



Service User and Carer Involvement Information

No. 3 - Advice for Carers

09/04/2020

During this time it is important that carers have access to up to date information and support. This document contains some advice and information to some of the questions you may have, as well as some guidance and information on staying well.

Please ensure you:

Let your GP know that you are a carer (if they do not know already) if the person you care for needs medication, contact your GP to ensure prescriptions and medication can still be collected.
Put a contingency plan in place (more information can be found within this document)
Stay up to date with information provided by the NHS and Government

Useful Information

CNTW are regularly sharing information and advice through social media pages which can be found at:



Twitter
[@CNTWNHS](https://twitter.com/CNTWNHS)



Instagram
[@CNTW.NHS](https://www.instagram.com/CNTW.NHS)



Facebook
[/CNTWNHS](https://www.facebook.com/CNTWNHS)

Coronavirus information can be found on CNTW's website at:

www.cntw.nhs.uk/coronavirus

CNTW have a dedicated page for carer resources which can be found at:

www.cntw.nhs.uk/resource-library/carers-resources



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Guidance for Visitors

As the situation with COVID-19 continues to develop rapidly, we need to take all necessary precautions to protect our patients and staff.

All visiting has now been cancelled to protect our patients and staff. You cannot visit any patient being cared for by the Trust. Exceptions will be made to patients on an end of life pathway of care, unless the patient or visitor has tested positive for COVID-19. Contact ward staff for further information.

Staff will support patients to use technology to communicate with their families, carers and friends during this period.

Carer's Centres

In-line with government advice, carers centres have closed their premises however staff remain available to support carers and can be contacted via telephone and/or email.

Carlisle Carers

01228 542 156
admin@carlislecarers.co.uk
www.carlislecarers.com

Newcastle Carers

0191 275 5060
info@newcastlecarers.org.uk
www.newcastlecarers.org.uk

North Tyneside Carers

0191 643 2298
enquiries@ntcarers.co.uk
www.northtynesidecarers.org.uk

South Tyneside Young Carers

0191 427 2795
levi@styoungcarers.org.uk
www.southtynesideyoungcarers.org

West Cumbria Carers

01900 821 976
general@westcumbriacarers.co.uk
www.westcumbriacarers.co.uk

Carers Northumberland

01670 320 025
info@carersnorthumberland.org.uk
www.carersnorthumberland.org.uk

Gateshead Carers

0191 490 0121
enquiries@gatesheadcarers.com
www.gatesheadcarers.com

South Tyneside Carers

0191 406 1531
www.changegrowlive.org/adult-carers-service-south-tyneside/info

Sunderland

0191 549 3768
contactus@sunderlandcarers.co.uk
www.sunderlandcarers.co.uk



Carers UK Information



Carers UK are also continuing to provide support online and over the phone and have shared some guidance for carers regarding the Coronavirus outbreak which can be found here.

For further support or information, you can contact Carers UK by:

Email: info@carersuk.org

Tel: 020 7378 4999

Essential Supplies

Nearby local shops are a good source of basic supplies. Supermarkets remain open however have reduced opening hours and are operating social distancing policies. Online shopping is still available with larger supermarkets, however delivery may take longer than usual.

Support for Vulnerable People

If you have a medical condition which makes you extremely vulnerable to COVID-19 (Coronavirus) or your loved one does, you can register with the Government to tell them whether or not you need support. You can register yourself or on behalf of someone else. You will be asked for your NHS number but you can still register if you do not have it. You can register for support or find out more at:

www.gov.uk/coronavirus-extremely-vulnerable

It may take time for any support offered through this service to arrive. Wherever possible you should continue to rely on friends, family and wider support to help you meet your needs.

Do you need to destress?

If you're feeling worried or overwhelmed, CNTW have a range of relaxation techniques to help relieve stress. For more information visit:

www.cntw.nhs.uk/relaxation



www.cntw.nhs.uk/relaxation



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Looking after yourself

Public Health England has published new [online guidance](#) to help people manage their mental health during this difficult time. Advice includes:

- Maintaining contact with friends and family via telephone and video calls and social media
- Keeping a regular routine and sleeping pattern
- Focusing on a hobby or learning something new

There is also tailored advice for parents and carers on how to support children and young people who are feeling stressed because of the pandemic. This includes providing clear information, being aware of their own reactions and creating a new routine. Public Health England has also updated its [Every Mind Matters](#) platform with specific advice on maintaining good mental wellbeing during the outbreak.



Communication

CNTW have added a new section to the Trust website setting out further information and advice relating to Coronavirus (COVID-19). The page will be frequently updated as the situation with COVID-19 continues to develop. For more information visit:

www.cntw.nhs.uk/coronavirus

Our trust communications department want to hear from you and to share your positive stories in this difficult time. If you've got a good story about how CNTW are responding to COVID-19, please share it using [#NHSCovidHeroes](#) and tag us - we're Twitter, Instagram, Facebook and LinkedIn too!



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Contingency Plan

If you care for a loved one at home, try and put in place a contingency plan with friends, family or trusted neighbours, in case you should become unwell yourself. Within the plan, consider:

Details of person receiving support:

Name:

Telephone:

Address:

Details of carer:

Name:

Telephone:

Address:

Emergency contact details should identified carer become unwell:

Name:

Telephone:

Address:

Details of medication and where stored:

Details of any allergies:

GP Contact details:	Pharmacy contact details:

Ongoing treatment (if any):

Care and support services received (if any):

Any mobility challenges and mobility aids such as wheelchair or hoist:

Any behavioural information others should be aware of:

Any other information: