

Your Hertfordshire

**HERTFORDSHIRE
UNITED AGAINST
CORONAVIRUS**

**Important
information about
support and advice
on coronavirus
available from your
county council**

[www.hertfordshire.gov.uk/
coronavirus](http://www.hertfordshire.gov.uk/coronavirus)



Support for people who need it

By the time you receive this leaflet you may have been self-isolating for several weeks.

We just wanted to remind you that we are here to support you. Help is at hand if you:

- have received a letter from the NHS telling you to stay at home due to an existing health condition
- are over 70, pregnant, have an underlying medical condition or are normally eligible for a flu jab
- are in financial crisis
- have lost your usual support network of friends, family and neighbours due to the impact of coronavirus.

If you fall into any of these groups contact HertsHelp. Visit www.hertshelp.net, email info@hertshelp.net or call 0300 123 4044. You can also contact HertsHelp if you run or are part of a community or voluntary group and need some extra help at the moment.

Anyone currently using a social care service should expect that to continue, however if you're worried about this please speak to your care provider in the first instance or call on 0300 123 4042 for other urgent care needs.

Looking after yourself and your family

It's important that we continue to follow these simple steps:

- Wash your hands thoroughly with soap and water often – do this for at least 20 seconds.
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing – if you use a tissue throw it in the bin then wash your hands.
- Do not touch your eyes, nose or mouth unless you have just washed your hands.
- Follow the latest government guidelines on self-isolating and social distancing.

Staying well at home

Whether you are self-isolating for medical needs or socially distancing, being at home all day can be stressful.

It is important that we stay physically and emotionally well during this time. Here are some top tips to help you do that:

Be up to date. Get the latest news from trusted sources like the NHS or the BBC, don't get it from social media.

Be active. Great for mind and body. Find ways to keep physically active that work for you like gardening or online exercise classes.

Be connected. Keep in touch with friends and family on the phone or by video call.

Be prepared. Think about what you are going to need like food and medicines and make a plan.

Be in a routine. Develop a new daily routine that works for you.

Be occupied. Now is a great time to get on with your hobbies or to try something new.

Be alert. Scammers are taking advantage of some people at this difficult time.

Be helpful. See how you can support others. Whether it's someone you know or volunteering to support people locally, there are lots of ways to get involved, even from home.

Be relaxed. Try a relaxation or meditation exercise that works for you and practice it once a day for at least 10 minutes.

Be heard. Talk to friends, family, or community or faith groups about how you are feeling. Writing things down can help you to organise your thoughts.

Be positive. Try to look for positives in the current situation like having some extra 'me time', or having the chance to catch-up with something you have been meaning to do.

Where to go for advice

If you are self-isolating and you need emotional support or practical help

www.hertshelp.net

Info@hertshelp.net

HertsHelp: 0300 123 4044

Medical and health advice and information

www.nhs.uk/coronavirus

Information about local council services

www.hertfordshire.gov.uk/coronavirus

If you are experiencing domestic abuse or worried about someone else who might be

www.hertssunflower.org

If you are in immediate danger always dial 999

Hertfordshire Domestic Abuse

Helpline: 08 088 088 088

(freephone Mon-Fri 9am-9pm,

Sat/Sun 9am-4pm)

Financial advice

Money Advice Unit:

www.hertfordshire.gov.uk/benefits

Hertfordshire Citizens Advice

Service: 03444 111 444

www.hcas.org.uk

National debtline:

www.nationaldebtline.org

0808 808 4000

Advice on avoiding scams

Sign up for scam alerts from trading standards

www.hertfordshire.gov.uk/updates

Citizens Advice consumer helpline:

0808 223 1133

If you're interested in volunteering

www.thvolunteering.org.uk

HertsHelp 0300 123 4044

Mental health advice and support

Herts Mind Network

www.hertsmindnetwork.org

020 3727 3600

0300 777 0707 (8am-7pm)

Nightline: 01923 256391

The quickest and easiest way to access our services and contact us is www.hertfordshire.gov.uk

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