

# Coronavirus Information for Peter Bedford Tenants

24<sup>th</sup> March 2020

**Following government advice, everyone should stay at home whether they have symptoms or not.**

If you have symptoms you must **self-isolate**

If you do not have symptoms you should be **social distancing**

You should only go out to shop for essentials such as food and medication or to go for one form of exercise a day e.g. a walk. Keep at least 2 metres apart from others.

**\*\*\*This is a quickly changing situation and new information becomes available every day. Please visit the gov.uk website for more up to date information:**

**<https://www.gov.uk/coronavirus>**

## **PBHA Summary**

- From 18th March, Clissold, and Isledon Hubs are closed
- Training courses have been paused - we will be in touch to provide online study where possible
- Outpost is closed until further notice
- From 24<sup>th</sup> March, Kingsland Hub will be closed. All other staff will work remotely and will deliver service by phone and email. Some staff will be able to outreach for emergencies only. If large numbers of staff become ill, our service will be reviewed and may be reduced
- We are keeping in regular contact with residents at higher risk to check on their wellbeing

## Check our website for more updates:

<https://www.peterbedford.org.uk/coronavirus/>

## Contacting Us

**Please ensure we have your current mobile number and email address so that we can keep you informed about the rapidly evolving situation.**

As the situation changes, it is important that we provide as much support as we can to each other. PBHA staff will provide support and signposting for you over the phone. If you need to contact us please go via your support-worker. If this is not possible please use the out of hours number: **020 3815 4100**

**\*\*\*There is a list of emergency contact numbers at the end of this document.**

During the pandemic the government has advised everybody to stay at home unless you are an essential key worker or need to get essential supplies like food/medication (**please refer to government guidance**). This can be difficult for some people but is vitally important so that we can slow the spread of the virus down and prevent serious illness and death.

Please let us know if you would like to share support tips or anything else with other tenants. Including things like how you are supporting each other, information on mental health recovery services, and information that you would like from us as your landlord.

**The NHS has sent out letters for those who are extremely vulnerable, please look out for this and follow instructions given:**

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

## Information about Coronavirus

There has been a lot of information in the news about a virus called Coronavirus.

There are a number of people in the UJK who have got this virus.

A virus is a type of illness.

There is a lot of information the news about this, and people are talking about the virus and what it means

Because people travel for work, to see friends and to go on holiday it is now in a lot of other countries.



## What is Coronavirus?

Coronavirus is like flu, and people who are ill with the virus may have:

A cough/ or

A high temperature

And find it harder to breathe than normally



Most people who have had the virus feel unwell but do not need to go to hospital. A very small number of people will need more help to try to get better.

## What to do if you think you have Coronavirus



If you or someone you live with has a high temperature or a cough you should stay at home.

You should not be near other people. This is called self-isolation.

The Government has said that if you live with friends and family you need to stay at home for 14 days, which is the same as 2 weeks.

If you live on your own, you still need to self-isolate, but you only need to do this for 7 days, which is the same as 1 week



This will mean they need to think about ways to help you and to make it less likely that they catch the virus. If you have the virus, you should tell your friends and family who you spend time with.

You should **not** go to your doctors if you think that you have Coronavirus

You should stay at home. You should contact 111 online:



You can find the service by clicking on the link here

<https://111.nhs.uk/covid-19>

- If you start to feel more unwell
- If you are still unwell after seven days



This is to make sure you get the right treatment to help you get better.

Some people who get the virus do need more medical help, and if you are very unwell you may need to go to hospital.



If you are unwell with something else and need help from a doctor you should still make an appointment.

If you need emergency help with other health problems and need immediate help you should continue to call 999, as this is an emergency.

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

### **How you can help to try and stop the spread of Coronavirus.**



One of the most important things that we can all do is to make sure that we are doing our best to stop other people catching the virus.

The best way to do this is



- to cover your mouth and nose with a tissue when you cough or sneeze
- to put any tissues, you use into a bin
- If you don't have a tissue it is better to cough or sneeze into your sleeve than into your hands
- To try not to touch your eyes, nose and mouth with your hands.

It is also really important that you wash your hands carefully.



You should wash them after coughing or sneezing, and before eating any food.

You should always wash your hands when you get home or into work

Doctors and Nurses have told us that when washing your hands, you should:



- Wet your hands under warm running water.
- Apply a small amount of soap.



- Rub your hands together and make sure that the soap and water cover all of your hands.
- Carefully wash your palms, the backs of your hands, between your fingers, your fingertips, your thumbs, your wrists and your nails.
- Rinse your hands under running water.
- Dry your hands properly using disposable paper towels.
- Turn the tap off using a paper towel or your elbow, this make sure that your hands stay clean.
- There are other ways to STOP the spread of the virus by keeping your home clean, especially shared spaces. All surfaces and door handles and taps should be clean down once before use and once after use. Please also keep 2metres distance from housemates. Contact your keyworker if there are concerns.



The government has also made some guidelines that will try and help to stop the Coronavirus from spreading.

To try and help stop the virus from spreading, the government have recommended that:



- If you do not need to travel to work then you should try and stay at home.



- If you can work from home then you should do this.



This is to try and keep elderly or people who are more at risk of catching the virus safe.



There is a really good video that has been made about the best way to wash your hands, you can find this by going to this internet address

<https://vimeo.com/134952598>



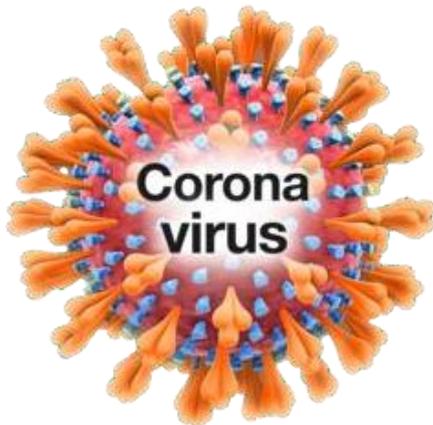
## How to find out more about Coronavirus

There is an online coronavirus service that can tell you if you need medical help.

You can find the service by clicking on the link here

<https://111.nhs.uk/covid-19>

You can use this service if:



- You think you might have coronavirus.
- You have been to a country with a high risk of coronavirus.
- If you have been near someone who already has coronavirus.

## Supporting each other:

- Naturally people want to support each other. If you are able, you can support your neighbour by running small errands so that they do not need to go outside
- phone or text or talk to people who are self-isolating
- minimise contact - stay at a distance
- do not go into someone's house or room
- make sure that you clean items when you receive them from outside

## Local help:

People are forming small groups to provide support to those who are self-isolating:

[Islington Covid-19 Mutual Aid Facebook](#)

[HackneyCovid-19 Mutual Aid Facebook](#)

Template to print out if you are able to help others:

[https://drive.google.com/file/d/1L\\_8Go1zQ572fBZtEIFfQZI9vNEwK7Rf/view](https://drive.google.com/file/d/1L_8Go1zQ572fBZtEIFfQZI9vNEwK7Rf/view)

Lots of information can be found on the national survivor user network

<https://www.nsun.org.uk/news/covid-19-keeping-in-touch-with-each-other-when-we-cant-meet-face-to-face>

Queer care <https://queercare.network/>

## Benefits

### Changes to Jobcentre appointments

People receiving benefits do not have to attend jobcentre appointments for three months, starting from Thursday 19 March 2020.

People will continue to receive their benefits as normal, but all requirements to attend the jobcentre in person are suspended.

People can still make applications for benefits online if they are eligible.

Jobcentres remain open, and will continue to support people who are not able to use phones and online, including homeless people.

If you're already claiming Universal Credit and think you may have been affected by coronavirus, please contact your work coach as soon as possible. You can do this by:

- using your [online journal](#), or
- calling the Universal Credit [helpline](#)

## Changes to health assessments

In light of the current coronavirus outbreak, the Department for Work and Pensions has taken the precautionary decision to temporarily suspend all face-to-face assessments for health and disability-related benefits.

If you already have an assessment appointment arranged, you do not need to attend. Your assessment provider will contact you to discuss your appointment and explain the next steps to you.

If you have made a claim for Personal Independence Payment (PIP), Employment and Support Allowance (ESA), Universal Credit or Industrial Injuries Disablement Benefit (IIDB) but do not have a date for an assessment appointment, you do not need to do anything. You will be contacted shortly by telephone or letter to let you know what will happen next.

If you are already receiving PIP, ESA, Universal Credit or IIDB you will continue to receive your current payments as normal.

If you have made a new claim or wish to make a new claim, DWP will continue to take claims for all benefits.

## Universal credit and ESA

If you are self-employed and claiming Universal Credit, and are required to stay at home or are ill as a result of coronavirus, the [Minimum Income Floor](#) (an assumed level of income) will not be applied for a period of time whilst you are affected.

If you need to claim Universal Credit or [Employment and Support Allowance \(ESA\)](#) because of coronavirus, you will not be required to produce a Fit Note.

If you are affected by coronavirus you will be able to apply for Universal Credit and can receive up to a month's advance upfront without physically attending a jobcentre.

If you are suffering from coronavirus or are required to stay at home and want to apply for ESA, the usual 7 waiting days for new claimants will not apply. ESA will be payable from day one.

## Food banks

Contact your housing worker if you are having trouble getting enough food to eat.

## EMERGENCY PHONE NUMBERS

### Support for tenants and residents of Hackney and Islington

#### Medical emergency: 111

To protect others, do not go to a GP, pharmacy or hospital.

Call **111** only if you cannot get help online

**Hackney Council: 020 8356 3000**

**Islington Council:**

Mon -Fri 9am-5pm **020 7527 2000**

Emergency duty team: **020 7226 0992**

**Mental health support:**

Age UK advice line **0800 678 1602**

MIND **0330 123 3393**

Samaritans **116 123**

North London or central London Samaritans **0330 094 5717**

SANEline national out-of-hours mental health helpline **0300 304 7000**

City & Hackney Centre for Mental Health 24 hours **020 8432 8020**

**DRUG & ALCOHOL SUPPORT**

Better Lives **020 7324 2989** Monday to Friday

Alcoholics Anonymous national support line **0800 9177 650** (24 hours)

AA London office 0207 407 0700 (10a.m. - 10p.m.)

Narcotics Anonymous national helpline 0300 999 1212

(10a.m. to midnight)

UK SMART recovery: face to face meetings are currently suspended but you can find online meetings here:

<https://smartrecovery.org.uk/online-meetings/>

**Islington:**

Drug referrals: ISIS **0207 5613310**

Alcohol referrals: **CASA 0207 833 9899**

**Hackney:** out of hours drugs and alcohol services: **0808 168 8669**

Looking after the wellbeing of ourselves and each other is more important than ever in these challenging times. We will do our best to keep our tenants, participants, and staff safe and healthy. We hope you are all staying safe.

*From everyone at Peter Bedford Housing Association*