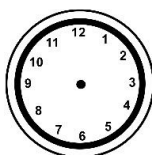


Easy read information

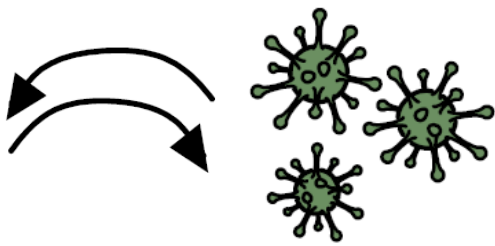
Providing your care during COVID-19

Community Services

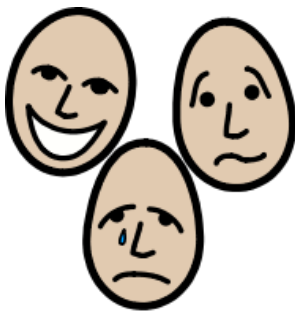
Leaflet reference: L1104
Version: V1
Date last updated: 28 / May / 2020
Archive date: 28 / May / 2020



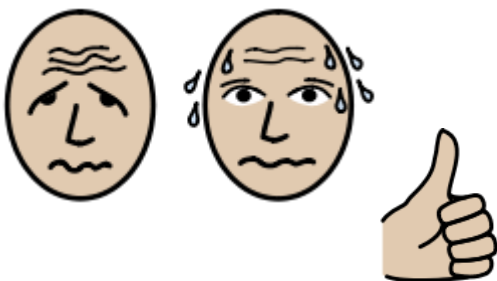
This service is available:



Life has been changing because of the Coronavirus.



This can affect us all in different ways.



People might be feeling anxious or worried.

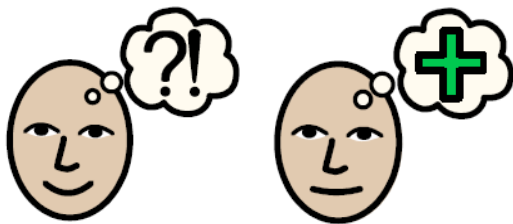
It is okay to feel this way.



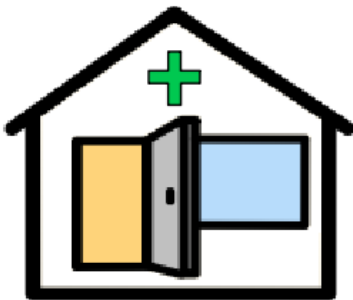
Things will not be like this forever...



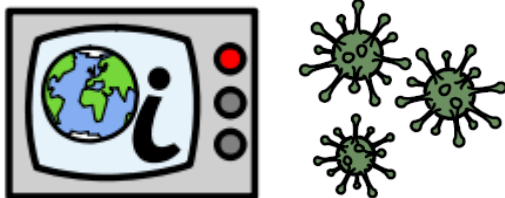
...but it is important that you still feel supported.



Having mental health needs or a learning disability can make things even harder.



Our services are still open to support you.



There is lots of information about the Coronavirus on the news.

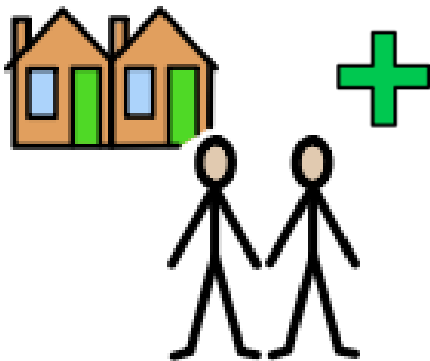


You might be feeling worried about this.



This **leaflet** will tell you about what we are doing to **protect** you.

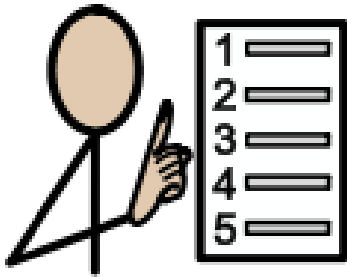
Reviewing your care and home visits



Most community teams are still offering appointments



They want you to feel supported...



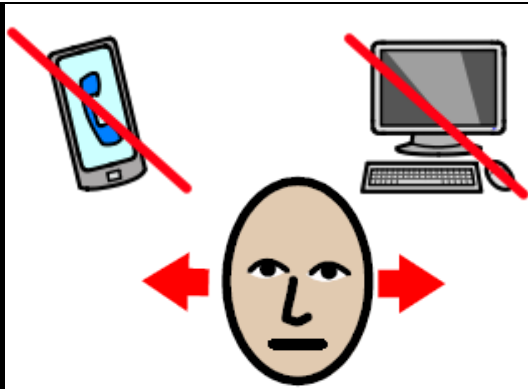
...but they must also follow government guidelines to stay safe.



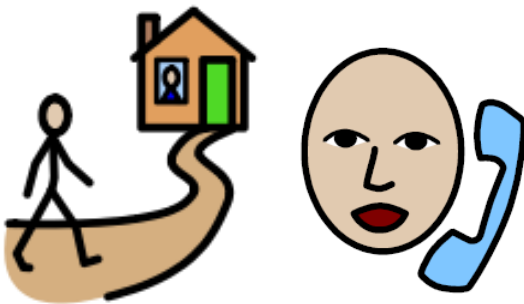
This means appointments may be done over video or telephone call.



This is to make sure you don't get sick.

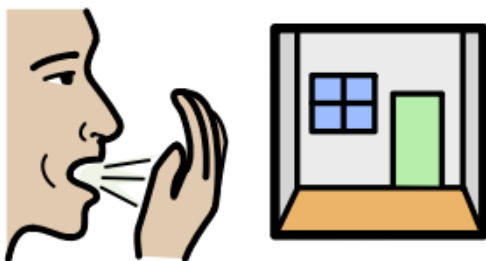


Not everyone will want to do this.

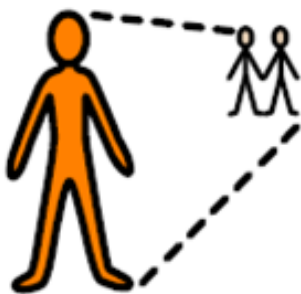


Home visits can go ahead if needed.

Someone will call you before.



If someone in your house has a cough or raised temperature, staff will see you in a different room.



Staff will stay 2 metres away from you when possible.

Protecting you and your family during visits



It is important that we protect you and your family.

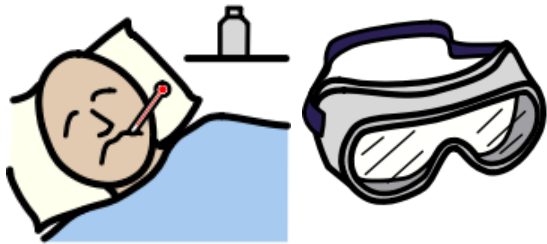


Staff will now wear personal protective equipment at your house.



This will include:

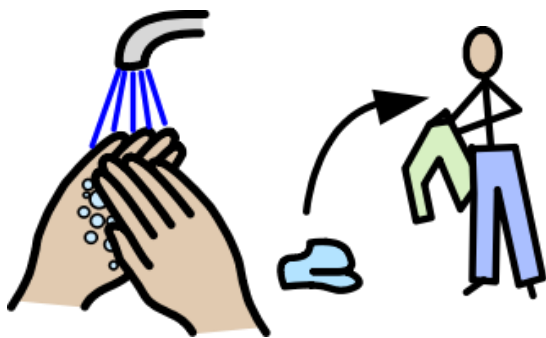
- Plastic apron
- Face Mask
- Gloves



If you are sick or having your bloods taken, they will also wear eye protection.



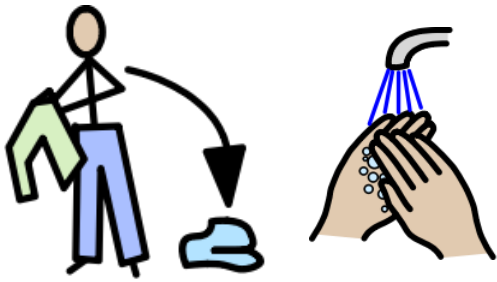
When the staff member arrives, they will:



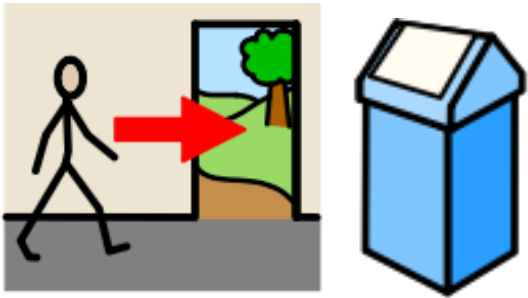
- Wash their hands
- Put on their personal protective equipment



After the visit is finished, they will:



- Remove their gloves and apron
- Wash their hands again



When they are outside your house, they will take off their mask and put it in the bin.

Outpatient clinics



You might need to go to a clinic for your appointment.

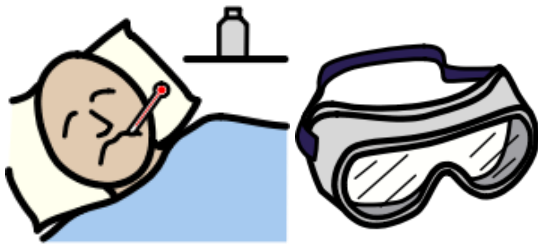


Staff at the clinic will also wear personal protective equipment.



This will include:

- Plastic apron
- Face Mask
- Gloves

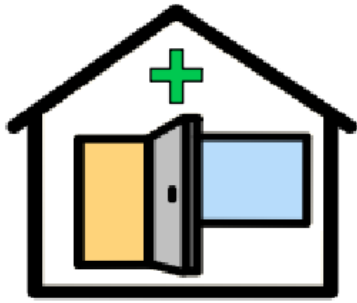


If you are sick or having your bloods taken, they will also wear eye protection.

Here to support you



Many people feel that the NHS can only focus on Coronavirus at the moment.



We want you to know that our services are still open.



We are here to support you.

Please contact us if you need advice or support.



Some helpful advice can also be found on this website:

www.recoverycollegeonline.co.uk



If you are unhappy about our services...



Please tell a member of staff.



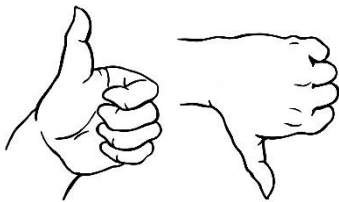
Freephone 0800 052 0219 or



Email tewv.pals@nhs.net.

Feedback

We'd like to know if you thought this information was



- good or bad
- if anything was missing you wanted to know
- if there was anything you didn't understand.

Let a member of your care team know.

Find this information

Staff - T:\Patient and Carer Information\Trustwide\LD Trustwide information

Service users and carers - <https://www.tewv.nhs.uk/providing-your-care-during-covid-19-community-services/>