



 Stay safe, protect Bucks

Self-isolation support pack

Supporting you to stop the spread of
COVID-19 in our community



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1. Thank you!

Thank you for self-isolating. By doing this you are helping to protect other people from COVID-19.

If you have been asked to self-isolate it is because you may be at risk of spreading the virus to others. If you are feeling well, it's still important to self-isolate as you can still pass on the virus before you have symptoms. Please remember it is a legal requirement to self-isolate if you test positive or are told to self-isolate by NHS Test and Trace.

We know self-isolating can be really difficult, and it can be harder if you don't know where to get support.

This pack contains information about how and where to get help, making it as easy for you as possible.

Just remember by staying at home you are helping to prevent the spread of the virus, so thank you.

2. Financial support

Financial support if you have to self-isolate

By having to self-isolate it will mean that you will not be able to go to work, and therefore may not receive a source of income. There is support available for you.

More information on accessing Local Emergency Support can be found here:

www.buckscc.gov.uk/services/business-and-benefits/apply-for-local-emergency-support/

If you live in Buckinghamshire, you may be able to apply for Local Emergency Support. This is intended to cover urgent short-term emergencies (e.g. no immediate food, heating or lighting) through the use of food banks, food vouchers and utility meter top-ups.

More information on accessing Test and Trace Support Payment can be found here:

www.buckinghamshire.gov.uk/coronavirus/community-hub/

If you have been told to stay at home and self-isolate by the NHS Test and Trace, either because you have tested positive or have recently been in close contact with someone who had tested positive, you may be entitled to a Test and Trace Support Payment of £500. You will need the 8-digit code which was supplied by NHS Test and Trace when you were told to self-isolate and proof of eligibility.

The Test and Trace Support Payment is designed to support people on low incomes who will lose income as a result of self-isolating. It is also designed to encourage people to get tested if they have symptoms. The scheme will last until 31 January 2021.

Online

More information on applying for test and trace support payment can be found here:

<https://www.buckinghamshire.gov.uk/coronavirus/community-hub/help-individuals/money/test-and-trace-support-payment/>

Financial support telephone numbers

01296 585858 if you live in the Aylesbury area

01494 732077 if you live in the Chiltern area

01895 837515 if you live in the South Buckinghamshire area

01494 412227 if you live in the Wycombe area

Financial support for businesses

Self Employed Income Support Scheme

If you're self-employed or a member of a partnership and have been impacted by COVID-19 find out if you can use this scheme to claim a grant.

More information can be found here:

www.gov.uk/guidance/claim-a-grant

Local Restrictions Support Grants

These grants are for businesses that have a rateable value and have been told to close, businesses in the hospitality sector that have been severely impacted, or nightclubs that have been closed since March.

More information can be found here:

www.buckinghamshire.gov.uk/coronavirus/coronavirus-business-support-hub/coronavirus-business-grants/local-restrictions-support-grant/

Information about coronavirus and claiming benefits

The Department for Work and Pensions has published information for benefits claimants during the coronavirus crisis.

More information can be found here:

www.understandinguniversalcredit.gov.uk/employment-and-benefits-support/already-claiming-benefits/

The guidance is for people already claiming benefits and covers:

- managing your Universal Credit claim
- changes to job centre appointments
- changes to health assessments
- changes to how much you'll get
- childcare costs during the coronavirus outbreak

Council tax questions regarding coronavirus

For details on the Hardship Fund and Council Tax reductions please visit our Money and Finance section of our website.

More information can be found here:

www.buckinghamshire.gov.uk/coronavirus/community-hub/help-individuals/money/council-tax-questions/

Financial support if you cannot work

- Tell your employer if you cannot work while you're self-isolating.
 - They should tell you if you're covered by their sick leave or special leave policy.
 - If you cannot get sick pay from your employer, you might be able to get Statutory Sick Pay or another type of financial support.
-

Get an isolation note to give to your employer

- You can get an isolation note to send to your employer as proof you need to be off work.
- You do not need to get a note from a GP.

Find out how to get an isolation note here:

<https://111.nhs.uk/isolation-note/>

3. Follow the six steps below to help you complete your 10-day self-isolation period

1. List the food and medical supplies you will need to last for the next 10 days. As a start you need to consider:
 - toilet rolls
 - over the counter pain relief (in case you start getting symptoms)
 - other items you routinely need from a chemist
 - soap
 - disinfectant.
2. Make alternative plans for the essential activities that you would normally do outside of your home
 - If you are in work, but unable to work from home, your employer will accept a note obtained here: www.111.nhs.uk/isolation-note. There's more information in Section 4.
3. Get the support you need. Do not put off asking for help - you would do the same for others
 - Ask a friend, relative or local volunteer to help with essentials. We're all here for you. There's more information in section 2 and 3.
 - Check if you are eligible for financial support. This includes benefits such as statutory sick pay, Employment Support Allowance (ESA) and Universal Credit. Visit Citizen's Advice for more information. There's more information in Section 4.
4. Let people know you are self-isolating. Isolation is easier if you have support
 - Tell two of your friends, family members or colleagues that you are unable to leave your home for 10 days. If you are struggling, there are services available that can support you. There's more information in Section 5.
5. Think about ways to enjoy this time
 - Stay active indoors - get some exercise indoors with home workout videos
 - Stay socially connected - catch-up with relatives or friends via calls, messages or email
 - Make time to relax (with books, TV, podcasts, films) and/or be creative (arts and crafts, knitting, writing, cooking)
 - Plan activities for after this period of isolation, to give yourself things to look forward to
6. How to avoid spreading COVID-19 to people you live with
 - Regularly clean surfaces that are touched a lot like light switches and door handles and surfaces/taps etc in the kitchen and bathroom.

- Avoid going into shared rooms where possible, and use a face covering if you have to go into any communal areas. Always use a separate towel.
- If your home has more than one bathroom, it's best to use a separate bathroom to everyone else. If you all share the same bathroom then make sure it's thoroughly cleaned after every use.

Guidance in full for households where someone has symptoms of COVID-19 can be found here:

www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection

Thank you for protecting others and reducing the spread of infection.

4. About self-isolation

What is self-isolation?

- Self-isolation is when you do not leave your home because you have or might have COVID-19.
- This helps stop the virus spreading to other people.
- It's a legal requirement to self-isolate if you test positive or are told to self-isolate by NHS Test and Trace. You could be fined if you do not self-isolate.
- Self-isolation is different from:

social distancing - general advice for everyone to avoid close contact with other people
www.nhs.uk/conditions/coronavirus-covid-19/social-distancing/what-you-need-to-do/

shielding - advice for people at high risk from coronavirus
www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/advice-for-people-at-high-risk/

How do I self-isolate

You must not leave your home if you're self-isolating

- Do not go to work, school or public places – work from home if you can.
- Do not go on public transport or use taxis.
- Do not go out to get food and medicine – order it online or by phone, or ask someone to drop it to your home.
- Do not have visitors in your home, including friends and family – except for people providing essential care.
- Do not go out to exercise – exercise at home or in your garden, if you have one.

Get tested immediately

If you are showing symptoms of COVID-19, even if you are already self-isolating, you should get tested immediately, no matter how mild your symptoms. You must always self-isolate whilst waiting for your results.

Symptoms include

high temperature

a new,
continuous cough

a loss or change
to your sense of
smell or taste

There are two test sites available in Buckinghamshire, one in Aylesbury and one in High Wycombe, as well as regular mobile sites. Book a visit to have the test today. Test sites are open seven days a week. Alternatively order a home test kit if you cannot get to a test site.

Book a test

www.gov.uk/get-coronavirus-test

How long to self-isolate

If you have symptoms or tested positive

Self-isolate for at least 10 days if:

- you have symptoms of coronavirus and you tested positive or did not have a test
- you tested positive but have not had symptoms
- If you have symptoms, the 10 days starts from when they started
- If you have not had symptoms, the 10 days starts from when you had the test. If you get symptoms after your test, self-isolate for a further 10 days from when your symptoms start.

Keep self-isolating if you feel unwell

Keep self-isolating if you have any of these symptoms after 10 days:

- a high temperature or feeling hot and shivery
- a runny nose or sneezing
- feeling or being sick
- diarrhoea

Only stop self-isolating when these symptoms have gone.

If you have diarrhoea or you're being sick, stay at home until 48 hours after they've stopped.

Stop self-isolating after 10 days if you feel OK

You can stop self-isolating after 10 days if either:

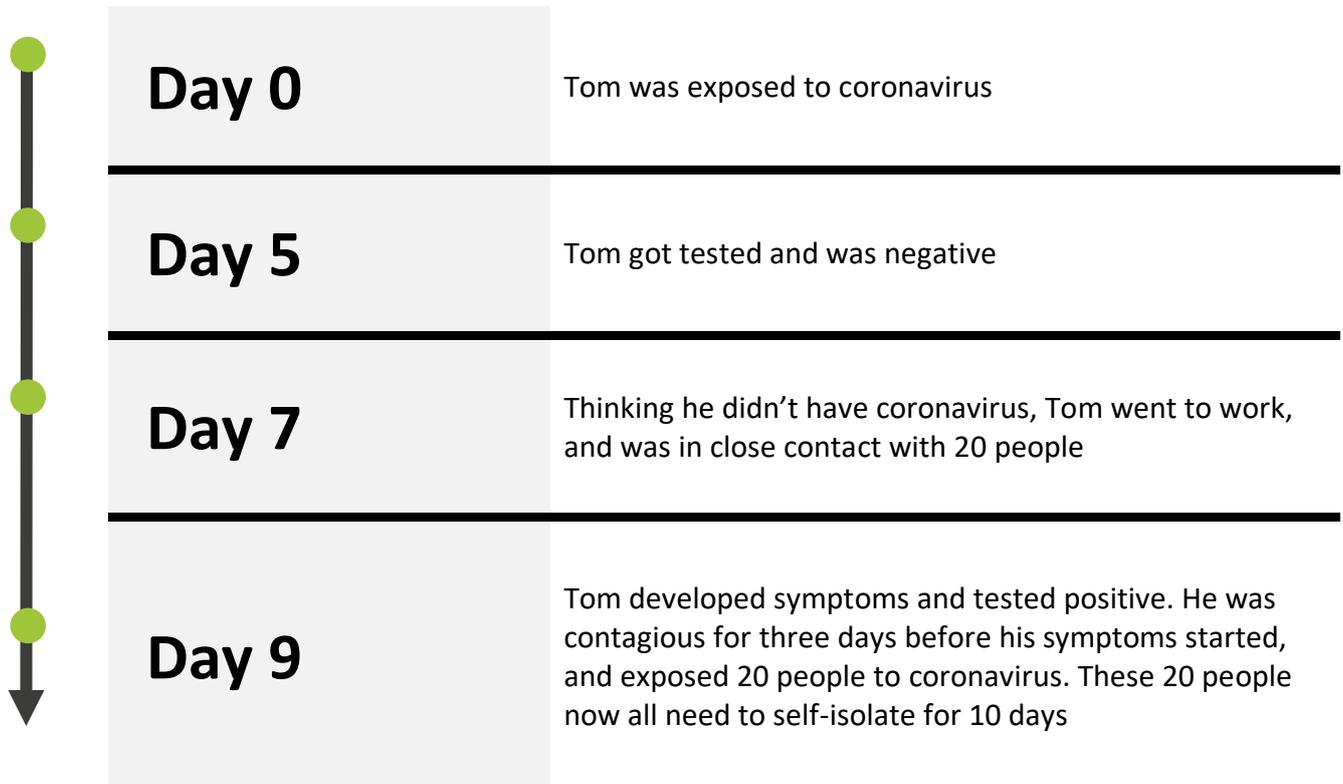
- you do not have any symptoms
- you just have a cough or changes to your sense of smell or taste – these can last for weeks after the infection has gone.

When should I self-isolate and how long for?

If you develop symptoms	10 days from start of symptoms
If you test positive	10 days from start of symptoms or test day if none
If you are told you've been in close contact with someone who has tested positive	10 days from last contact with the positive case
If you have been contacted by the Test and Trace service	10 days from last contact with positive case
If you live in a household where others (including children) develop symptoms, or they have tested positive	10 days from when they developed symptoms or test day if none
If you are told you've been in close contact with someone who has tested positive	10 days from last contact with positive case

Incubation timeline

It can take up to 10 days to develop symptoms after exposure - this is known as the incubation period.



This is why it's so important to self-isolate for the allocated time and to only book a test if you develop symptoms.

5. Help reduce the spread of COVID-19

How to reduce the spread of infection in your home

DO

- 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
- put used tissues in the bin immediately and wash your hands afterwards
- clean objects and surfaces you touch often (such as door handles, kettles and phones) using your regular cleaning products
- consider wearing a face covering when in shared spaces
- when it's cold this might be harder to do but where possible, do leave indoor areas well ventilated. Here's a short film showing why this is so important:

www.youtube.com/watch?v=qYZMOG2kUWg&feature=youtu.be

DO NOT

- share towels, including hand towels and tea towels

How to avoid spreading COVID-19 to people you live with

If you are self-isolating because of COVID-19, there are things you can do to reduce the chances of spreading any infection to the people you live with.

- Regularly clean surfaces that are touched a lot like light switches, door handles and surfaces/taps etc. in the kitchen and bathroom
- Avoid going into shared rooms where possible, and use a face covering if you have to go into any communal areas. Always use a separate towel.
- If your home has more than one bathroom, it's best to use a separate bathroom to everyone else. If you all share the same bathroom then make sure it's thoroughly cleaned after every use.

Guidance in full for households where someone has symptoms of COVID-19 can be found here:

www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection

If you live with someone at higher risk from COVID-19

If you live with someone over 70 or who is clinically extremely vulnerable or more at risk from COVID-19, there are extra measures you should take if you have symptoms.

- If at all possible, arrange for anyone at significant risk of the virus to stay somewhere else while you self-isolate.
- If this isn't possible, do all you can to minimise their contact with you, including them avoiding using shared areas where possible and maintaining social distance.
- If you all share a toilet and bathroom, make sure the facilities are thoroughly cleaned after every use, including wiping surfaces you come into contact with.
- You might want to draw up a rota for bathing/showering, with anyone with higher risk going first.

Guidance in full for households with generations living together and those who are at higher risk from COVID-19 can be found here:

www.gov.uk/government/publications/covid-19-stay-at-home-guidance/guidance-for-households-with-grandparents-parents-and-children-living-together-where-someone-is-at-increased-risk-or-has-symptoms-of-coronavirus-cov

How to treat COVID-19 symptoms at home

There is currently no specific treatment for COVID-19, but you can often ease the symptoms at home until you recover.

Treating a high temperature

If you have a high temperature, it can help to:

- get lots of rest
- drink plenty of fluids (water is best) to avoid dehydration – drink enough so your pee is light yellow and clear

- take paracetamol or ibuprofen if you feel uncomfortable.

If you are concerned about taking ibuprofen whilst you have COVID-19 guidance can be found here: www.gov.uk/government/news/commission-on-human-medicines-advice-on-ibuprofen-and-coronavirus-covid-19

More information about taking paracetamol for adults can be found here: www.nhs.uk/medicines/paracetamol-for-adults/

Treating a cough

- If you have a cough, it's best to avoid lying on your back. Lie on your side or sit upright instead.
- If this does not help, you could contact a pharmacist for advice about cough treatments.

If you're concerned about your symptoms and need medical advice, guidance can be found here: <https://111.nhs.uk/covid-19>

Treating COVID-19 at home

Things to try if you're feeling breathless

- If you're feeling breathless, it can help to keep your room cool.
- Try turning the heating down or opening a window. Do not use a fan as it may spread the virus.

You could also try:

- breathing slowly in through your nose and out through your mouth, with your lips together like you're gently blowing out a candle
- sitting upright in a chair
- relaxing your shoulders, so you're not hunched
- leaning forward slightly – support yourself by putting your hands on your knees or on something stable like a chair.

Try not to panic if you're feeling breathless. This can make it worse.

Feeling breathless can be a sign of a more serious coronavirus infection.

If you feel breathless and it's getting worse, get medical advice from the NHS 111 online coronavirus service which can be found here:

6. Food supplies and services

Ask for help

Self-isolation starts immediately which means you cannot leave your house to visit the shops and stock up on supplies. We know many people are drawing on help from friends, family members or neighbours to go to the supermarket for them during this period. This is great, as it stops the spread of the virus. Please do the same and remember to ask them to drop your shopping at your doorstep and keep at least two metres away from you.

Local support available

If you are unable to ask someone to go to the shop for you, then there is other local support available. Please search our online directory for groups and businesses providing food services near you:

www.buckinghamshire.gov.uk/coronavirus/community-hub/help-individuals/getting-help/support-groups/

Secure a supermarket delivery slot

Visit your supermarket's website to see if you can get food delivered directly to your door.

Minimum orders and delivery charges

The table below sets out the minimum value of any orders and any associated delivery costs to help you make a choice. Your local grocery shop might also be providing a delivery service.

Supermarket	Small basket charge	Delivery cost
Asda	£3 if order under £40	£1 - £7.00
Iceland	Must spend £25	£2 if order under £35 Free if order over £35
Morrisons	Must spend £40	£1.70 - £6.90. Delivery charges vary depending on address, and time/day of chosen slot. Customers can also choose from a monthly (from £5), 6-month (from £20) or annual (from £35) delivery pass.
Ocado	Must spend £40	£2.99 - £6.99 if order under £75 Free if order over £75 £10.99/mth or £131.88/yr (£6.99/mth or £83.88/yr midweek delivery)
Sainsbury's	Must spend £25	Free on £100+ orders Mon-Thu after 2pm. £2-£4.50 on £40+ (or or £1 for 4hr slots),

		£7 on £25-£40. £60/yr (£30/yr midweek delivery)
Tesco	£4 if under £40 (for delivery).	£4.50 £7.99/mth or £95.88/yr (2)
Waitrose	£40 minimum spend for a home delivery	

Ways to place a supermarket order via telephone

Some supermarkets and organisations are also offering a telephone ordering service as an alternative to online shopping. Please see below for details.

Organisation	Service Provided	How to Access
Morrisons	Doorstep Delivery Service – Morrisons have set up a new service that allows vulnerable and elderly residents to phone 0345 611 6111 and order essential food items. The order will take 24 hours to process and will be delivered by Morrisons staff. Contactless payment is made on delivery. There is no delivery charge for this service.	Call 0345 611 6111 and select option 5 to place your order. Any order placed before 5pm Morrisons will aim to deliver the next day. To use this service, you must live within 10 miles of a Morrisons store. https://my.morrisons.com/doorstep-deliveries for more information.
Sainsbury's	For vulnerable customers who have been offered a slot and are unable to place their order online, Sainsbury's are offering a telephone ordering service.	For customers who are vulnerable and registered with Sainsbury's via the Shielding Service call 0800 917 8557 to access this service. The general telephone order number for all other customers is 0800 328 1700
Age UK	Some local Age UKs offer food shopping services using supermarkets' online stores. The order is placed on behalf of the older person and delivery is made to the older person's home by the store at an agreed date and time.	You can check what is available in your area here: https://www.ageuk.org.uk/services/in-your-area/shopping/

Emergency food supplies

Anyone who is struggling to access food should contact the council as we can support you with this. Please call 01296 395000.

Supermarket pre-packed meal boxes

- Morrisons produces an essential food box. The box costs £20 and includes delivery. It can be ordered over the phone or online and delivered the following day.

More information can be found here:

www.morrisons.com/food-boxes/boxes/food-boxes/everyday/all-boxes

- Participating local stores have teamed up with Deliveroo to offer an 'Essentials by Deliveroo' service, which will deliver basic items to households in self-isolation without a delivery fee.

To access this service, download the app from your app store or go to:

<https://deliveroo.co.uk/>

Local food suppliers and services

- Town and Parish Council websites and local Facebook/social media groups have information about local food suppliers.
- Many local independent shops, farm shops, community shops and wholesalers are innovating and expanding their services, with some launching delivery services for locals. There are several websites you can search including Local Food Drops UK and We Deliver Local. Please note delivery charges apply.

More information can be found here:

Local Food Drops - www.localfooddrops.co.uk/

We Deliver Local - www.wedeliverlocal.co.uk/

7. Support in your area

Help with everyday tasks from an NHS volunteer

NHS Volunteer Responders can help with things like:

- collecting shopping
- collecting medicines and prescriptions
- phone calls if you want to chat to someone

More information can be found here:

<https://nhsvolunteerresponders.org.uk/>

Alternatively call **0808 196 3646** (8am to 8pm, everyday) to arrange help from a volunteer.

Support groups

To get help if you're staying at home because of COVID-19, please search the Bucks online directory for information on volunteer groups and services that can help support you with shopping, dog walking, prescription collections or simply help you stay entertained by leaving you with some books.

Bucks online directory - <https://directory.buckinghamshire.gov.uk/>

County wide support

There are lots of local organisations providing support to the elderly, people with disabilities, those suffering with domestic violence or people with cancer. You can contact the groups directly.

More information can be found here:

www.buckinghamshire.gov.uk/coronavirus/community-hub/help-individuals/getting-help/support-groups/

8. Mental health and wellbeing support

Mental health and wellbeing

The changes we have had to make due to COVID-19 may have caused you to feel anxious and stressed about your finances, worried about your friends and family or angry. Some of us will have been able to work through our feelings but others may still be struggling with day to day living.

Where can you get help?

To talk about your feelings you can also contact a GP or one of the local support organisations below.

Mental Health Helpline (24 hours, 7 days a week)

Adults mental health service - **0800 783 0119**

Child and adolescent - **0800 783 0121**

NHS One You - Every Mind Matters

www.nhs.uk/oneyou then click on 'Every Mind Matters'

Samaritans - 116 123 (24 hours)

Shout (free 24/7 text service) Text Shout to 85258

www.samaritans.org

Healthy Minds Bucks

www.oxfordhealth.nhs.uk/healthyminds

CALM (Campaign Against Living Miserably) - 0800 585858

(7 days a week 5pm-midnight)

www.thecalmzone.net

MIND - 0300 123 3393

(Mon-Fri 9am-6pm)

www.mind.org.uk

PAPYRUS (Prevention of Young Suicide) - 08000 684141

(Mon-Fri 10am-5pm + 7pm-10pm, weekends 2pm-5pm)

www.papyrus-uk.org

Youth Concern - 01296 431183

www.youthconcern.org.uk

Kooth (online support for young people)

www.kooth.com

Young Minds

<https://youngminds.org.uk/>

Childline (national agency)

www.childline.org.uk

Time to Change

<https://www.time-to-change.org.uk/>

Buckinghamshire Child and Adolescent Mental Health Services - 01865 901951

Buckinghamshire Adult Mental Health Services - 01865 901600

If you are having suicidal thoughts call **111** or **999**, or if your life is in danger go to the nearest Accident and Emergency Department. In Buckinghamshire, this is at Stoke Mandeville Hospital.

There is further information and advice, including support for people bereaved by suicide, on the Buckinghamshire Mind website at www.bucksmind.org.uk/crisis-support

9. Advice for parents and carers

COVID-19 (Coronavirus)

A quick guide for parents/carers

Following the Prime Minister's announcement on 4 January 2021, **only children of critical workers and vulnerable children and young people should attend school or college**. All other pupils and students will receive remote education. If your child is attending school, please use the following guidance.

What to do if...	Action needed	Getting back to school
my child has COVID-19 (coronavirus) symptoms*	<ul style="list-style-type: none"> • Child should not attend school • Child should get a test • Whole household self isolates while waiting for test results • Inform school of the situation immediately (if they are not already aware), and let them know the results of any test 	<p>if your child's test comes back negative, and they are well enough to return to school. Your child should not be tested again unless they develop new symptoms*</p> <p>If the test result is inconclusive, or if no test is taken, then your child must be assumed to be COVID-19 positive (see below).</p>
my child tests positive for COVID-19 (coronavirus)	<ul style="list-style-type: none"> • Child should not attend school • Child self-isolates for at least 10 days from when symptoms* started (or from day of test if no symptoms) • Inform school immediately about test results • Rest of household self isolates for 10 days from the day symptoms* started (or from day of test if no symptoms) • Other household members should not get tested unless they develop symptoms because even if they tested negative, they must still isolate for 10 days 	<p>after 10 days has passed so long as your child is feeling better and has been without a fever for at least 48 hours.</p> <p>They can return to school after 10 days even if they still have a cough or loss of smell/taste. These symptoms can last for several weeks once the infection is gone.</p>
somebody in my household has COVID-19 (coronavirus) symptoms*	<ul style="list-style-type: none"> • Child should not attend school • Household member with symptoms should get a test • Whole household self-isolates while waiting for test result • Inform school of the situation immediately (if they are not already aware), and let them know the results of any test 	<p>if the household member test is negative, and your child does not have COVID-19 symptoms*.</p>

<p>somebody in my household has tested positive for COVID-19 (coronavirus)</p>	<ul style="list-style-type: none"> • Child should not attend school • Whole household self-isolates for 10 days from the day symptoms* started (or from day of test if no symptoms) - even if someone tests negative during those 10 days • No need for your child to get tested unless they develop symptoms 	<p>when your child has completed 10 days of self-isolation, even if they test negative during the 10 days.</p>
<p>NHS Test and Trace has identified my child as a 'close contact' of a confirmed COVID-19 (coronavirus) case</p>	<ul style="list-style-type: none"> • Child should not attend school • Child self-isolates for 10 days (as advised by NHS Test and Trace) - even if they test negative during those 10 days • Rest of household does not need to self-isolate, unless they are a 'close contact' too 	<p>when your child has completed 10 days of self-isolation, even if they test negative during the 10 days.</p>
<p>My child has travelled and has to self-isolate as part of a period of quarantine</p>	<ul style="list-style-type: none"> • Do not take unauthorised leave in term time • Following identification of a new variant of the virus those in Tier 4 are not permitted to travel abroad apart from limited exceptions such as work purposes. <p>Returning from a destination where quarantine is needed:</p> <ul style="list-style-type: none"> • child should not attend school • anyone who has travelled to a non-exempt destination self-isolates for 10 days –even if they test negative during those 10 days 	<p>when the quarantine period of 10 days has been completed for your child, even if they test negative during those 10 days.</p>
<p>We have received advice from a medical/official source that my child must resume shielding</p>	<ul style="list-style-type: none"> • Child should not attend school • Contact school to inform them of this advice • Child should shield until you are informed that their restrictions are lifted, and shielding is paused again 	<p>when school/other official agencies inform you that restrictions have been lifted and your child can return to school again.</p>

I am not sure who should get a test for COVID-19 (coronavirus)

- Only people with symptoms* need to get a test
- People without symptoms are not advised to get a test, even if they are a 'close contact' of someone who tested positive

when conditions above as matching your situation, are met.

*Symptoms include a high temperature, a new continuous cough and loss or change to your sense of smell or taste. For more information go to: www.nhs.uk/conditions/coronavirus-covid-19/

Please follow national guidance at all times.

Visit www.gov.uk/coronavirus for the most up to date information.

10. NHS COVID-19 app

Download the NHS COVID-19 app which has features to help protect you and your loved ones, including:

- alerts based on your postcode district
- QR check-in at venues
- symptom checker
- test booking

For more information visit: <https://covid19.nhs.uk/>

“I would like to thank you for self-isolating and protecting your family, friends and local community.”

Martin Tett, Leader at Buckinghamshire Council”



Approved by Buckinghamshire Public Health Team.

Sources of information include gov.uk and nhs.uk