

Gwent Test, Trace, Protect Service

Supporting You to Stay Safe



We understand that staying at home for up to 14 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 keeping Torfaen safe.

Remember, 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 **Torfaen & Blaenau Gwent Mind** on **01495 757393** at **firstcontact@torfaenmind.co.uk** or on Facebook.



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.

**TORFAEN
COUNTY
BOROUGH**



**BWRDEISTREF
SIROL
TORFAEN**

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

There's also a guide specific to **Coronavirus and looking after your Wellbeing** here: 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 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 asked to isolate there is financial support available to assist you. There's more information on the next pages of this document.

Practical Support

If you do not have family or friends nearby that can help with food and essential supplies and are unable to access the internet to arrange online shopping you can call **Torfaen Council** on **01495 762200**.

You will be directed to the Council's Support Hub who can signpost you to relevant services and support.

Alternatively you can find a list of local community groups at:

www.tvawales.org.uk/2020/04/20/covid19-information/

For **local assistance** with food parcels and access to a range of grants including for essential items and priority bills, contact the **Building Resilient Communities Team**:

Helen.Jenkins@torfaen.gov.uk /
07834555055

or

Samantha.Scott@torfaen.gov.uk /
07908215963

Benefits

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.

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.

You may be eligible for **Statutory Sick Pay** if you're required to self-isolate because you've been notified that you have come into contact with someone who has coronavirus, and you're unable to work as a result.

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

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

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

Local Benefit Advice

For advice about benefit entitlements & claims, assistance with debts and employment rights, contact:

Torfaen Citizens Advice

0300 330 2117

<https://www.citizensadvice.org.uk/local/torfaen/>

Disability Advice Project (DAP)

01633 485865

info@dapwales.org.uk

www.dapwales.org.uk

Paying your housing costs

Whether you are a tenant in the social or private sector, or a homeowner, ask for advice and support at the earliest opportunity if you think you will have difficulty paying your rent and/or 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 **Housing Support Gateway** on **01495 766949** for longer term support.



The Support Gateway 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.torfaen.gov.uk/en/CouncilTaxAndBenefits/** or call **01495 766430** or email **benefits@torfaen.gov.uk**

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For more information about Coronavirus visit:

www.gov.wales/coronavirus



DIOGELU CYMRU
KEEP WALES SAFE

