

## East Sussex Community Hubs – Guidance for staff and volunteers

This guidance is for staff working in Community Hubs in East Sussex, to support them with contacts with the public and appropriate onward signposting and referral.

### Urgent health problems and clinical advice about coronavirus

If you need medical help for any reason, do not go to places like a GP surgery, pharmacy or hospital.

If you have symptoms of coronavirus (a high temperature or a new, continuous cough), use the [111 coronavirus service](#).

If you need help or advice not related to coronavirus:

- for health information and advice, use the [NHS website](#) or your GP surgery website
- for urgent medical help, use the [NHS 111 online service](#) – only call 111 if you're unable to get help online. NHS 111 British Sign Language (BSL) Service is also available - [click here](#) for more information.
- for life-threatening emergencies, call 999 for an ambulance

### Protecting vulnerable people by reporting a concern

East Sussex County Council remains committed to keeping vital services running and providing the support everyone needs, especially to the most vulnerable. In response to this unprecedented situation, and in line with Government guidance, Safeguarding and protecting the most vulnerable adults in our community remains a priority.

During this difficult time we would like to reassure you that Safeguarding concerns will be responded to and referrals should continue to be made if a person is at risk of or experiencing abuse or neglect. Safeguarding is everyone's business, so it is important that we remain alert to possible abuse or neglect concerns. Now more than ever it is important that we are watchful and alert towards the signs and indicators of abuse and neglect.

We know that many people have signed up to volunteer and help the most vulnerable. Your role is important, not only in helping people to get the things they need, but also being the extra eyes and ears for those who are at risk of abuse or neglect. During this time there is less likely to be professional face-to-face contact with vulnerable people so we are more reliant on volunteers and members of the public reporting concerns.

**If you have a concern about an adult at risk you should:**

- Contact East Sussex County Council's Health and Social Care Connect on 0345 60 80 191, email [HSCC@eastsussex.gov.uk](mailto:HSCC@eastsussex.gov.uk).
- For further online information please see the East Sussex Safeguarding Adults Board website [www.eastsussexsab.org.uk](http://www.eastsussexsab.org.uk)

Or follow these links to report a concern:

[Report an adult who is being abused, neglected or exploited](#)

[Report a child or teenager at risk of harm](#)

## Support for people in the Shielded Group

East Sussex County Council is the lead agency for people who are in the Shielded Group. ESCC will be arranging welfare calls and food and essential supplies for people in the Shielded Group that need support.

Before you refer someone, you will need to find out their: name, address (including postcode), a phone number, details of support required (if known), e.g. food box (with any dietary requirements & number in household), shopping, prescription collection, or telephone support.

<b>General referrals</b>	Support referrals excluding food, or concerns about someone, should be emailed to <a href="mailto:telecare@eastsussex.gov.uk">telecare@eastsussex.gov.uk</a> This address is monitored Monday to Friday.
<b>Food referrals</b>	Food referrals for the Shielded Group should be emailed to <a href="mailto:food.delivery@eastsussex.gov.uk">food.delivery@eastsussex.gov.uk</a> See below for more details about who is eligible.

If for any reason you need to call to make a referral, or you would like to discuss any other concerns regarding someone in the Shielded Group, then the contact telephone number is: 01273 481 242. This is being staffed by our Complaints and Feedback service who will be able to help and advise you.

## FAQs about food and essentials deliveries for the Shielded Group

### Why is ESCC delivering food when people should be getting a government box?

As part of our response to provide support to those in the Shielded Group and ensure no one is left to manage, ESCC has set up a food and essentials delivery service. People will only use our delivery service as a stop gap if they are waiting to access the national service, having problems with it, or if it isn't suitable for some reason. For example, they have a special dietary need, food is needed for the whole family, the person can't physically pick up the box, or they need non-food essential items such as shampoo, nappies or sanitary products.

### Who can be referred to receive this box?

Anyone in the shielded group who has been advised by the NHS to remain in isolation because of their medical condition or other vulnerability can be referred to receive this box. This might be while they are waiting to receive the nationally sourced box or because it isn't suitable for them.

### What are the contents of ESCC box?

The contents change from week-to-week. The boxes contain basic food items and some non-food essentials. Most of the items are ambient with some fresh vegetables and refrigerated items included.

### **Can someone receive the national government box as well as ESCC box?**

People will only receive one box. If someone is already receiving the government food box, they should continue to receive it unless they have special requirements that are not being met.

### **Can special dietary requirements be catered for?**

We aim to cater to special dietary requirements, please provide details when you make a referral. It is easier for us to know what kind of food is required by the person being referred to rather than a medical condition. For example, stating that a person needs non-dairy milk rather than stating that the person is lacto-intolerant makes it easier for us to procure appropriate items for delivery.

### **How many times a week are these deliveries made?**

The special dietary needs' deliveries are being made on a Tuesday every week and the standard boxes are sent out every Friday. We can make handful of deliveries on a daily basis for any urgent referrals. Please mark your referral as urgent if the person needs food before the next planned delivery date.

### **When can the referrals be made?**

Referrals need to be made by 2pm on a Thursday for someone to be included in that week's delivery and receive the box the next day. For daily urgent deliveries, please send your referrals marking them URGENT by 2pm to receive the box on the same day. Everyone who receives a daily delivery will be automatically added to list to receive the weekly box.

### **Can non-food essential items be included in deliveries?**

We are able to include some non-food essentials in the boxes. Please provide details in the referral if there are any specific requirements.

### **Can medicines be provided through this service?**

No, we are unable to provide medicines through this service.

## **Getting medicine and picking up prescriptions**

Shielded Group patients should, in the first instance, ask friends, relatives, and neighbours to collect medicines for them. For other people the NHS advice is also for patients to ask a trusted family member or friend to pick up prescriptions from community pharmacies. This should meet the needs of the vast majority of people.

If that is not possible for either group, then safe local solutions should be followed e.g. use DBS checked volunteers, volunteers from the NHS Volunteer Responders programme or another solution agreed between the patient and the pharmacy.

If this is not possible then the pharmacy may be able to deliver themselves, or ask another local pharmacy to deliver on their behalf. Pharmacy services differ, but they should all be trying to find a solution with the patient directly, but they may need the support of Community Hubs to arrange a volunteer.

Further information about Getting Medicine:

- A poster called '[collecting a prescription for someone else?](#)' lists key pieces of information for people who are picking-up medicines from a pharmacy on behalf of someone else
- Two 'call handling scripts' to use should a [patient call for help with medicines](#) or a [pharmacist calls in asking for help getting medicines to patients](#).

## Getting food and help with shopping

If your GP has written to you to ask you to shield yourself at home for 12 weeks because you have a serious medical condition, food can be delivered to you at home by the national government or by East Sussex County Council. If this has not happened, your Community Hub will help arrange a short-term solution until your food delivery can start and refer you to ESCC. (To refer someone to the Council see the information on support for Shielded Group above)

If you are not in this group but need help to get food because you are unwell or self-isolating and don't have trusted family or friends to support you, your community hub can help you explore the options. This might include ordering a food box from a supermarket, ordering over the phone with a local shop, or getting some help from a local volunteer group.

## Support for Family Carers from Care for the Carers

At this difficult time, we are working hard to make sure that unpaid carers feel supported and connected and have the information to care safely during coronavirus. We are still here for you, so please get in touch.

Our Carers Hub is open virtually 10am-5pm Monday-Friday (except Bank Holidays) as follows:

- Call us on: 01323 738390
- Text: 07860 077300
- Email: [info@cftc.org.uk](mailto:info@cftc.org.uk)
- Facebook: Message us at Care for the Carers

We are currently receiving a large number of calls, so it is likely that you will need to leave us a message when you phone. We will prioritise carers urgently needing to access food, essentials and medication and will respond as soon as possible to other enquiries. Please include in your message your name, contact details, as much information as possible and how urgently you need help. We will respond to non-urgent enquiries within 5 working days.

All face-to-face groups, support, meetings and activities are on hold until the end of April 2020, however these will be replaced by phone and online support.

## Children, young people and families specific information

**Safeguarding:** If you are worried about a child or teenager who might be at risk of harm or in danger, then you should:

- In an emergency call 999,
- Otherwise contact the [Single Point of Advice](#) (SPOA) team: 01323 464 222,
- Opening hours: Monday to Thursday 8.30am to 5pm, Friday 8.30am to 4.30pm.

**[Open for Parents](#) website:** This East Sussex website provides information, advice and resources to parents and carers on all things children and family. It includes information about local support as well as national guidance & resources. Topics include education & learning, health & wellbeing, managing behaviour.

**Family Information Service:** For queries about childcare, schools and to contact Children's Services with other queries, go to the website to [submit a query](#) and the team will respond or ask the Community Hub caller to visit the website directly.

## Social care needs

People who already receive social care at home will continue to do so.

Anyone can complete an assessment at any time to see if they are eligible for social care or can request care support. [More details here.](#)

## Mental health support

Find mental health support in East Sussex through the online Mental Health Directory of Community Support. Visit [www.eastsussex.gov.uk/socialcare/healthadvice/mental-health/directory/services/](http://www.eastsussex.gov.uk/socialcare/healthadvice/mental-health/directory/services/). You can also visit [www.healthinmind.org.uk](http://www.healthinmind.org.uk) for free courses and therapy for people in East Sussex, to help with stress, anxiety and low mood.

## Domestic abuse

In a life-threatening situation call 999 and ask for the police.

[Advice and resources on domestic violence](#)

## Routine medical advice

Use the [NHS website](#) or your GP website

## Problems with childcare

Children should stay at home wherever possible. [There is some provision for children of keyworkers.](#)

## Benefits and employment support

[Government advice](#)

## **Business support**

[Local advice for businesses](#)

## **Latest updates for social care and health providers in East Sussex**

[Local guidance](#)