Information and support for your health and wellbeing

You might be feeling very worried right now due to the coronavirus pandemic (also known as COVID-19) and how it is affecting you, your family and your friends.

1. Our Services

- We want you to know that we are still here to look after you and support you as and when you need us
- At the moment we are operating in a different manner. There are less face-to-face appointments and many more telephone and video calls being made.
- Please use our regular telephone number if you need our help.

2. Your health

- If you are feeling unwell or are worried about your health – either because of new symptoms or because your usual health problems are getting worse, please contact us.
- You can also contact NHS 111, day and night (24 hours a day, 7 days a week) by calling 111 or by going online to 111.nhs.uk
- In an emergency call 999 if you have:
    - *Signs of a heart attack - pain like a very tight band, heavy weight or squeezing in the centre of your chest*
    - *Signs of a stroke - face drooping on one side, can't hold both arms up, difficulty speaking*
    - *Severe difficulty breathing - gasping, not being able to get words out, choking or lips turning blue*
    - *Heavy bleeding - that won't stop*
    - *Severe injuries - or deep cuts after a serious accident*
    - *Seizure (fit) - someone is shaking or jerking because of a fit, or is unconscious (can't be woken up)*
    - *Sudden, rapid swelling - of the eyes, lips, mouth, throat or tongue*

2. Supplies of food and medication

- If you are unable to leave the house to get supplies of food and medication, ask a trusted family member, friend or neighbour if they can help you with this. If there is no-one you can ask, please contact:

Southwark Council – Email covidsupport@southwark.gov.uk or call 0207 525 5000 or go to https://www.southwark.gov.uk/health-and-wellbeing/public-health/for-the-public/coronavirus

- Please do not go without food or your medication at this time – there is help available.
- Do not give your bank details or hand over money to people you do not know or do not trust.

3. You have the right to feel safe in your home

- If anyone is making you feel unsafe or frightened, for example, by threatening you in your home or by stealing money from you, please tell someone such as
  - *The Police*
  - *Your local council*
  - *Any professional involved with supporting you such as a social worker, support worker or your GP*

4. Trusted sites to get up to date information on COVID-19

At the moment, there is a lot of coverage from all media and although it is important to stay informed, consider taking a break if you feel things are getting on top of you. Sometimes feeling stressed or anxious can be related to seeing lots of media coverage and new stories about the impact of COVID-19, it is OK and normal to feel this way.

Only take advice from trusted government and health service websites. These have all the latest facts and figures to give consistent advice on how to prevent spreading, catching it and what to do if you think you have the Coronavirus.

NHS (nhs.uk) website COVID-19 advice

- *https://www.nhs.uk/conditions/coronavirus-covid-19/*

Government (gov.uk) websiteCOVID-19 advice

- *https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do*

AgeUK Information Guide on COVID-19

- *https://www.ageuk.org.uk/globalassets/age-uk/documents/information-guides/ageukig59_coronavirus_inf.pdf*

5: Help your emotional and physical well-being

Having to be in 'lockdown', socially isolate and distance yourself from your friends and family members may make you feel stressed and anxious. It is not surprising that each day can feel totally different to the next and this is unsettling. It is very normal to feel worried and unsure about things.

We want you to look after yourself during these difficult times.

The following resources can help with your emotional and physical well-being.

Websites offering emotional well-being and support

Domestic Violence & Abuse Support (Contact Refuge for your rights, options and support)

- *https://www.nationaldahelpline.org.uk*
- **Call 0800 2000 247**

MIND (Mental Health Support with specific advice on 'Coronavirus and your wellbeing'

- *https://www.mind.org.uk*

Samaritans (Resources and help for all ages)

- *https://www.samaritans.org/*
- ***Call 116 123***

Websites offering advice on keeping fit, physical well-being

Free 30 day Yoga course

- *https://www.youtube.com/watch?v=--jhKVdZOJM*

Herts sports partnership (workout from home)

- *https://sportinherts.org.uk/workoutfromhome/*

SuperBetter (Builds personal resilience and boosts physical and emotional wellbeing)

- *https://apps.apple.com/gb/app/smiling-mind/id560442518*

The Football Association (Staying fit at home)

- *http://www.thefa.com/get-involved/footballs-staying-home*

21 best home exercises for men (workout from home)

- *https://www.menshealth.com/uk/building-muscle/a754099/the-15-best-beginners-exercises-to-do-at-home/*

Please keep safe and healthy

Best wishes,
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