



Carer COVID-19 Information Bulletin - 8 June 2020

Local support for carers

Carer Support Wiltshire

Our support line is still open for carers to call for advice, support or just a friendly voice.

0800 181 4118 Monday – Thursday 9.00am – 4.30pm; Friday 9.00am – 4.00pm

Or you can email us on admin@carersupportwiltshire.co.uk

We are also now running some virtual cafes so if you would like to join one of these please email

admin@carersupportwiltshire.co.uk.

You can also sign up for our Talk and Support Service. Just call 0800 181 4118 or email

admin@carersupportwiltshire.co.uk to register your interest.

Wiltshire Council

Wiltshire Council has set up a dedicated hub to support the most vulnerable residents during the ongoing COVID-19 situation.

0300 003 4576

wellbeinghub@wiltshire.gov.uk

Please note that opening times have recently changed to: 9am-6pm Monday-Friday and 10am-4pm Saturday.

The Wiltshire Wellbeing Hub is available to anyone who is struggling during this difficult time, such as people who are shielding or self-isolating and don't have a support network around them or know where to get help.

NHS volunteer responders

If you are self-isolating you can now contact the army of NHS volunteer responders directly if you need help shopping, getting medication or just need to talk to. More information about their criteria can be found on the [Royal Voluntary Service website](#).

If you meet their criteria you can call them on **0808 196 3646** (8am to 8pm) to register for support.

Carers Week – taking place 8th – 14th June

This week is Carers Week – a national event that takes place every year to highlight the contribution that carers make, to their families, communities and society.

We would usually be holding a range of events out in the community, but this year's event is taking place entirely online. You can keep up-to-date with everything that's going on over the week by following us on [Facebook](#) or [Twitter](#), or visit the [Carers Week page on our website](#).

We have downloadable activities (a wordsearch and a colouring-in page for you to display and spread the word about Carers Week) as well as carer stories and a video. We'll also be hosting two virtual cafes – on Thursday at 2pm and Friday at 11am. Please join us if you can for the opportunity to socialise with other carers and take some time out. To get the link to join, email us at admin@carersupportwiltshire.co.uk.

NHS Test and Trace

If you are notified that you have been in contact with a person who has tested positive for coronavirus by the NHS Test and Trace system you must self-isolate for 14 days and follow the advice in [this guidance](#).

There have been reports of fraudulent calls being made claiming to be from NHS Test and Trace. Do not give out personal details over the phone, including bank details.

New shielding guidance

The government has updated its guidance for people who are shielding taking into account that COVID-19 disease levels have decreased over the last few weeks.

People who are shielding remain vulnerable and should continue to take precautions but can now leave their home if they wish, as long as they are able to maintain strict social distancing. If they choose to spend time outdoors, this can be with members of their own household. Outside they should take extra care to minimise contact with others by keeping 2 metres apart. [More information here.](#)

Carer story during COVID-19

Unpaid carer David shared his COVID-19 story with us recently detailing his experiences dealing with carers in PPE, tracking down vital supplies for his wife Georgina, and adjusting to the current normal. You can [read his story here.](#)

Keeping in touch with others

When we don't see other people for a period of time it can be nerve-wracking to pick up the phone and have a conversation and feel easier to just avoid it.

But having that conversation will usually be worth it and make you feel better afterwards. It's a bit like exercise; it feels like a chore beforehand but uplifting once it's done. If you have friends and family you can talk to, do try to prioritise time with them. If you're missing your usual social activities, which might have included our carer cafes, don't forget that we are running **virtual cafes** where you can chat with others via your computer.

We are also running a **befriending service**, where one of our trained volunteers – many of them former carers themselves – will call you on the phone regularly just to check in and have a chat. Call us on 0800 181 4118 or email admin@carersupportwiltshire.co.uk for information on either of these services.

And if you use social media, we also now have a **Facebook group** where you can speak to other carers and share experiences of what you're going through currently, we have a new closed Facebook group just for carers. So [do join us](#) and help to make this group a safe space for carers in Wiltshire to meet one another and discuss issues around caring.

The Wildlife Trust – 30 Days Wild

The Wildlife Trusts are running their annual nature challenge throughout June, 30 Days Wild. Register yourself or your business, school or care home on [their website](#) and download a pack containing 30 simple, fun and exciting 'Random Acts of Wildness'. There's also lots of other activities included, from baking to wildlife photography, which will provide some distracting ideas for new things to do at home this month.

Free first aid course

Aid Training are offering carers access to a very useful free online first aid awareness course. The course contains a series of videos demonstrating everything to help you look after someone who has had an accident or is suffering a medical emergency. If you would like to register, please call us on 0800 181 4118.

Street markets

Wiltshire-run street markets are now open and able to sell their full range of products. Social distancing measures will be in place and signage will direct people on how to move around the stalls to stay as safe as possible.

Parking charges

Wiltshire Council have now reintroduced parking enforcement at all car parks and on residential and on-street parking areas. NHS and key care workers continue to be exempt from parking charges.



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