

## Patient Resources COVID 19:

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**RESOURCES FOR PATIENTS WHO DON'T HAVE ACCESS TO THE INTERNET:** \*All helplines are understandably experiencing high demand at present, please only use these if you don't have access to the internet or cannot get the information you need from their website.

### ***Looking after your personal wellbeing and health during COVID 19:***

#### **Helplines for emotional support:**

**Mind: 0300 123 3393** – support around mental health problems, anxiety around isolation and COVID 19 and where to get help.

**Bath Mind MH Pod: 0300 247 0050** – Support for emotional wellbeing. 9am-6pm daily.

**Bath Mind Breathing Space: 01225 983130** – Support for emotional wellbeing. 5.50pm-11.30pm daily.

**Alabare Riverside Sanctuary: 01722 466 680** – Charity that provides emotional support and advice. Specialise in helping vulnerable people including those who are homeless or veterans. 3pm-11pm daily.

**Samaritans: 116 123** – 24-hour emotional support phone line.

**Rethink Mental Illness: 0300 5000 927** (Open Mon-Fri 10am-2pm) Advice and information line around types of therapy, benefits, debt, money issues.

**Childline:** Children and young adults can call **0800 111**.

**Parents' Young Mind Helpline: 0808 802 5544** (09.30am-1630pm Mon-Fri) For support and advice for parents and carers who have under 25-year olds in their care who they feel need emotional and mental health support.

#### **Help/support for those shielding/isolating:**

**Bath Community Hub: 0300 2470050.** Telephone advice on how to receive critical support whilst shielding or self-isolating (food, prescriptions etc).

**Friends indeed: 01225 941066** - Call Donna or Stephan to find support and advice on home help and companion services (Bath and surrounding areas).

#### **Employee Support:**

**ACAS (Advisory, Conciliation and Arbitration Service):** Support and advice for employers and Employees during coronavirus: **0300 123 1100 (Mon-Fri 0800am-1800pm)**.

### ***Long term conditions that fall into at risk groups, pregnancy and those >70 years:***

- **>70years**

**Age UK: 0800 678 1602** (8am-7pm) – Support and advice line for money, care, health and wellbeing.

- **Asthma:**

**Asthma UK Expert Nurse helpline: 0300 222 5800.** Support and health advice for people with asthma.

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- **Cancer:**

**Macmillan cancer support: 0808 808 00 00** (8am-8pm) Support and advice for patients with cancer.

**Cancer Research: 0808 800 4040** (8am-6pm Mon-Fri). Helpline for support and advice from cancer nurses for patients/relatives of patients with cancer.

- **COPD and other lung conditions e.g. pulmonary fibrosis and Cystic fibrosis:**

**British Lung Foundation: 03000 030 555.** Support and advice line for those with chronic lung conditions.

**Cystic Fibrosis Trust: 0300 373 1000 or 020 3795 2184.** Support and advice helplines for those with cystic fibrosis.

- **Diabetes:**

**Diabetes UK: 0345 123 2399:** support and advice line for people with type one and type two diabetes:

- **Heart conditions: Previous heart attacks/angina/heart failure etc:**

**British Heart Foundation: 0300 330 3311** – support and advice from British Heart Foundation Volunteers.

- **HIV:**

**Terrance Higgins Trust: 0808 802 1221.** Helpline for support and advice for those living with HIV.

- **Inflammatory Bowel Disease; Chron's/Colitis:**

**Chron's and Colitis UK: 0300 222 5700.** Support and advice line for patients with inflammatory bowel disease.

- **Chronic Kidney Disease and other Kidney conditions:**

**Kidney Care UK: 01420 541424.** Support line (Mon-Fri 9am-5pm) for patients with kidney conditions.

- **Pregnant Women:**

**Bluebell Care: 0117 922 0726.** Locally based (Bristol) emotional wellbeing support and advice for pregnant women and new parents up to 2 years after birth.

**Maternity Advice Line:** Free telephone advice regarding rights at work for pregnant women. Maternity Advice Line: **0808 802 0029** (Mon-Fri 10am-1pm).

If you have immediate concerns about your baby, please contact your local midwifery unit.

**Bereavement Support:**

**Cruse Bereavement Care: 0808 808 1677** – Support line for those going through bereavement

**The compassionate Friends: 0345 123 2304** - Bereavement support helpline for parents and their families who have lost a child at any age.

**Winston's Wish: 08088 020 021** – Support and advice for families of children/young people who are grieving/bereaved.

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**Domestic abuse support:**

**National Domestic Violence Helpline: 0808 2000 247.** For advice and support for those experiencing emotional or physical abuse.

**NSPCC Helpline: 0808 800 5000.** For support and advice to those who are concerned about the welfare of a child, even if you are unsure.

**Childline: 0800 1111:** Offers free confidential advice and support to any children 18 years or under, whatever the worry.

**NHS Worker Wellbeing Support:**

**NHS Practitioner Help:** Text NHSPH to 85258 for 24/7 support in a crisis. Support, resources and advice for NHS workers through the COVID 19 epidemic

**BMA Counselling helpline for Doctors and Medical students: 0330 123 1245** – counselling and peer support 24/7.

**Palliative or End of Life support**

**Dorothy House Hospice Support line: 0345 0130 555.** A range of experienced palliative and end of life care specialists who can support patients and relatives/carers during this difficult time.

**ONLINE RESOURCES: (LINK CAN BE SENT VIA SMS OR EMAIL TO PATIENTS THROUGH SYSTMONE)**

**Looking after your personal wellbeing and health during COVID 19:**

**National guidance and support**

**NHS choices**

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

**UK Government response**

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

**NHS 111 online**

<https://111.nhs.uk/service/COVID-19/>

**NHS 111 self-isolation note for work:**

<https://111.nhs.uk/isolation-note>

***Long term conditions that fall into at risk groups, pregnancy and those >70 years:***

**All high risk groups**

Register that you fall into a vulnerable group to enable support with getting food and medication etc during isolation.

<https://www.gov.uk/coronavirus-extremely-vulnerable>

- **>70years**

**Age UK:** Advice and support on keeping well during the COVID 19 outbreak.

<https://www.ageuk.org.uk/information-advice/health-wellbeing/conditions-illnesses/coronavirus/>

- **Asthma:**

**Asthma UK:** COVID 19 Health advice for people with asthma:

<https://www.asthma.org.uk/advice/triggers/coronavirus-covid-19/>

- **Cancer:**

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**Macmillan cancer support:** Support and advice for patients with cancer. Email and online live chat support. <https://www.macmillan.org.uk/cancer-information-and-support/get-help/physical-help/cancer-and-coronavirus>

**Cancer Research:** FAQs and support for patients living with cancer during the COVID 19 epidemic. <https://www.cancerresearchuk.org/about-cancer/cancer-in-general/coronavirus-and-cancer>

Live chat and email for support and advice: <https://www.cancerresearchuk.org/about-us/contact-us>

- **COPD and other lung conditions e.g. pulmonary fibrosis, Cystic Fibrosis:**

**British Lung Foundation:** Support and advice about keeping well during COVID 19.

<https://www.blf.org.uk/support-for-you/coronavirus/people-living-with-lung-condition>

**British Thoracic Society:** Support and resources for patients with lung conditions including TB, Pulmonary Fibrosis and Cystic Fibrosis. <https://www.brit-thoracic.org.uk/about-us/covid-19-resources-for-people-with-lung-disease/>

**Cystic Fibrosis Trust:** Advice and support for patients with Cystic Fibrosis during the COVID 19 epidemic. <https://www.cysticfibrosis.org.uk/news/coronavirus-qa>

- **Diabetes:**

**Diabetes UK:** support and advice for people with type one and type two diabetes during COVID 19. <https://www.diabetes.org.uk/about-us/news/coronavirus>

- **Heart conditions: Previous heart attacks/angina/heart failure etc:**

**British Heart Foundation:** <https://www.bhf.org.uk/how-you-can-help/volunteer/volunteer-covid-19-support> – support and advice from British Heart Foundation Volunteers.

- **HIV:**

**British HIV Association:** Support and FAQs for patients living with HIV during the COVID 19 epidemic. <https://www.bhiva.org/coronavirus-and-HIV-responses-to-common-questions-from-BHIVA>

**Terrace Higgins Trust:** Support and FAQs for patients living with HIV during the COVID 19 epidemic: <https://www.tht.org.uk/news/coronavirus-covid-19>

- **Inflammatory Bowel Disease; Chron's/Colitis:**

**Chron's and Colitis UK:** FAQs and support for patients with Chron's and Ulcerative Colitis during the COVID 19 epidemic. <https://www.crohnsandcolitis.org.uk/news/coronavirus-covid-19-advice>

- **(Chronic) Kidney Disease and other kidney conditions:**

**Kidney Care UK:** FAQs and support for patients with kidney conditions during the COVID 19 epidemic: <https://www.kidneycareuk.org/news-and-campaigns/coronavirus-advice/>

- **(Inherited) Metabolic Conditions e.g. MCADD:**

**British Inherited Metabolic Diseases Group:** Advice to those with inherited metabolic conditions during the COVID 19 epidemic. <http://www.bimdg.org.uk/site/news.asp>

- **Pregnancy and breastfeeding:**

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**Royal College of Obstetricians and Gynaecologists:** Advice for patients who are pregnant or breastfeeding during the COVID 19 outbreak. <https://www.rcog.org.uk/en/guidelines-research-services/guidelines/coronavirus-pregnancy/covid-19-virus-infection-and-pregnancy/>

**Royal College of Psychiatrists:** How to look after your mental health in pregnancy. <https://www.rcpsych.ac.uk/mental-health/treatments-and-wellbeing/mental-health-in-pregnancy>

**Bluebell Care:** Locally based (Bristol) emotional wellbeing support and advice for pregnant women and new parents up to 2 years after birth. <http://www.bluebellcare.org> (Can email [info@bluebellcare.org](mailto:info@bluebellcare.org) for support and telephone bookings or contact them on Facebook or Twitter).

**ICON:** 'Babies cry: You can cope.' Support for new parents/carers with babies; coping with crying babies. <http://iconcope.org>

- **Rheumatological conditions:**

**Rheumatology patients:** e.g. those with inflammatory conditions such as rheumatoid arthritis, psoriatic arthritis and ankylosing spondylosis: Advice around immunosuppressant medications and how to keep well during coronavirus:

<https://www.rheumatology.org.uk/News-Policy/Details/Covid19-Coronavirus-update-members>

### **Bereavement Support (including support for children and young people):**

**Cruse Bereavement Care** – Coronavirus: dealing with bereavement and grief: <https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief>

**Winston's Wish** - Information, advice and guidance on supporting bereaved children and young people during the coronavirus outbreak (all support is now via telephone or video sessions): <https://www.winstonswish.org/coronavirus/>

**Sue Ryder online community bereavement support:** <https://community.sueryder.org/>

**Hope Again:** <https://www.hopeagain.org.uk/> (for children and young people dealing with loss) – not Coronavirus specific

**The Compassionate Friends** (for bereaved parents and families who have lost a child at any age): <https://www.tcf.org.uk/news/tcf-news/staying-connected---update/>

### **Carer Support:**

**Carers UK:** Support and guidance on looking after yourself and those you care for during COVID 19: <https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19>

### **Domestic abuse support:**

**National Domestic abuse support:** <https://www.nationaldahelpline.org.uk>  
For advice and support for those experiencing emotional or physical abuse.

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**NSPCC:** For support and advice to those who are concerned about the welfare of a child, even if you are unsure. Some specific advice during the COVID 19 epidemic too.

<https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/coronavirus-abuse-neglect-vulnerable-children/>

**Safe Lives:** Specific resources for domestic abuse and COVID 19 (how to keep yourself safe and report DA): <https://safelives.org.uk/news-views/domestic-abuse-and-covid-19>

**Hestia BrightSky App:** Support and advice app for those experiencing or worried about someone who is experiencing domestic abuse. <https://www.hestia.org/brightsky>

**Language support (English not as first language):** **Doctors of the World:** Most recent NHS COVID 19 guidance translated into 36 languages:

<https://www.doctorsoftheworld.org.uk/coronavirus-information/>

### **Volunteering opportunities and local support available to help you whilst in isolation:**

**Register that you fall into a vulnerable group** to enable support with getting food and medication etc during isolation. <https://www.gov.uk/coronavirus-extremely-vulnerable>

**Become a volunteer for the NHS to help the most vulnerable:**

<https://www.england.nhs.uk/2020/03/your-nhs-needs-you-nhs-call-for-volunteer-army/>

**Bath Community Hub:** 0300 2470050. Telephone advice and website on how to receive critical support whilst shielding or self-isolating (food, prescriptions etc). Please use website first if able. <https://www.3sg.org.uk/pages/compassionate-community-covid-19>

**COVID Mutual Aid Main website:** <https://covidmutualaid.org> – local groups set up to help each other during COVID 19.

**Bath Mutual Aid Facebook group.**

**Forever Friends RUH staff:** Support the RUH staff during the COVID 19 epidemic.

<https://www.foreverfriendsappeal.co.uk>

### **Palliative Care and End of Life support:**

**Dorothy House hospice:** Support and advice for patients/carers and their families.

<https://www.dorothyhouse.org.uk/patients-carers-families/>

### **Parenting support:**

**Institute of health visiting:** Support for those parenting during the COVID 19 epidemic.

From wellbeing to isolation activities. <https://ihv.org.uk/families/parenting-through-coronavirus-covid-19/>

### **Work and Finance:**

#### **Employer and Employee Support:**

**ACAS (Advisory, Conciliation and Arbitration Service):** Support and advice for employers and Employees during coronavirus: <https://www.acas.org.uk/coronavirus>



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**Working from home: Maintaining you wellbeing:** American Psychiatric Association advice and support: <http://workplacementalhealth.org/Employer-Resources/Working-Remotely-During-COVID-19>

### **Financial Support**

**HMRC Tax Helpline to support small businesses and the self-employed:**

<https://www.gov.uk/government/news/tax-helpline-to-support-businesses-affected-by-coronavirus-covid-19>

**How to access government financial support if you or your business has been affected by coronavirus:**

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/873676/Covid-19\\_fact\\_sheet\\_18\\_March.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/873676/Covid-19_fact_sheet_18_March.pdf)

### **Wellbeing:**

**Mind:** Guidance from how to manage anxiety and worry surrounding COVID 19, to support on getting medications, food etc whilst you are in self isolation.

<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

**EveryMindMatters.** NHS Wellbeing support and resources:

<https://www.nhs.uk/oneyou/every-mind-matters/>

**Mental Health.org:** Specific guidance on managing information overload and isolation:

<https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak>

**WHO (World Health Organisation):** WHO's statement on COVID 19 and wellbeing and mental health: <https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf>

**Headspace:** Free meditation, sleep and movement exercises to help maintain wellbeing during COVID 19. <https://www.headspace.com/covid-19>

**Sleepio App:** Clinically-evidenced sleep improvement programme, using CBT to help improve poor sleep.

**Silvercloud App:** Offers online programmes to ease your levels of stress, sleep better and build resilience.

**Working from home: Maintaining you wellbeing:** American Psychiatric Association advice and support: <http://workplacementalhealth.org/Employer-Resources/Working-Remotely-During-COVID-19>

**Alabare Riverside Sanctuary:** Local Charity that provides emotional support and advice. Specialise in helping vulnerable people including those who are homeless or veterans. Have an email and helpline service. <https://www.alabare.co.uk/about>

### **Child and young adult wellbeing and mental health support during COVID 19:**

**Childline: Support and Resources to help children with anxiety and worries surrounding COVID 19:** <https://www.childline.org.uk/info-advice/your-feelings/anxiety-stress-panic/worries-about-the-world/coronavirus/>

Alternatively you can call **0800 111**.

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**Young Minds:** Online support and advice for child and young people around managing your wellbeing during the COVID 19 outbreak and general wellbeing and mental health support.

<https://youngminds.org.uk/blog/what-to-do-if-you-re-anxious-about-coronavirus/> **Also**

**Text service for URGENT support:** Text the YoungMinds Crisis Messenger, for free 24/7 support across the UK if you are experiencing a mental health crisis. (If you need urgent help text YM to 85258: Free from most mobile providers)

**Parents' Young Mind Helpline: 0808 802 5544** (09.30am-1630pm Mon-Fri) For support and advice for parents and carers who have under 25 year olds' in their care who they feel need emotional and mental health support.

**Kooth:** Free, safe and anonymous online support for young people:

<https://www.kooth.com>

### **Patients who are doctors, health care professionals or medical students:**

#### **Wellbeing:**

**NHS Employers:** Health, safety and wellbeing support and advice for NHS employees:

<https://www.nhsemployers.org/covid19/health-safety-and-wellbeing>

**KeepwellNHS (all NHS workers):** Website of resources supporting the wellbeing and health of all NHS workers and local communities during the COVID 19 epidemic.

<https://keepwellnhs.com>

**BMA Counselling and Peer support: 0330 123 1245** – Confidential 24/7 counselling and peer support services open to all doctors and medical students. **Can also be accessed online via 'live chat' on their online portal:** <https://www.bma.org.uk/advice/work-life-support/your-wellbeing/counselling-and-peer-support>

**WARD (Well and Resilient doctors)** – help and support and more resources for doctors:

<https://www.welldoctors.org/post/covid-19>

**Royal College of Nursing:** Support and guidance for nurses and midwives during the COVID 19 epidemic: <https://www.rcn.org.uk/get-help/member-support-services/counselling-service/covid-19-and-your-mental-wellbeing>

**NHS Practitioner Health:** Support, resources and advice for NHS workers through the COVID 19 epidemic. Includes text service, podcasts, webinars, free wellbeing apps (including Sleepio, silver cloud and headspace) <https://www.practitionerhealth.nhs.uk/covid-19-workforce-wellbeing>

**NHS England:** List of discounts and benefits of working for the NHS: Including shopping hours at supermarkets: <https://www.england.nhs.uk/coronavirus/nhs-staff-offers/>

**Doctor's common room (through NHS practitioner health):** Sign up to connect with others through the virtual Doctor's common room.

[https://www.practitionerhealth.nhs.uk/media/content/files/Doctor's%20Common%20Room\(1\).pdf](https://www.practitionerhealth.nhs.uk/media/content/files/Doctor's%20Common%20Room(1).pdf)

