Information
for people receiving home care

Key Information, Guidance and Contacts

What are the symptoms of COVID-19?

The main symptoms of COVID-19 (coronavirus) are:

- **High temperature**
This means you feel hot to touch on your chest or back
(you do not need to measure your temperature)

- **A new, continuous cough**
this means coughing a lot for more than an hour, or three or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual).

- **A loss of, or change to, your sense of smell or taste**
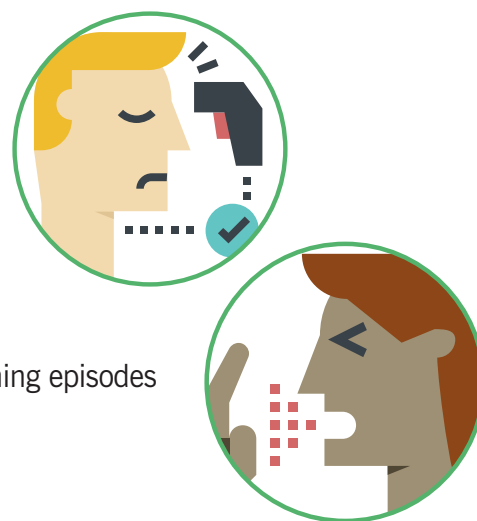
When should you and visitors to your home (care and support staff) wash your hands?

- On arrival at the house
- Before and after touching you and your belongings
- Before and after smoking/vaping
- Before leaving the house
- When hands are dirty
- Before and after touching any equipment
- Before handling food and drink

If you have symptoms of COVID-19 (the virus)

You should follow the government guidance and isolate yourself from anyone else living with you for 7 days. Anyone living with you should also isolate by staying inside the house for 14 days to make sure they too don't come down with the virus.

You should also tell any care or support providers that send paid carers into your home to support you. They will still support you but would need to follow extra cleaning and extra Personal Protective Equipment (PPE) guidance.

If you do not have symptoms of the virus

Normal good hygiene practices should still happen. For example, aprons and gloves should be used for any personal care. Extra PPE like masks are only used when someone has symptoms.

Community support networks

If you feel you need support with things like shopping, food, money management or if you are feeling sad or lonely each district has a dedicated Community Hub.

District	Contact Information for the Community Hub
Blaby	**0116 275 0555** https://www.blaby.gov.uk/coronavirus/
Oadby and Wigston	**07824 462 038** https://www.oadby-wigston.gov.uk/pages/community_hub_coronavirus_covid_19
Charnwood (via John Storer House)	**01509 631750** https://www.charnwood.gov.uk/pages/coronavirus
Harborough	**01858 828282 or 01858 821232** https://www.harborough.gov.uk/hd-community-hub
Hinckley and Bosworth	**01455 238141** https://www.hinckley-bosworth.gov.uk/coronavirus
Melton	**01664 502 502** Here4melton@melton.gov.uk
North West Leicestershire	**01530 454545** https://www.nwleics.gov.uk/pages/community_support_schemes

You can also contact VAL (Voluntary Action Leicestershire)
Contact details for VAL: Telephone **0116 257 5750**   Email **helpline@valonline.org.uk**

Contacting the council

Most questions can be answered by your care and support provider. If they can't help you or you have concerns about your care and support provider, or you are left for any reason without essential care and support you can contact Adult Social Care.

- Telephone: **0116 305 0004**   Email: **adultsandcommunities@leics.gov.uk**
- Telephone the Emergency Duty team on **0116 255 1606** if you need to speak to adult social care outside of normal office hours.

Leicestershire County Council