



Important information for Carers

Sources of Support

We would like to reassure all our carers that as the situation regarding coronavirus (COVID-19) continues to develop, North Yorkshire County Council (NYCC) is committed to ensuring the well-being of carers, and the family and friends you look after.

We would like to extend our thanks and appreciation to all carers during this difficult time. Many people are rightly practicing social distancing as recommended by the government and we recognise that this can create significant added pressure on carers.

As the situation with coronavirus (COVID-19) continues to evolve, please see below a number of links which provide information and advice around support that is available for carers in North Yorkshire, and the people you care for. Please share these widely across your networks.

1. **Community Support:** NYCC is working in partnership with 23 community support organisations across the county who can provide help with shopping, collecting prescriptions, caring for pets and having someone to talk to. To access this support please ring the council customer service centre on **01609 780780**. Please also ring this number if you have any questions about the care that the person you look after is receiving. <https://www.northyorks.gov.uk/coronavirus-covid-19-community-support>
2. **Carers Information and Advice Services** remain contactable by e-mail and telephone. Carer Support Workers are continuing to take referrals and are keeping in contact with carers on their caseload by phone/email. Regular information and advice is also being shared via Twitter and/or Facebook. Although support groups, events, drop-ins, meetings and other face to face activities are cancelled until further notice, some groups are continuing to meet on-line and we encourage you to contact your **local carers centre** to find out more.
 - Scarborough & Ryedale Carers Resource www.carersresource.net/
Tel. 01723 850155
 - Hambleton & Richmondshire Carers Centre www.hrcarers.org.uk/
Tel. 01609 780872
 - The Carers Resource (Harrogate, Ripon, Skipton) www.carersresource.org/contact/
Tel. Harrogate 01423 500555 / Skipton 01756 700888

- Selby Carers Count www.carerscountselbydistrict.org.uk/
Tel: 07710388430 / 07710388429 / 07710388432 (voicemails will be picked up and responded to)
3. **Carers Emergency Plan** It is vitally important to think about who and what can help you in an emergency if you look after someone who couldn't manage without your support. It is a good idea to have an **emergency plan** in place, and have it somewhere that is easily available, so that anyone taking over their care has all the information they need. An example of a template which you could use: (Your local carers centre will also be able to help you with this, contact details above).
 4. **Carers UK** are regularly updating their advice and guidance for carers <https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19>
 5. **Carers UK** also host an online forum and there is a section specifically on coronavirus (COVID-19) <https://www.carersuk.org/forum/44> where carers are sharing ideas and concerns – people need to join the forum to post a comment but it is easy to do so
 6. **GOV.UK** and **NHS.UK** regularly update advice and guidance for everyone, and have just produced some specific guidance for those who provide unpaid care to friends or family. <https://www.gov.uk/coronavirus>
[https://www.nhs.uk/conditions/coronavirus-covid-19/Guidance for those who provide unpaid care to friends or family](https://www.nhs.uk/conditions/coronavirus-covid-19/Guidance-for-those-who-provide-unpaid-care-to-friends-or-family)
 7. **Guidance on shielding and protecting people defined on medical grounds as extremely vulnerable** is available at <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>
 8. **Jointly App:** Jointly is an innovative mobile and online app that is designed by carers for carers. With Jointly you can create a circle of care for the person you are looking after. Once you have set up your Jointly circle you can start using Jointly to organise care. You can use it on your own or you can invite other people to join you and share the care. Carers in North Yorkshire are able to register for the app free of charge; please contact: booking@northyorkshire.nrs-uk.net
 9. **Mental Health:** It is only natural to be worried about the current situation, so please think about your own health and wellbeing. To help you, there is good information from the Mental Health foundation www.mentalhealth.org.uk/coronavirus
 10. **Hand Hygiene:** Washing your hands properly is one of the most important things you can do to help prevent and control the spread of coronavirus (COVID-19). It is important to remember that anti-bacterial gels and wipes are generally not a substitute for washing hands with liquid soap and warm water, as they may not be able to remove contamination (bugs and germs) in an effective way. However, gels and wipes may be useful as a short-

term measure if hand-washing facilities are not readily available. Please see the attached diagram setting out steps for effective hand washing and drying.

Finally, if you don't have access to the internet, please contact your local Carers Centre or the NYCC Customer Service Centre and they will be able to help you access the information that you need.