

**Thank you, North  
Tyneside. We will  
beat this together.**

For more information about this  
magazine please contact VODA  
[voda.org.uk](http://voda.org.uk)

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The information in this magazine was  
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guidance on Coronavirus please visit  
[www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

**Together**



**Apart**



**Navigating  
self-isolation  
in North Tyneside**

[voda.org.uk](http://voda.org.uk)



# If you are asked to self-isolate, it is important that you follow the advice which is there to help keep you, your loved ones, and your community safe.

We know that, for many people, self-isolation is not easy.

Not being able to go to school or work and missing out on seeing friends and family can be really challenging for our physical and mental health.

It can be hard work understanding and abiding by every rule, especially when things seem to change so often. However, it is now a legal requirement and you can be fined if you do not self-isolate when you are asked to.

We hope that this guide provides you with some useful information to help you stay safe whilst self-isolating.

We want to thank you for everything you are doing to help reduce the spread of Coronavirus in your community.

**We will beat this together.**



▶ For more information about this magazine please contact VODA [voda.org.uk](http://voda.org.uk) | Charity Number 1075060.

▶ The information in this magazine was correct at the time of going to print. For official government guidance on Coronavirus please visit: [gov.uk/coronavirus](http://gov.uk/coronavirus)

▶ To access information in other languages please visit the Doctors of the World website: [doctorsoftheworld.org.uk/coronavirus-information](http://doctorsoftheworld.org.uk/coronavirus-information)



# About self-isolation

If you have been asked to self-isolate, you must do so, even if you do not have any symptoms. Self-isolating is very important to help stop the spread of Coronavirus.

Remember that if you have tested positive for Coronavirus all members of your household must also self-isolate.

Whilst isolating you and other household members must not:

- Go to work, school or public places
- Go on public transport or use taxis
- Go out to get food and medicine
- Have visitors in your home – except for people providing essential care
- Go out to exercise

The isolation period includes the day your symptoms started (or the day your test was taken if you do not have symptoms), and the next 10 full days\*\*.

You can return to your normal routine and stop self-isolating after 10 full days if your symptoms have gone, or if the only symptoms you have are a cough or anosmia (loss of taste/smell), which can last for several weeks.

If you still have a high temperature after 10 days or are otherwise unwell, stay at home and seek medical advice.

\*\*If you have been contacted by the NHS test and trace, they will discuss your specific isolation period and the guidance you must follow around self-isolation with you.

## How to limit close contact with others in the household if you have Covid-19

- Spend as little time as possible in shared spaces such as kitchens, bathrooms and sitting areas.
- Observe social distancing.
- Wash your hands with soap and hot water for 20 seconds or use hand sanitizer.
- Cover your mouth and nose with disposable tissues when you cough or sneeze, then wash your hands.
- Ventilate indoor areas as much as possible.
- Regularly clean frequently touched surfaces, such as door handles and remote controls, especially in shared areas.

## Looking after pets whilst self-isolating

If you're self-isolating you must make alternative arrangements to take care of your animal's welfare. You should ask for support from others who are not self-isolating or use professional services. Always adhere to social distancing when a person is coming to collect or drop off your animal.



Being unable to leave your home presents some real challenges in terms of accessing essential items. But don't worry, support is on offer.

- All major supermarkets offer a home delivery service. Most will provide priority delivery slots to vulnerable residents. If you are able to get online then you should be able to access home delivery slots by visiting these websites:

[www.asda.com](http://www.asda.com)

[www.morrisons.com](http://www.morrisons.com)

[www.iceland.co.uk](http://www.iceland.co.uk)

[www.coop.co.uk](http://www.coop.co.uk)

[www.tesco.com](http://www.tesco.com)

[www.sainsburys.com](http://www.sainsburys.com)

Some supermarkets now offer shopping schemes that can be accessed by the telephone. Simply call the number, place your order with a member of staff and delivery will be arranged within 24 hours.

You can choose to make payment over the phone when placing your order or in person on the doorstep when your delivery arrives.

Morrison's doorstep delivery:

**0345 611 6111** (Option 5)

Sainsbury's assisted shopping scheme:

**0800 328 1700** (Option 2)

**healthwatch**  
North Tyneside



## Accessing essential supplies when self-isolating

### Prescription delivery

You can have your prescriptions delivered to your door. Healthwatch North Tyneside has produced a handy guide to pharmacies and their delivery options - mainly this involves a driver picking up your prescription from a local pharmacy. In addition to these local services, there are several online pharmacies that will deliver your medication through the post.

- Visit [healthwatchnorthtyneside.co.uk/infoandadvice/prescription-deliveries/](http://healthwatchnorthtyneside.co.uk/infoandadvice/prescription-deliveries/) for information about prescription deliveries and lots of other useful health and care services.

### Access to cash from the Post Office

The Post Office has partnered with other financial institutions and government departments to offer new services allowing people to withdraw cash on your behalf. They also offer a Cash Direct service which provides a next-day cash delivery service.

- Contact your bank directly to see what options might be available to you, or find out more here: [postoffice.co.uk/coronavirus-help-support/access-to-cash](http://postoffice.co.uk/coronavirus-help-support/access-to-cash)

## We're very lucky in North Tyneside to have access to a wealth of services, local charities and community organisations which have adapted to support people during the pandemic.

➤ You can search the North Tyneside SIGN Directory for full details of services in your area: [services.northtyneside.gov.uk/sign/](https://services.northtyneside.gov.uk/sign/)

➤ North Tyneside Council's Covid-19 Support Hub is here to support anyone in urgent need of non-clinical help in the borough. Priority will be given to those identified by the NHS as clinically extremely vulnerable due to their health conditions. Opening hours for the Covid-19 Support Hub are Monday to Friday, 8am to 5pm. You can contact the Hub on **0345 2000 101**.

➤ NHS Volunteer Responders are able to provide assistance to anyone self-isolating by collecting their shopping, medicines and other important items. To arrange support for yourself or someone you know call **0808 196 3646** (8am to 8pm, 7 days a week).

### Good Neighbours

VODA's Good Neighbours project provides support to local residents via a team of trained volunteers. You can access support from a Good Neighbours volunteer if you:

- Are a North Tyneside resident
- Are unable to shop or collect prescriptions independently due to health, age, disability or other barriers
- Have no-one else in your support network that can help

Good Neighbours volunteers can assist with:

- Delivering a click and collect order you have booked
- Topping up your gas or electricity
- Carrying out shopping for you
- Prescription collection and delivery
- Helping you to get online

To access support from Good Neighbours contact **0345 2000 101**. If you would like to sign up as a volunteer please email

➤ [volunteering@voda.org.uk](mailto:volunteering@voda.org.uk)

## Local support available

### Age UK North Tyneside

➤ Age UK North Tyneside is the one stop shop for older people in North Tyneside. They are here to help you make more of life. Contact them on **0191 2808484** Option 1. Their offer of support includes:

- Emergency hot meals
- Essential shopping support
- Information, advice and guidance including benefit entitlement
- Dementia Connections advice and support
- Winter Warmers & Workouts (January & February programme of social and physical activities)
- Carer, transition into care and bereavement peer support groups
- Telephone befriending
- Virtual social groups
- Healthy Habits programme
- Ex services personnel support

### Citizens Advice North Tyneside

➤ Citizens Advice North Tyneside offers free impartial advice on debt, benefits, employment, pensions, housing, consumer, family and any other problems. Call **0300 3309 047** Monday to Friday 9am to 5pm or visit: [ntcab.org.uk](https://ntcab.org.uk).

### North Tyneside Carers' Centre

➤ North Tyneside Carers' Centre provides remote information, advice, counselling and support for carers. They also deliver a range of online activities and workshops to give carers the chance to connect with others, look after their own wellbeing and receive help in their caring role. Call **0191 643 2298** or email [enquiries@ntcarers.co.uk](mailto:enquiries@ntcarers.co.uk).

### Healthwatch North Tyneside

Healthwatch North Tyneside is a local charity and the independent voice for users of health and care services. Healthwatch is there to:

- Provide information and signposting so that you get the support you need
- Listen to your views and experiences about the health and social care services you use
- Improve the quality of services by making sure providers and decision makers listen to your views

➤ Healthwatch recently launched a brand new website enabling you to find local services, leave your feedback about services and take part in consultations about how well health and care services work. Visit: [hwnt.co.uk](https://hwnt.co.uk) or ring **0191 2635321** to talk to one of the team.

### Financial support

If you cannot go to work you should find out from your employer whether you are 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.

➤ If you're on a low income and you're asked to self-isolate by NHS Test and Trace, you may be able to get a £500 Test and Trace Support Payment. For more information visit: [my.northtyneside.gov.uk/category/1491/apply-test-and-trace-support-payment](https://my.northtyneside.gov.uk/category/1491/apply-test-and-trace-support-payment)

## It's important to look after your physical and mental health whilst self-isolating.

### NHS Better Health

The NHS Better Health website provides lots of information and advice to help you improve your wellbeing by making healthier lifestyle choices. You'll find the tools and support you need to quit smoking, get active, and lose weight:

➤ [nhs.uk/better-health/](https://www.nhs.uk/better-health/)

### HowFit Website

North Tyneside Clinical Commissioning Group has recently launched a new HowFit website designed to help members of the public get fit in their own homes. HowFit encourages users of any ability, from chair based to fairly fit, to undertake a plan of simple exercises that can be carried out at home without the need for any special equipment:

➤ [howfittoday.co.uk](https://www.howfittoday.co.uk)

### Age UK North Tyneside's Youtube Channel

Age UK North Tyneside's Youtube Channel features three short films to help you get started with the How Fit programme:

➤ [youtube.com/channel/UCo0bcR2VM9EBNfi296fF35w](https://www.youtube.com/channel/UCo0bcR2VM9EBNfi296fF35w)

## Staying well



### If you can't get online, you can still do some simple exercises at home to keep active.

- Put on some music and dance around your living room
- Squats, jogging on the spot, press ups, sit ups, using tins as arm weights, skipping
- Walk up and down the stairs more times than normal (be sure to hold the rail)
- Gentle stretches
- Set yourself a reminder to get up every hour and walk around the house
- Get the vacuum and duster out and do some housework

Looking after your mind as well as your body is really important when you are at home self-isolating.

As well as feeling bored or lonely, some people may have additional worries about their health, family members and finances. These feelings are perfectly normal, and for most people these feelings will pass. Others may need to access formal support services.

## Mental wellbeing

### Here are some things you can do to look after your mental health.

- Keep in touch with friends and family through telephone calls, video calls, emails and even letter writing. Feeling connected with others can really help lift your mood.
- Try and stay as active as possible whilst still following self-isolation guidance.
- Take advantage of your self-isolation by learning a new skill - there is loads of adult learning provision available online from organisations such as Future Learn:  
➤ [futurelearn.com/courses](https://futurelearn.com/courses)
- Try to eat a balanced diet, drink plenty water and avoid too much alcohol.
- Think about what you can do for others whilst self-isolating. Perhaps you can offer some telephone befriending via Age UK North Tyneside or become part of VODA's Community Health Champion project.
- Reach out for help as early as possible – especially with things like debt and finances, or with your mental health.
- VODA's NT Life Recovery College webpage contains links to some useful online mental health resources:  
➤ [voda.org.uk/nt-life-online-resources/](https://voda.org.uk/nt-life-online-resources/)

### Mental health support

Healthwatch North Tyneside's website contains some important information on how to access mental health support:  
➤ [healthwatchnorthtyneside.co.uk/infoandadvice/supportingmentalhealth/](https://healthwatchnorthtyneside.co.uk/infoandadvice/supportingmentalhealth/)

If you need urgent help with your mental health right now, you can get in touch with the Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust's Initial Response services. If you live in North Tyneside call the following freephone numbers:

- Adults: **0800 652 2861**
- Children and young people: **0800 652 2862**



## What to do if your symptoms get worse

It's really important to seek medical help if you are struggling to cope with your symptoms, or if they get worse.



➤ You should use the **NHS 111** online Coronavirus service if:

- You feel you cannot cope with your symptoms at home
- You feel breathless and it's getting worse
- Your symptoms get worse and you're not sure what to do

➤ **111.nhs.uk/covid-19/**

If you cannot get help online then call the **111** service.

➤ Call **999** for an ambulance if you:

- Are struggling to breathe
- Are coughing up blood
- Have blue lips or a blue face
- Feel cold and sweaty, with pale or blotchy skin
- Have a rash that does not fade when you roll a glass over it
- Collapse or faint
- Become confused or very drowsy
- Have stopped peeing or are peeing much less than usual

Tell the operator you might have Coronavirus symptoms.

## Vaccination roll out

The NHS will get in touch when it's your turn to be vaccinated.

The new Covid-19 vaccine is now being rolled-out in North Tyneside in four mass vaccination sites across the borough. The first phase is inviting people over the age of 80 to receive the vaccinations as well as people living in care homes and frontline health and social care workers.

Residents of North Tyneside are being urged not to contact their GP regarding the vaccine at this time. You are asked to remain patient as the most vulnerable groups are contacted and invited for vaccination first, in a phased approach, as more sites become operational in the coming weeks across the borough.

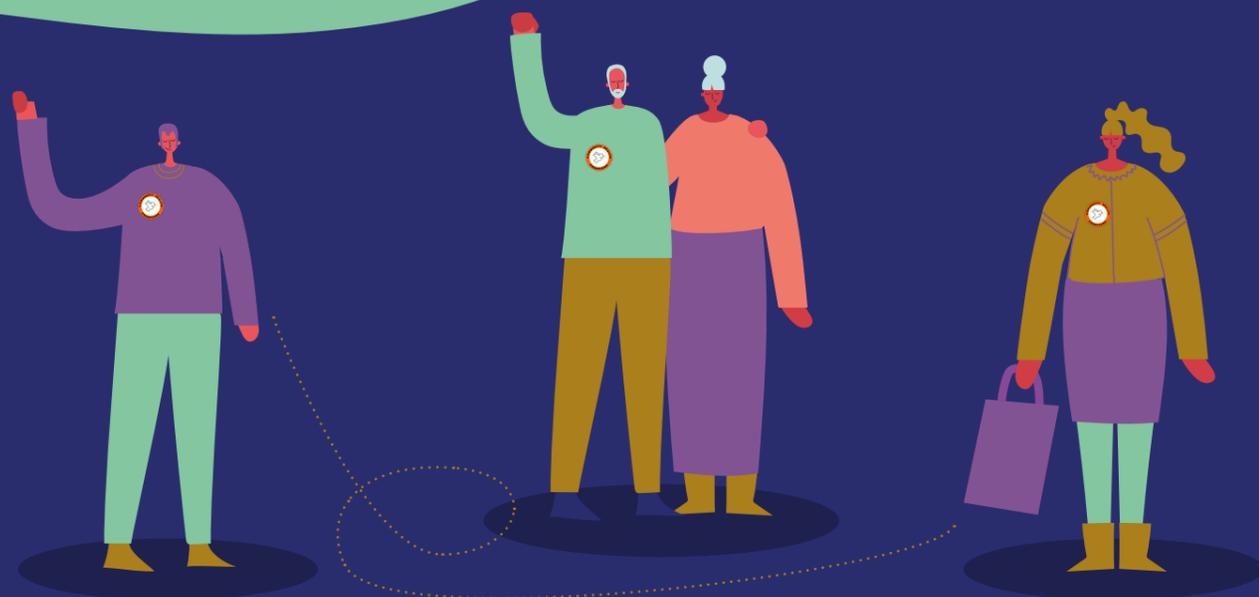
As more Covid-19 vaccines are approved this process will be sped up as logistics allow, with vaccination by GP invitation and appointment only, moving down through the priority groups outlined by the Joint Committee on Vaccination and Immunisation (JCVI).





We know that having to self-isolate can leave people feeling frustrated, lonely, disconnected and overwhelmed. To help ease some of these feelings, why not become a Community Health Champion and help share important Covid-19 messages with people you know and care about in North Tyneside?

To find out more and sign up, visit:  
▶ [voda.org.uk/community-health-champion/](https://voda.org.uk/community-health-champion/)



### How might this help you in self-isolation?

#### Flexibility:

- Low commitment and fully flexible - it will only take you 15 minutes to sign up to be a Champion and then around 5 minutes per week after that (with a little extra if you want to join our online social events).
- Being a Champion enables you to take positive action to support your local community and make a difference during the pandemic, without feeling overwhelmed or leaving the house.

#### Positive mood:

- Doing things to help others can often give people that 'fuzzy feeling' and can help increase wellbeing.

#### Connect:

- Enjoy the opportunity to connect with like-minded Champions who also care about their local community through our friendly online socials and skill shares.

#### Stay in the know:

- We all know it's been hard to keep up to speed with ever changing Covid-19 updates and restrictions. Being a Champion will mean you're the first to receive trusted up to date messages from Public Health.

# Community Health Champions

### What difference does being a Champion make?

Because of the trusted updates Champions receive, one Champion was able to inform their local community how they could safely and legally organise some doorstep Christmas Carol singing for vulnerable people. They said:

**“You're making some of our special people very happy, ever since we contacted them with the idea, they haven't stopped talking about it!”**

▶ To find out more contact Alice at [alice.holliday@voda.org.uk](mailto:alice.holliday@voda.org.uk) or call **07709 244 578**.

Alternatively, you can sign up as a Champion here:  
[voda.org.uk/community-health-champion/](https://voda.org.uk/community-health-champion/)

### Do you belong to an ethnic minority community in North Tyneside?

We know Covid-19 has nationally disproportionately affected people belonging to Black, Asian and Minority Ethnic groups. This needs to change. Which is why VODA has recruited a new Health, Wellbeing and Information Worker specifically for ethnic minority communities. Are you able to talk about access to health concerns for people within your community and what health information could be useful? Please get in touch – we'd love to hear from you!

▶ Contact Safiah at [safiah.fardin@voda.org.uk](mailto:safiah.fardin@voda.org.uk) or call **07596 806373**.

You can find out more information here:  
[voda.org.uk/health-wellbeing-and-information-ethnic-communities/](https://voda.org.uk/health-wellbeing-and-information-ethnic-communities/)