befriending** – they can give you a regular call to offer a listening ear and a chat.
- **Errand service for shopping and essential items** – if you need help with getting supplies, collecting a prescription etc. they will ask a trusted and vetted volunteer to get them for you. They can also put you in touch with local suppliers who may be able to deliver to your door.
- **Information and signposting** – if they can't help, they will pass you on to someone who can.

To contact the HELP team please ring **01423 813096** and leave a clear message about your needs and full contact details including your telephone number on the answerphone.

Please note: you will always hear an answerphone message initially as the HELP team is working from home in line with government requirements.

This phone is being checked very regularly Monday to Friday 9.00 a.m. to 4.00 p.m and someone will ring you back as soon as possible within these hours.

HADCA's online Where to Turn directory provides information about support available across the district via **www.hadca.org.uk/wheretoturn**

If your need is for medical assistance please call the NHS on 111

In the evenings and weekends if your need is non-medical but urgent please ring the North Yorkshire County Council customer service centre on **01609 780780**.

You are NOT ALONE

WE are in this TOGETHER

LOCAL SUPPORT AND INFORMATION

Harrogate and District Community Action

For lots of up to date information on local support, including details of local businesses who are delivering to homes during this period

 www.hadca.org.uk/news/coronavirus  01423 813 096

Supporting Older People

Can also assist with help with food and shopping and someone to talk to.

 www.supportingolderpeople.org.uk  01423 531 490

Just 'B' Hear to Help (part of Saint Michael's Hospice)

Anxious about coronavirus and need to talk? Support and advice for people of all ages.

 www.justb.org.uk  01423 856 799

Mind in Harrogate

Telephone support service every weekday between 8.30am – 5pm

 www.mindinharrogate.org.uk  01423 503 335

FOR CARERS

Carers Resource

 www.carersresource.org  01423 500 555

Dementia Forward

 www.dementiaforward.org.uk  03300 578 592

FOR FINANCIAL ADVICE

Debtline

 www.nationaldebtline.org  0808 808 4000

IF YOU'RE FEELING UNSAFE

Domestic Abuse

 www.idas.org.uk

 03000 110 110

ChildLine

 www.childline.org.uk

 0800 1111

LOCAL MUTUAL SUPPORT GROUPS

Harrogate Mumbler

 www.harrogate.mumbler.co.uk

Covid Co-operation, Harrogate - via Facebook

 www.facebook.com/groups/1314819198705227/

Please see overleaf for information on how to stay safe when accepting help.

LOCAL NEWS

The Harrogate Advertiser

 www.harrogateadvertiser.co.uk/news

Stray FM

 www.strayfm.com

 97.2 FM

LOCAL SUPPORT AND INFORMATION

The Government's Coronavirus website

 www.gov.uk/coronavirus

North Yorkshire County Council's website

 www.northyorks.gov.uk/coronavirus-advice-and-information

 01609 780 780

Harrogate Borough Council

 www.harrogate.gov.uk/covid19

 01423 500 600

CORONAVIRUS DO'S AND DONT'S

- Stay at home as much as possible.
- Work from home if you can.
- Limit contact with other people.
- Keep your distance if you go out (two metres apart where possible).
- Wash your hands regularly for at least 20 seconds with soap and hot water; this is still the most effective way to keep the disease at bay.
- Do not leave home if you or anyone in your household has symptoms.

HOW TO STAY SAFE IF YOU ARE ACCEPTING HELP FROM OTHERS

- If you are receiving voluntary help do not share financial details like credit/debit card numbers or personal information.
- If someone you don't know calls at your home, always ask for ID.
- Only provide personal information on a need to know basis and if you have seen ID.
- Do not feel pressured into providing information.
- If you have doubts about those who are approaching you, and are concerned, it is advised that you don't engage, and report serious suspicious behaviour to the police on 101.
- Remember that genuine volunteers have been instructed not to enter your home.
- Never hand over money or a credit or debit card to anyone making unsolicited visits to your home.

BEWARE OF SCAMS

- Scammers are calling home phones and sending text messages to mobile phones, which contain misinformation or could leave you out of pocket if you fall victim. Some calls and texts claim to be from the Government, your GP's surgery, the NHS, or even the World Health Organisation (WHO).
- Take extra care if you are using online shopping, especially if this is new to you, and also with donating to charity appeals.
- Don't click on the links or attachments in suspicious emails and never respond to messages that ask for your personal or financial details.

Follow all government guidance which can be found at
www.gov.uk/coronavirus