



26/3/2020

## Weekly Covid 19 update

### Message from the Wellbeing Team

Colleagues, partners, residents and local services.  
Thank you for the positive feedback on this newsletter. We will send a weekly update during this time of Covid 19 isolation to help you keep safe and well at home.

### Beat the Fake News- Get the Facts



#### **FAKE - All hand sanitisers can protect you from coronavirus:**

Only sanitisers containing 60% alcohol or more will kill coronavirus. Soap and water remain the best method of removing bacteria and viruses.

#### **FAKE - Gargling and mouthwash can protect you from coronavirus:**

There is no evidence that gargling, using a mouthwash or TCP or keeping your nose clean protects against coronavirus. Increasing hand hygiene and not touching the face will help to protect viral spread.

#### **FAKE - Drinking water every 15mins / Moistening your throat:**

Coronaviruses enter the body via the respiratory tract when you breathe in. Some of them might go into your mouth, but constantly drinking water or keeping your throat moist can't protect you from the virus. Nonetheless, drinking water and staying hydrated is generally good medical advice

<https://www.bbc.co.uk/news/topics/cjxv13v27dyt/fake-news>

### Translated Resources

Doctors of the World have created up to date Coronavirus (COVID-19) advice for patients in 34 languages, produced in partnership with the British Red Cross, Migrant Help and Clear Voice.

<https://www.doctorsoftheworld.org.uk/coronavirus-information/>



## Things to do!

Listen to some live Orchestra from The Royal Philharmonic Orchestra

<https://www.youtube.com/playlist?list=PLufiuOFR1VFPPTFQy697I0RUQG8CPI8>

Sing-a-long with Victoria Beebee one of our favourite singers who keeps us entertained in Reading. Let's face the music and dance!

<https://www.youtube.com/watch?v=0BxbEeyj5jE>



Display a rainbow in your window! Encourage the kids to paint a picture, make a rainbow out of lego, or download an adult colouring template and display it in your window. The idea is to show people you care and send out a positive message, even while you social distance.

## Look after your mental wellbeing

The NHS's Every Mind Matters campaign has now released expert advice on how best to look after mental wellbeing while staying at home during the coronavirus outbreak. The advice contains practical steps a person can take and includes videos, tutorials and links to other useful resources. <https://www.nhs.uk/oneyou/every-mind-matters/>

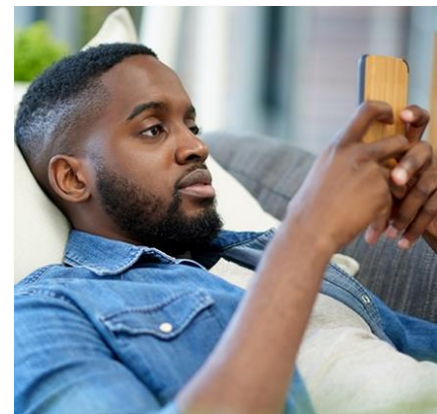
The Mental Health Foundation have created a page to help you protect your mental wellbeing with lots of tips; including how to talk to your children about the virus and how to manage your use of social media.

<https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak>

Remember it's OK...

- To not know how to home school your children
- To not know how to work from home
- To not feel OK

This is not normal for any of us. Please be kind to yourself. (facebook@Teachmemrs.z)



## Keep active at home

Try and keep the body moving, not only is it good for keeping your body healthy, it can also help you to feel happier too.

Below are some ideas you can try at home.



Seated Exercise: <https://www.mssociety.org.uk/care-and-support/everyday-living/staying-active/simple-exercises-for-ms>

Berkshire Get Active have lots of tips keeping your body moving without leaving your home: <https://getberkshireactive.org/active-at-home>



'Move it or Lose it' are running live facebook sessions for older people 2.30pm Monday to Friday <https://www.moveitorloseit.co.uk/> you can also request a support pack.

'One You' have some great 10 minute videos aimed at people not confident with 'exercise'. <https://www.nhs.uk/oneyou/for-your-body/move-more/home-workout-videos>

Work station workouts- if you're working from home Posturite have some suggested exercises to help keep you moving at your desk <https://www.posturite.co.uk/help-advice/useful-resources/learning-guides/workstation-exercises>

## Making the most of social isolation

This could be an opportunity for you to break that habit. Away from social venues, the normal routine and peer pressure from others who smoke.

### Quit for Covid

Smoking and breathing in second-hand smoke makes the impact of the Coronavirus worse for you and your family.

- Complete your online referral form directly from SmokefreelifeBerkshire or call their **Quitline** on 0118 449 2026 to get support without having to leave your home

<https://www.smokefreelifeberkshire.com/>

**smokefreelife**  
Berkshire

## Easy Read Information



### **What are the things to look out for if you feel ill?**

A cough

A high temperature

Shortness of breath – this is trouble breathing normally

If you have these things wrong, it does not mean you have Coronavirus.

Flu, Colds and other viruses can cause these things.

### **What to do if you think you have Coronavirus**

You should not go to your doctors if you think you have the virus.

### **What to do if you feel ill with something else**

If you are feeling ill for anything else, you can still contact your doctor to make an appointment.



If you think someone is at risk of dying from things like a heart attack you still need to telephone 999 as this is an emergency



## Do not watch too much news

The news can give you information to keep you safe.

But too much news can make people worry.

Get news once or twice every day.



## Connect with your friends and family

You may have to stay in your house.

You may feel lonely.

You can use technology to connect with others.

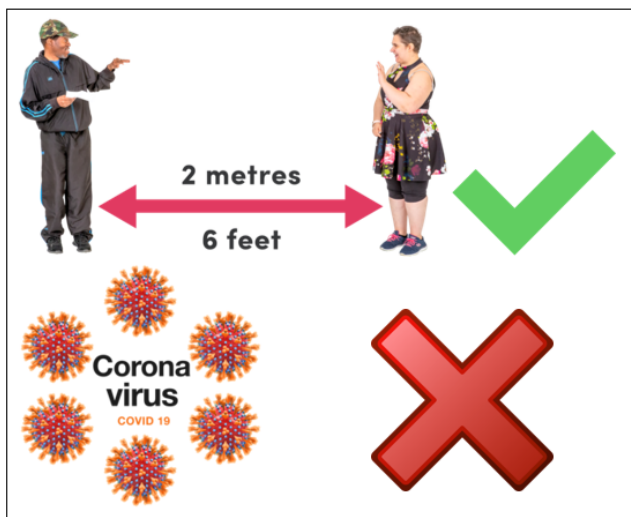


Phone friends and family to talk to them

Write to them on email and social media

Call them on video by Facetime, Skype or Facebook

## What is Social Distancing?



Corona Virus or COVID-19 is a virus that will make you very ill.

A lot of people have the virus at the moment.

'**Social distancing**' means keeping a safe distance from others (2 metres).

Follow these guidelines will help keep you safe.

This could stop you catching the coronavirus (COVID-19).



## Free Access to Independent Living Skills Videos



AutonoME are offering free access to the online library of instructional videos and reminders for any person with a Learning Disability in the UK through their app.

- All of the videos demonstrate skills for independent living covering; cooking, cleaning, personal hygiene - including how to properly wash your hands and safety and security.

Go to the website and complete the short referral form at the bottom of the page <https://www.autono.me.uk/lduser/>

AutonoMe will contact you and arrange a time for training and setup.

They will provide remote training for carers and support to install and use the app. Training is also available in how to support individuals to use AutonoMe.

## Supporting those living with Dementia

Free on line courses that support carers of people living with dementia, during the isolation period are available on-line.

<https://www.ageuk.org.uk/northtyneside/about-us/news/articles/2020/dementia---reducing-isolation/>



The Alzheimer's Society have so much on-line support for people living with dementia. Check out their website for all the help and support you may need. <https://www.alzheimers.org.uk/>

Follow the Alzheimer's Society blogs on Covid 19 [https://www.alzheimers.org.uk/blog?dm\\_i=5PV4,ROG,B2K1X,2LP1,1](https://www.alzheimers.org.uk/blog?dm_i=5PV4,ROG,B2K1X,2LP1,1)

## Younger people living with Dementia



The YPWD team are hard at work to find ways to engage with their brilliant audience that will put smiles on faces, while also recognising the measures put into place by government recently.

Check out the fantastic choir videos posted on the Harmony Choir: [https://www.youtube.com/playlist?list=PLVGLAwgMDxI6i\\_yeO5V1p4k20W5nWanC&fbclid=IwAR240p6Ppo8avOT0k3Xr5QrgVvSaTEdW1kdOrIbQN-G1-a6AFd250vLz\\_bko](https://www.youtube.com/playlist?list=PLVGLAwgMDxI6i_yeO5V1p4k20W5nWanC&fbclid=IwAR240p6Ppo8avOT0k3Xr5QrgVvSaTEdW1kdOrIbQN-G1-a6AFd250vLz_bko)

## New One Reading Community Hub

If you need extra support or are concerned for someone else during this time:

- For anyone who is already receiving support from Reading Borough Council's social care teams call: 0118 937 3747
- For anyone **not** in receipt of support from adult social care contact the One Reading Community Hub: Fill in our online coronavirus support form <https://www.reading.gov.uk/coronavirussupportform> or call 0808 1894325

The public is being urged to only contact the Hub if they have **urgent** welfare needs which a family member or trusted friend cannot help them with. This is so that resources can be directed to the people that need it most at this challenging time.

## DWP UPDATE

People are being urged to use online services before turning to the telephone for help with their benefit claim. [www.dwp.gov.uk](http://www.dwp.gov.uk)

Jobcentre Plus: Telephone: 0800 055 6688

Textphone: 0800 023 4888

Universal Credit helpline:

Telephone: 0800 328 5644

### **Coronavirus update - benefit reviews and reassessments suspended**

Reviews and reassessments for disability benefits are being suspended for the next three months. This follows on from a previous announcement to suspend all face-to-face assessments in order to safeguard vulnerable claimants. The change also covers health checks for Universal Credit.

The isolation note service can be accessed via the 111 online coronavirus service <https://111.nhs.uk/covid-19> or [NHS.UK/coronavirus](https://www.nhs.uk/coronavirus) as well as via the NHS app.

People who need to claim Universal Credit or Employment and Support Allowance because of coronavirus will not be required to produce a fit note or an isolation note.

Statutory sick pay will be made available from day one when self-isolating.

## Could you volunteer?

Could you sign up as a Corona Response Volunteer? For more information go to Reading Voluntary Action's website. <http://rva.org.uk/volop/team-reading-coronavirus-response-volunteers/>

## Guide to telephone befriending

Lots of people who are normally part of supporting people through face to face meetings are being asked to become a telephone befriender at this time. If you're thinking about this but unsure what it involves, this simple guide will help.

### *What is telephone befriending and why am I being asked to help?*

A way to connect an isolated person to the outside world. Help them feel valued, listened to give them the opportunity to tell you how they are feeling. Isolation can have a huge effect on someone's life. We need you to connect to an older or vulnerable person who, due to Covid 19, is particularly isolated and unable to do the things they would normally do. This can have a negative impact on their physical and mental wellbeing, even for a short period of time.

### *How should I start a conversation?*

- Tell them your name and advise that you are a volunteer who would like to check in with them once or twice a week, to make sure they are ok
- Advise them that your conversations are completely private however should they tell you something that puts them at risk you can't promise to keep this to yourself. This is due to safeguarding.
- Ask what area of Reading they live and find out their history; have they always lived in Reading, when did they move here, vocation, family connections.
- Are they up to date with the latest news to self-isolate? How do they feel about this?
- Do you they have any family/friends/neighbours contacting them?
- Do they have enough food for a few days?
- Do they have access to their medication?
- Remind them to stay warm and keep the heating on
- Arrange a mutual time for you to call again (this is important)

### *Over the next few weeks as the telephone relationship progresses:*

- Always re visit the conversation around food, heating, meds. To be sure there are no immediate risk to the individual. Report immediately to your supervisor any concerns
- Are they managing to move around the house and do some exercise? Even seated? Get out in the garden, if they are safe to do so
- Talk about the season changes, lighter days, gardens blooming, birds singing



- Are they watching anything interesting on the TV? Recommend a tv show and discuss
- Recommend Radio stations, podcasts etc
- Discuss Reading, what books, magazine they like
- Keep the conversations positive, where possible but do give them the chance to say how they are feeling and listen

*Remember:*

- The person you talk to may have anxiety, depression, mental health issues, mobility issues or another. You're not expected to be a pro, just talk and listen
- It's ok if they want to talk about something else, let them. Whatever makes them happy
- Please make sure you do a simple welfare check and ask those vital questions, every call
- Don't forget to report any concerns to your supervisor
- Don't give your personal details/ personal opinions, beliefs or values that could make them uncomfortable. They may not share the same
- Don't offer medical advice
- Don't worry if it's not that easy the first couple of times, you will get a flow over the weeks
- Try to be positive and keep their spirits high
- They will appreciate the call
- You will make a huge impact, even if you don't think you have

Links with additional information:

- Safeguarding concerns and guidelines  
<http://rva.org.uk/article/safeguarding-resources-during-the-coronavirus-pandemic/>
- [Public Health England](https://www.gov.uk)
- [www.gov.uk](https://www.gov.uk)
- [World Health Organisation](https://www.who.int)
- <https://www.nhs.uk/using-the-nhs/nhs-services/urgent-and-emergency-care/nhs-111/>



## Local services ready to help Reading residents

Age UK Berkshire <https://www.ageuk.org.uk/berkshire/> Tel 0118 959 4242

Age UK Reading <https://www.ageuk.org.uk/reading/> Tel 0118 950 2480

British Red Cross <https://www.redcross.org.uk/> Tel 0118 935 8218

Berkshire West Your Way Tel: 07484535596

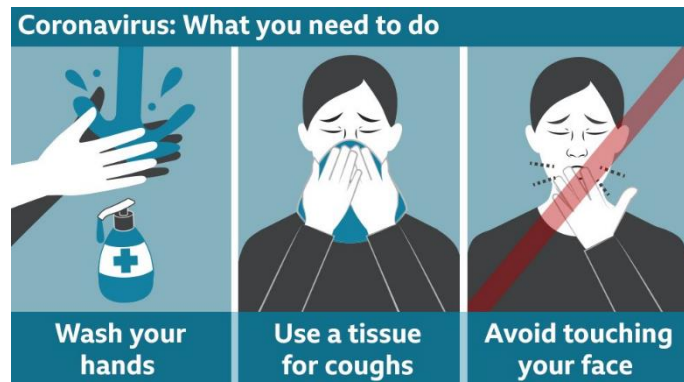
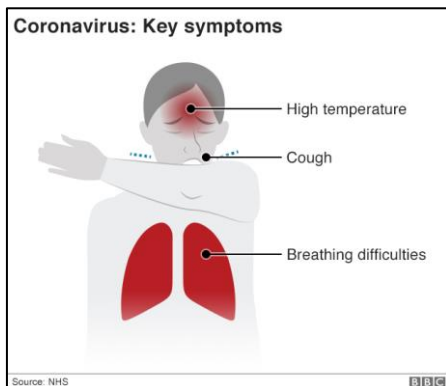
Alzheimer's Society <https://www.alzheimers.org.uk/> Tel 0333 150 3456

Reading Borough Council Tel 0118 937 3787

NHS Non-Urgent Tel 111

## Coronavirus Symptoms

Coronavirus infects the lungs. The symptoms often start with a **fever** and/or a **new dry continuous cough**, which can lead to breathing problems. It takes five-six days on average to start showing the symptoms, some people it could take longer. For more information about the virus and what to do see [NHS choices website on coronavirus](#)



## ReadingServicesGuide

Social groups ★ lunch clubs ★ activities ★ support ★ services.

Visit [www.reading.gov.uk/servicesguide](http://www.reading.gov.uk/servicesguide) or call 0118 937 3747



On behalf of all of us at Reading Borough Council and the Voluntary sector & Community services, we wish you well.

If you have any queries, please contact [Wellbeing.Service@reading.gov.uk](mailto:Wellbeing.Service@reading.gov.uk)