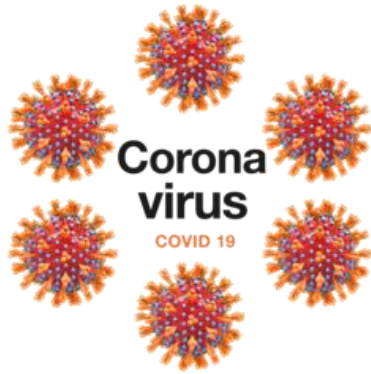
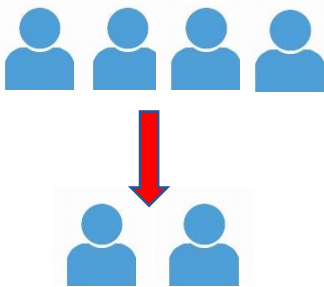


Information for people who receive Social Care services from Devon County Council



There has been a lot of information in the news about Coronavirus. Coronavirus is a flu like illness.








The spread of Coronavirus may mean that providers have less staff available to provide your care service.



If this happens our providers may not be able to provide full services to everyone and we will need to prioritise visits to the most vulnerable.

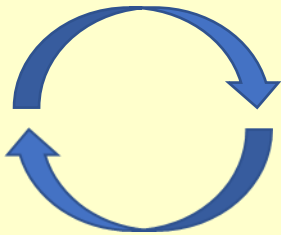


We already do this for short amounts of time in the winter when people can't travel because of snow.

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|---|---|
|  | <p>We are being told to make plans in case things get worse and care providers do not have enough staff to make all the care visits they usually do.</p> |
|  | <p>If this happens the Council will;</p> |
|  | <p>Work with its care providers to make sure we support people with the greatest need who are not able to get support from family, friends or neighbours.</p> |
|  | <p>Your care provider will let you know if you will receive less care visits than usual.</p> |
|  | <p>Your care provider will let you know if your care visits will be stopping for a while.</p> |



If your care visits are less or stopped for a while and you are worried about yourself please talk to your care provider.



How things may change if there are less staff to provide care visits.



You may receive care from a new staff member you have not met before, and they may be male or female.



You may receive care and support at a different time to usual.



you may receive care from a different care provider.

We will make sure your usual care provider and regular care staff will be available as quickly as possible as things get back to normal.



If your care visit is to help with shopping or helping around the home.

unless you are unable to leave your home and have no other way of getting food, or you live with family who can assist you, we may not be providing these services.



Things you can do to help us.



- Talk to friends, relatives and neighbours to arrange support you may need in case your care provider is unable to deliver your care package for a while.



- If your care provider helps you with collecting your shopping or medicine, please make sure you have enough medicines or food in case there is any delay in your care visits.




- We ask you to be flexible about the times your care provider is able to provide you with care. This means that the time of your care visits may change.


They will be working with us to make sure that as many people as possible are being supported to be safe and well at home.




- To help stop coronavirus from spreading. Please do not invite visitors to your home during a care visit.



**What to do if you think you have symptoms of Coronavirus:
A cough, temperature, not being able to breathe like usual.**




you must stay at home for 7 days from when your symptoms started.



7 days

If you live with other people and you are the first person in the house to have symptoms you must stay at home for 7 days.



14 days

All other people living in the house who stay well must stay and not leave the house for 14 days from the day the first person became ill.



If you feel you cannot cope with your symptoms at home or you feel worse, or you do not get better after 7 days you can;

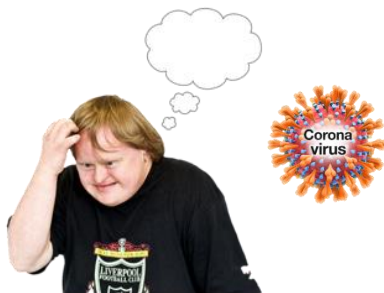


Use the NHS 111 online coronavirus service.






[Click here to access the service](#)



Or you can telephone NHS 111



If you think you may have Coronavirus we will do all we can to make sure you continue to get the care you need to stay as safe and well as possible.

| | |
|---|--|
|  | <p>Staff will be following infection control guidance when providing personal care.</p> <p>Infection control is when staff keep you and them safe, this may be wearing gloves, face mask or other things to help stop the virus spreading.</p> |
|  | <p>When care staff visit you they should wash their hands more, including when they arrive at your home and before they leave.</p> |
|  | <p>Washing your own hands more often will help keep you safe.</p> |
|  | <p>Use a tissue for coughs and bin it.</p> |
|  | <p>Don't touch your face or eyes with your Hands.</p> |



We would like to thank you for understanding and supporting your care provider during this time.



If you are worried about anything you can contact your care provider.

or



You can telephone Devon County Council's Care Direct Team on 0345 155 1007.