

# Coronavirus advice for older or vulnerable people

## What can vulnerable people do to look after themselves and protect others from coronavirus (COVID-19)?

Coronavirus may feel daunting, especially for older people. Everyone is asked to reduce their social contacts (social distancing) to help slow the spread of the virus. This particularly applies to people aged over 70, anyone with long-term health problems and those who are pregnant. This means reducing face to face contact you have with other people, such as avoiding group gatherings in public places, visitors at home and using less public transport. People are advised to work from home where possible.

People who have coronavirus symptoms are asked to self-isolate to protect others. Symptoms are either a new continuous cough (coughing repeatedly) or a high temperature where you feel hot to touch on your chest or back. If you have symptoms, stay at home for 7 days. If you live with other people, they should stay at home for 14 days from the day the first person got symptoms. This means completely avoiding work, school, other public places and not using public transport or taxis. This also means asking others to help buy food and other essentials. You can go outside for the purpose of exercise but keep a safe distance between yourself and others.

An army of people and services are working around the clock to support older and vulnerable people and put new measures in place to ensure that no vulnerable person in our community is left unsupported.

### If you are self-isolating:

- Make sure you keep a stock of your medication and make sure you order repeat prescriptions before you run out
- Keep warm and keep the heating on if necessary
- If you are able, try to keep active and move around
- Eat and drink regularly, to stay hydrated
- Don't be afraid to ask people for help - ask family, friends and neighbours to get supplies for you
- Keep in touch with people by talking to family and friends on the telephone or via social media

### How you can help someone who is self-isolating:

- Offer to pick up food, other supplies and prescriptions and leave them on their doorstep. If you must enter someone's home please keep a distance of a minimum of two metres or three good steps away from them
- Help someone to set up an online delivery service or do a shop on their behalf
- If someone doesn't have access to the internet at home, check the latest information and update them

If you are feeling anxious or know someone who is worried about coronavirus, please visit [www.dudley.gov.uk/coronavirusolderpeople](http://www.dudley.gov.uk/coronavirusolderpeople) where information and guidance can be found.

### Remember to:

- Wash your hands regularly and thoroughly using soap and water for at least 20 seconds at a time
- Cover your nose and mouth with a tissue when you cough and throw it away immediately

There are practical things we can do as individuals, as neighbours and in our communities to help each other:

### Appeal for volunteers

Voluntary groups and community-minded individuals are mobilising throughout Dudley borough to help older or vulnerable people who are already, or preparing to, self-isolate due to coronavirus.

Dudley Council for Voluntary Services is leading the community response in Dudley borough and will be working in partnership with Dudley Council including public health colleagues, the police, fire service and NHS. Over coming days and weeks community action will be coordinated in order to support vulnerable people.

**People and community groups are being asked to come forward and register their interest if they can spare time to help provide support in the future.**

**To register or find out more go to <http://dudleycvsreview.org/>**

### Care homes and adult social care support

Dudley Council's care workers are continuing to work as normal and people who receive adult social care will continue to have those visits.

A number of care homes, gateways, networks and centres have already closed to customers and visitors. Building access, closures and changes to opening times are happening on a daily basis so please make sure you visit the council's website to find out the very latest information.

### Food banks

People are urged to donate to their local food banks if they can.

### Pleased to meet you helpline 01384 812761

If you are feeling lonely or isolated you can call the helpline Monday to Friday, 9am-4pm for a regular friendly chat and to find out about help in the local area, including help with arranging for grocery or medicine supplies to be dropped off to you.

### Other helpful numbers:

**Dudley Council Plus 0300 555 2345**

**Access to adult social care helpline 0300 555 0055**

**Dudley Carers Hub 01384 818723** (for people caring for an older or vulnerable family member or friend)

**Dedicated helpline for vulnerable people 01384 465375**

**Please do not go to your doctor or a hospital to be tested**

**Call NHS 111 or visit [www.111.nhs.uk](http://www.111.nhs.uk) if symptoms persist for longer than 7 days**

*Catch it, bin it, kill it!*



[www.dudley.gov.uk/coronavirusolderpeople](http://www.dudley.gov.uk/coronavirusolderpeople)

Dudley Council is monitoring the situation closely and co-ordinating with Public Health England