

This information is written for Torbay residents who may be shielding from COVID-19. It contains local and national sources of support and information. It has been written to encourage us to all feel safer and more confident to get back on with our daily lives.

What does it mean?

Support bubble: If you live by yourself or are a single parent with children under the age of 18, you can now expand your close support network to include another household of any size. This is a 'support bubble' and means you can have close contact with them, including staying overnight. If someone in the bubble shows signs of COVID-19, all members of the bubble should follow the advice on household isolation.

COVID - Secure: A business or setting which has taken agreed measures to support social distancing and minimise risks of infection to staff and people using the setting. Examples might be a one way system in a shop or one person in, one person out in a bank.

Face covering: It is often made from cloth and covers the nose and mouth. A simple scarf or bandanna can also work well as a face covering. For details on making a cloth face covering:

www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering/how-to-wear-and-make-a-cloth-face-covering. A face covering is not the same as a surgical mask or other PPE (personal protective equipment).

Social distancing: Social distancing is a measure to reduce possible COVID-19 transmission. It means staying 2 metres (or 3 steps, or approx. 6ft) away from other people (from outside your household or support bubble). It can also be called 'physical distancing'. Everyone in the UK is being asked to carry on with social distancing.

What can I do? And when?

General information and advice

Torbay Helpline

Torbay Community Development Trust, Age UK Torbay, Brixham Does Care, Healthwatch and CAB Torbay have come together to help Torbay residents. They run a helpline on 01803 446022 from 10am until 6pm from Monday to Friday and on Saturdays between 9.30am and 12.30pm, or online at www.bit.ly/torbayhelpline - please note, these times may vary. Services available include:

- Befriending service
- Companionship
- Collection of pensions, prescriptions and food
- Family support
- Financial advice
- Mental health support

For more information on support with food deliveries, shopping and medicines and other community groups near you who might be able to support, please go to www.torbay.gov.uk/health-and-wellbeing/public-health/coronavirus/community-help/

Children and young people (0-18)

Children and young people who are cared for just by their GP are very unlikely to need to continue to shield in the future. This includes children with conditions including asthma, diabetes, epilepsy and kidney disease. A small group of children who receive specialist care in hospitals may still be

considered clinically extremely vulnerable following a consultation with their doctor. This includes those receiving cancer care or those at risk of severe infection due to an immunodeficiency.

All children and young people currently advised to shield, should continue to do so until 31 July, when the government will pause shielding for everyone.

Mental Health Support

It is normal in these uncertain times to feel anxious or low. Follow the advice that works for you in the guidance on how to look after your mental health and wellbeing during coronavirus (COVID-19) www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19

The Every Mind Matters webpage (www.nhs.uk/oneyou/every-mind-matters/) and NHS mental wellbeing audio guides (www.nhs.uk/conditions/stress-anxiety-depression/moodzone-mental-wellbeing-audio-guides/) provide further information on how to manage anxiety.

If you would rather speak with someone, the Mental Health Matters Devon Helpline provides 24/7, 365 days mental health help on **0800 4700317**

Alternatively, The Moorings offer out-of-hours mental health support to anyone aged 16+ on **07483 991 848** (6pm until midnight, 7 days a week) or email devontorquay.mhm@nhs.net

I've been advised to shield but know that the advice is changing.

What can I do?

Now until 31 July	After 1 August
At home <ul style="list-style-type: none">• You no longer need to socially distance from people you live with• Try to stay home as much as possible, if you do go outdoors, wash your hands as soon as you get home and stay 2 metres (3 steps) away from anyone outside your support bubble when outside your home.	<ul style="list-style-type: none">• The government will no longer be advising you to shield. You may still be at risk if you catch coronavirus so stay at home when you can and take precautions like social distancing.
Seeing friends and family <ul style="list-style-type: none">• If you want to, you can meet in a group of up to 6 people outdoors, including people from other households. Stay 2 metres away from each other and wash your hands regularly with soap and water or hand sanitiser• Take care to minimise contact with others not in your household or support bubble• Do not share or exchange personal belongings such as cups and water bottles• You can form a support 'bubble' with one other household if you want to. One of the bubbles should be a single adult household (either living alone or with no under 18s at home). You can all spend time together outside and inside each other's homes, including overnight without needing to socially distance.	<ul style="list-style-type: none">• The advice will be updated, but you will be able to go outdoors to more places and see more people if you want to. You are still advised to keep 2 metres away wherever possible and at least 1 metre with protective measures in place.
Going to the shops <ul style="list-style-type: none">• You can still get a food box and care / medicine delivery until 31 July• Please continue to get food and medicine delivered and left outside your door. Ask friends and family to help or register to get support with the Torbay Helpline (details above).• Everyone is required to wear a face covering in shops after 24 July in shops	<ul style="list-style-type: none">• The support from the National Shielding Service of free food parcels, medicine deliveries and care will stop• NHS Volunteer Responders will carry on delivering the food you buy, prescriptions and essential items to you if you need it. To contact, please call 0808 196 3646• If you registered for a priority supermarket delivery slot before 17 July, you will keep this priority slot from 1 August• You can go outside to buy food, go to places of worship and for exercise – keeping 2 metres away wherever possible (where not possible at least one metre with protective measures in place).
Going out and about <ul style="list-style-type: none">• You can go outdoors – but please strictly follow social distancing measures, by staying 2 metres away (or 3 steps) from other people• Do wash your hands often and follow good hand hygiene• Don't go into enclosed spaces, including shops, pubs and other people's houses.	<ul style="list-style-type: none">• You can go outside and do the things that everyone else can• Face coverings are recommended for everyone in enclosed spaces where social distancing is difficult and it will be compulsory for everyone to wear a mask in a shop after 24 July 2020• Face coverings are also mandatory on public transport and in hospitals• Some people don't have to wear a face covering for health, age or equality reasons – details are available at www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers#exemptions-face-coverings.

Shielded only Torbay sites (see attached map)

To help shielded people to get out and about safely a number of parks/open spaces in Torbay will be dedicated for shielded people only at certain times in the day during August and September and a number of tourism sites will provide dedicated opening times and tours for more vulnerable members of the local community. This has been made possible through a partnership with the English Riviera Global Geopark and Torbay Council's Natural Environment team. At these times only vulnerable and previously shielded people will be permitted into these sites thereby reducing their risk. You are still encouraged to maintain a distance, limit contact with people outside of your household, wash your hands regularly and if you have symptoms, to get tested.

The Geopark tourism sites follow. For more information see http://englishrivierageopark.org.uk/section_main.cfm?section=5006 or call the venue.

Kents Cavern

Kents Cavern will be reopening on 11 July, offering pre-booked tours only for a maximum of ten people, and special tour slots for vulnerable groups. Tel: **01803 215136**

Cockington Court

From 8 July the two main galleries and visitor welcome point at Cockington Court will be open on Wednesday afternoons (1 to 4:30pm) following a deep clean for people who have been shielding. The Seven Dials cafe is open for takeaways with plenty of outside space to enjoy. Tel: **01803 607230**

Torre Abbey

Torre Abbey will reopen on 14 July to the Friends of the Abbey and members of the 1196 Club, moving towards a full opening to the public from 28 July. The Abbey will undergo a deep clean whilst closed each Monday, and then will just be open just to those who have been shielding each Tuesday. Tel: **01803 293593**

Torbay Coast and Countryside Trust

TCCT has created special guidance on how to safely visit their sites such as Berry Head and Saltern Cove, including a COVID Countryside Code offering advice on staying safe when visiting Trust sites. Tel: **01803 520022**

Artizan Gallery, Lucius St and Fleet Walk, Torquay

Artizan Gallery will be offering morning bookings exclusively to vulnerable groups/individuals 9 to 11am every weekday they open and 9 to 10am on Saturdays. Tel: **07762 921571**

Reach Outdoors, Seashore Centre, Tanners Road, Goodrington

For fans of paddle boarding and Kayaking, Reach Outdoors are offering an early bird slot between 9 and 10am to people who have been shielding. Private group sessions for a 'shielding circle' of up to five people are also available for up to 3 hours. Tel: **01803 524950**

The participating parks/open spaces follow. For more information please call the Helpline on **01803 446022**.

Brixham

Bonsey Gardens, off North Furzeham Road – Mondays 2 to 4pm

St Mary's Park (with play park) – Thursdays 10 to 12noon

Shoalstone Picnic Area – Tuesdays 10am to 12noon

Paignton

Preston Gardens, Torquay Road – Tuesdays 10.30am to 12.30pm

Hollicombe Park – Thursdays 2pm to 4pm

Young's Park near the bandstand, Goodrington – Tuesdays 11am to 1pm

Palace Avenue Gardens – Wednesdays 10.30am to 12.30pm

St Michaels Field (with play park), St Michael's Road – Mondays 2pm to 4pm

Stanley Gardens (with play park), – Thursdays 2pm to 4pm

Primley Park (with play park), off Totnes Road – Fridays 11am to 1pm

Torquay

Our Space at the Acorn Centre, Lummaton Cross – Wednesdays 2pm to 4pm

Steps Cross, off Teignmouth Road – Thursdays 10am to 12noon

Cricketfield Community Garden, Cricketfield Road – Fridays 10am to 12noon

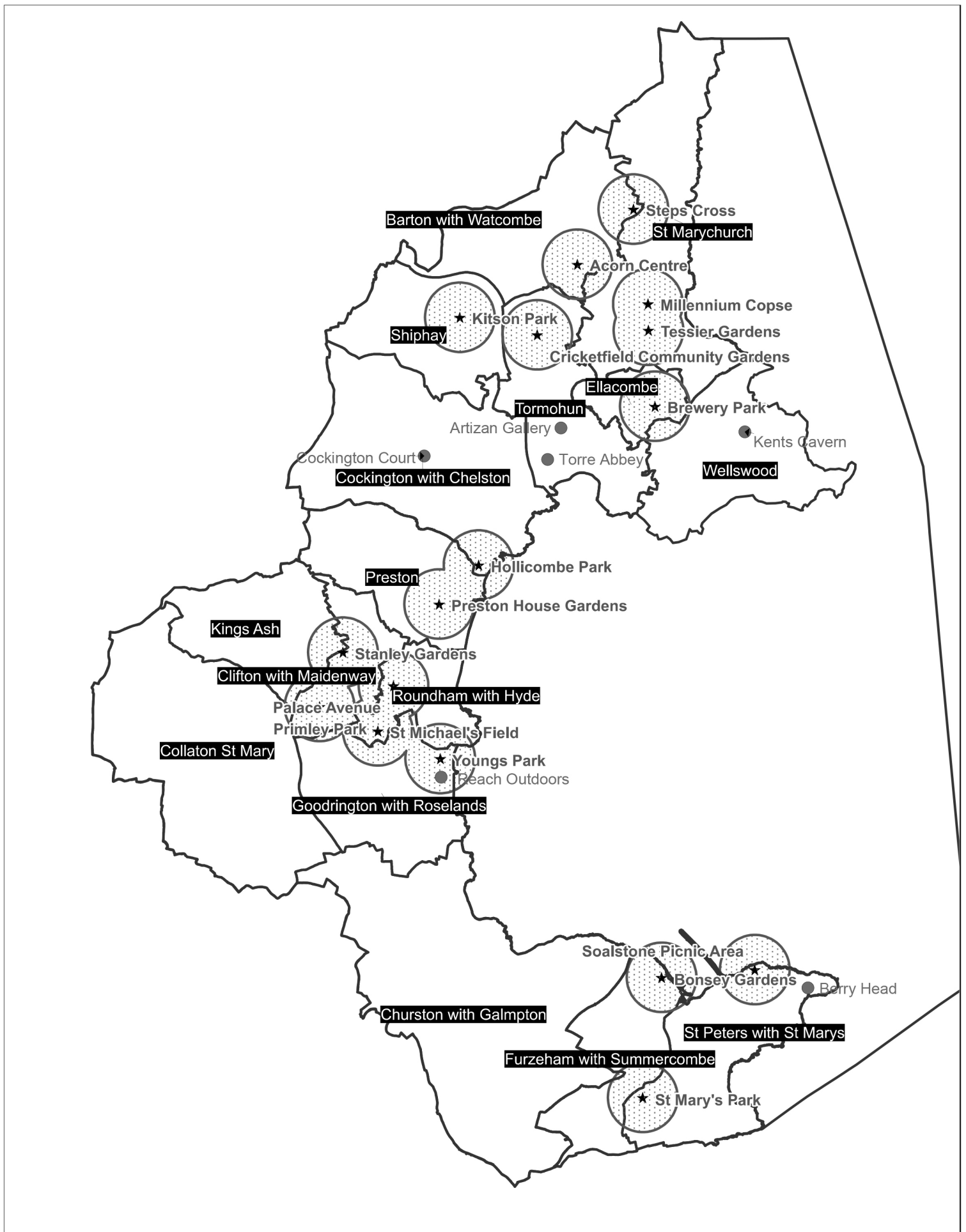
Tessier Gardens (adults only), Lindridge Road, adjacent to Furrough Cross Church – Tuesdays 10.30am-12.30pm and Thursday 1pm to 3pm.

Kitson Park, Cadewell Lane – Tuesdays 11am to 12noon

Brewery Park (Top), Lower Ellacombe Church Road – Mondays 2pm to 4pm and Thursdays 10am to 12noon

Millennium Copse, between Chilcote Close and Rowley Road, St Marychurch – Wednesday 11am to 1pm

The helpline is also offering a buddy service for those who would like a volunteer to escort them on their first trips out and about.



○ Shading Parks with 10 min Walking Zone

● Geopark Tourism Sites

Using transport

- The advice until August is to avoid enclosed spaces outside your home so please avoid using public transport. If you need transport to attend an essential health appointment please discuss with the service you are visiting
- Transport to medical appointments can also be provided by the Karing Voluntary Group for a small fee. Call **01803 524799**. Please give as much notice as possible.
- If using buses, trains or taxis please wear a face covering. You will be breaking the law if you fail to do so and could be fined (unless you are exempt). More guidance and pointers on using transport, including public transport is available at: www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers#public-transport
- Transport to medical appointments is available to some NHS patients, call **01803 656777** to make arrangements. It can also be provided by the Karing Voluntary Group for a small fee, call **01803 524799**. Please give as much notice as possible.

Attending a health appointment

- You should continue to access the essential services that you need, and you should contact the NHS if you need urgent or emergency care
 - Everyone should access medical assistance online or by phone in the first instance wherever possible
 - If you have a scheduled hospital or other medical appointment before 31 July, talk to your GP or specialist to make a plan about the best way to attend. Your hospital may need to cancel or postpone some clinics and appointments. You should make contact with them to confirm appointments.
- Hospitals and other healthcare settings are continuing to use phone and online appointments where they can. Call in advance to arrange your healthcare appointment as normal for any health concern.

Going to work or volunteering

You are still advised not to work outside your home until after 31 July.

For employees:

The recent government letter to shielding patients can be used as evidence to your employer that you cannot work outside of your home until 31 July, including for statutory sick pay purposes.

If you are unable to work from home, you should discuss and agree your options with your employer. At times, it may be appropriate for you to take up an alternative role or adjust your working patterns temporarily.

If you were employed before 19 March 2020, you may be eligible for the Coronavirus Job Retention Scheme, under which you can be furloughed at 80% of your salary (maximum of £2,500 per month) up to the end of August after which time employers are paying an increased proportion of furloughed staff salaries until the furlough scheme ends, as currently planned, at the end of October.

You can go to work, as long as the workplace is COVID-secure – but carry on working from home if you can.

For employees:

If you have any concerns relating to your health and safety at work, you should discuss these with your employer. You may also seek advice from your union representative (if you have one) or ultimately the organisation responsible for enforcement in your workplace, either the Health and Safety Executive or Local Authority.

Guidance for employees relating to workplace adjustments and assistance relating to a safe return to work is available via the www.gov.uk

For employers:

Employers have been issued with guidance on how to make workplaces COVID-safe which is available at www.hse.gov.uk/coronavirus/working-safely/index.htm.

Should I wear a face covering

- You are not advised to at this time because the risks should be managed in other ways. These ways are:
 - Having less contact with others
 - 2 metres (or more) of physical distancing
 - Only meeting others outdoors at a distance
 - Only having close contact with people in your household/support bubble
- If you have an essential Hospital or doctor's appointment, you are advised to wear a face covering
- Call in advance to make arrangements with the health care provider.
- It will be compulsory for everyone to wear a mask in a shop after 24 July 2020
- If you are in any other enclosed spaces it is advisable to consider wearing a face covering
- Face coverings mainly offer protection to others so if you are concerned about crowded spaces, especially if others aren't wearing face coverings, it might be better to avoid them for now.

Dos and don'ts advice from: www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/advice-for-people-at-high-risk/

Other advice taken from: www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19

What about the future?

Shielding may come back if infections rise nationally or locally. As we learn more about COVID-19 and continue to work with our local partners, we should be able to target groups and individuals who we think will need to shield again. We recognise the difficulties and sacrifices that many of us have made to keep coronavirus under control. We will do our best and will only ask those who absolutely do need to shield to do so again in future. Here in Torbay there is a lot of work taking place in public spaces, shops and businesses, community sites and places of worship to help us to all be as safe as possible.

Advice accurate on 14/07/2020

Torbay Community Helpline

01803 446022 | bit.ly/torbayhelpline



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development trust
Bringing people together

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www.torbay.gov.uk/OneTorbay