

Providing your care during COVID-19

Community Services

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Ward/service name (If not information title)	
Address	
Telephone	
Mobile	
Service opening hours	
Lead contact name	
To talk to someone about this information contact your care team	Tel:

Life has been changing for lots of people because of the Coronavirus.

There is a lot of information about the Coronavirus on the news.

You might be feeling worried about this.

Especially if you need to go into hospital.

We are still supporting people with mental health needs and learning disabilities.

This leaflet will tell you about what we are doing to protect you and your families.

Going to hospital

Going into hospital can be scary for lots of people.

We will give you as much information and support as we can.

At the hospital you will get a test for COVID-19, even if you don't have any symptoms.

While we wait for the result you will need to stay in your room. We will also have to limit the people you meet.

This is important to do to keep everyone safe.

It might make you feel anxious or worried.

Staff will help you and you can ask them questions.

They will also help you talk to your friends and family safely.

If your test is negative you won't need to do anything else.

You just need to keep the social distancing rules on your ward.

On the ward

Staff will have to wear special clothing to keep you, your family and staff safe.

This will include:

- Plastic apron
- Face mask
- Gloves
- Eye protection

You will also need to stay two metres away from others.

Seeing your family or carers

It is important that we protect you and your family.

Visits have to stop for the moment.

But you can still talk to your friends and family with a tablet.

Staff will help you with this.

Getting essential items

Lots of people need their family or carers to do their shopping.

If you need anything please ask your family to contact staff.

They can find a time that is good for dropping off your shopping.

Your family or carer will need to wash their hands.

They will need to stay two metres away and drop your shopping at reception.

Staff will pick up your shopping and check it before bringing it to you.

This is to keep everyone safe.

Please only do this if it is really necessary.

What happens if someone on your ward has Coronavirus

Someone on your ward might get the Coronavirus.

They will be cared for at a safe distance from you.

This might make you feel anxious.

Staff will be able to help you and answer any questions you might have.

Staff will also check other people on the ward for symptoms. You might be offered another test.



Feedback

What do you think this leaflet – is the information useful, is there anything missing or anything you didn't understand? Please let your care team know.

Do you have concerns or complaints?

If you have concerns or complaints about a service, please tell a member of staff. You can also call our patient advice and liaison service (PALS) on Freephone 0800 052 0219 or email tewv.pals@nhs.net.

Information in other languages and formats

We want to make sure you can read and understand the information we provide to you. If you would like this leaflet in another language, large print, audio or Braille, please ask a member of staff.

Find this information

Staff - T:\Patient and Carer Information\Trustwide\Learning Disability Trustwide Service users and carers - <https://www.tewv.nhs.uk/providing-your-care-during-covid-19-community-services/>