

## Gwent Test, Trace, Protect Service

### Supporting You to Stay Safe



We understand that staying at home for 10 days can be a challenge but in doing so you are helping to control the COVID-19 pandemic and Keep Wales Safe.

**Thank you for your keeping Caerphilly safe.**

**You must be free from fever without using medication for 48 hours before you can stop self-isolation.** If you need support with your mental health, or practical or financial support during this time, there is support available.

### How are you doing?

Many of us are experiencing new and difficult feelings because of the coronavirus pandemic.

It's important to do what you can to maintain your mental and physical health.

If you feel like you need help to manage your feelings, you can sign up to a free guided self-help service here:

<https://www.mind.org.uk/about-us/mind-cymru/active-monitoring/>

Or contact **Caerphilly Mind**

01443 816945 or email

**admin@caerphilly-boroughmind.org**



Remember your GP can help if you are worried about your mental health.

We recommend staying in touch with the people you care about and taking part in exercise and activities that maintain your physical health.



## Looking after yourself

There's useful information that can help you maintain your mental health on the Aneurin Bevan University Health Board **'Road to Wellbeing'** pages: [www.abuhb.nhs.wales](http://www.abuhb.nhs.wales)

There's also a guide specific to **Coronavirus and looking after your Wellbeing** here: [www.phw.nhs.wales/howareyoudoing](http://www.phw.nhs.wales/howareyoudoing)

There are many activities you could do at home, such as walking up and down stairs, dancing, gardening or taking part in a virtual fitness class.

If you find yourself sitting more, try standing and walking around your house every 30 minutes.

**Sport Wales** have launched #workoutWales and have some great gentle workout videos available online.

It's important to do what you can to **reduce the spread of infection in your home:**



- regularly wash your hands with soap and water often, for at least 20 seconds

- use hand sanitiser gel if soap and water are not available

- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze



- clean objects and surfaces you touch often

(such as door handles, kettles and phones) using regular cleaning products

- put used tissues in the bin immediately and wash your hands afterwards

- wear a face covering and social distance when in shared parts of your home. Do not leave the house.



- keep windows open in the room you're staying in and shared spaces as much as possible



**DO NOT share towels, hand towels or tea towels**





If you or someone in your household **develops symptoms of Coronavirus** they should book a test on the first day their symptoms start.

Apply for a test at [www.gov.wales/applycoronavirus-test](https://www.gov.wales/applycoronavirus-test) or call 119 for free between 7am and 11pm.

If your symptoms worsen, seek medical advice by ringing your GP or contacting NHS 111.

Do not attend a GP or hospital without prior agreement from your clinician.

## Minimising disruption to education

- + Inform your child's school of the need to isolate.
- + Request details of any/all relevant work for your child.
- + Provide ongoing support for your child to complete the work over this period.

**If you have been contacted by the Test, Trace, Protect Service and told to self-isolate, you may be entitled to financial support of up to £500.**

**For more information, visit:**

[www.caerphilly.gov.uk/Services/Coronavirus/Self-Isolation-Support-Payment](https://www.caerphilly.gov.uk/Services/Coronavirus/Self-Isolation-Support-Payment) or contact 01443 866 567.

## Practical Support

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Support is available through **Caerphilly County Borough Council's** community response '**Buddy Scheme**', this offers practical support to people who are isolating and who have no other means of support.

Residents who require support through the 'Buddy Scheme' can make requests:

- Collection of medication
- Someone to chat with to help counter loneliness
- Shopping for food and essentials
- Access to hardship support where required, including access to foodbanks

To request support, please contact the council's Community Regeneration team by emailing **communityregen@caerphilly.gov.uk** or by calling **07879 693903 / 07720 948030**.

In addition, **Caerphilly Meals**

**on Wheels** can support anyone in Caerphilly county borough wanting a meal delivery. Contact: **Caerphilly Catering Service on 01443 864055**

Other information, advice and support can be accessed through the **Gwent Association of Voluntary Organisations (GAVO) - [www.gavo.org.uk/covid19](http://www.gavo.org.uk/covid19)**

### Statutory Sick Pay

If you are employed and are ill or self-isolating you may be eligible to claim Statutory Sick Pay (SSP), which will help you towards your living costs, or to pay your rent and bills.

Find out more about **Statutory Sick Pay** eligibility here: **[www.gov.uk/statutory-sick-pay/eligibility](http://www.gov.uk/statutory-sick-pay/eligibility)**

If you're employed but your earnings are too low to claim SSP, you may be able to claim **Universal Credit** to help you towards your living costs and afford your rent and bills.

## **New Style Employment & Support Allowance (ESA)**

If you are ill or are self-isolating you may be able to get **New Style Employment and Support Allowance**, either on its own or at the same time as Universal Credit.

More information on **New Style ESA** can be found at:  
[www.gov.uk/guidance/new-style-employment-and-support-allowance](http://www.gov.uk/guidance/new-style-employment-and-support-allowance)

**New Style ESA information:**  
**0800 328 5644** (option 3)  
**0800 328 1344** (option 3)

Welsh language telephone:  
**0800 328 1744**

Further Welsh Government information on financial support can be found at:  
[www.gov.wales/financial-support-for-individuals](http://www.gov.wales/financial-support-for-individuals)

## **Local Benefit Advice**

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For local support with benefit entitlements & claims, advice & assistance with debts and employment rights

### **Caerphilly Citizens Advice**

03444 772020

[www.citizensadvicecbg.org.uk/get-advice/online/](http://www.citizensadvicecbg.org.uk/get-advice/online/)

For advice and support from **Caerphilly County Borough Council** call **01443 866534**.

**Help to Claim service which Citizens Advice help with making** Universal Credit claims.

[www.citizensadvice.org.uk/wales/about-us/contact-us/contact-us/help-to-claim/](http://www.citizensadvice.org.uk/wales/about-us/contact-us/contact-us/help-to-claim/)

### **Disability Advice Project (DAP)**

**01633 485865**

info@dapwales.org.uk

[www.dapwales.org.uk](http://www.dapwales.org.uk)

## Paying your housing costs

Whether you are a tenant in the social or private sector or a homeowner, it's important that you seek advice and support at the earliest opportunity if you think you will have difficulty paying your rent and bills.

You can contact your landlord or mortgage provider direct to request a short term change to payment arrangements or get in touch with the Supporting People Team if you need longer term support.

Complete a referral form at [www.caerphilly.gov.uk/Services/Housing/Supporting-People-housing-related-support](http://www.caerphilly.gov.uk/Services/Housing/Supporting-People-housing-related-support) or text **HOUSUPPORT** to **81400** and a member of the Supporting People team will contact you.

They will ask you some questions about your circumstances and signpost or refer you to the most appropriate advice, information or support.

## Discretionary Housing Payments (DHPs)

provide additional help with your rent.

To get a DHP, you must be entitled to Housing Benefit or receiving Universal Credit which includes an amount for housing costs and in a position where you are still unable to cover your housing costs.

For more information and to make an application see [www.caerphilly.gov.uk/Services/Housing-benefits/Discretionary-housing-payments](http://www.caerphilly.gov.uk/Services/Housing-benefits/Discretionary-housing-payments) or call **01443 866567**

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For more information about COVID-19 visit:

[www.gov.wales/coronavirus](http://www.gov.wales/coronavirus)



**DIOGELU CYMRU**  
**KEEP WALES SAFE**

