



southessexhomes

working **smarter** together

Coronavirus (COVID-19)

Information for residents of
Sheltered Housing Schemes
in Southend-on-Sea





HM Government

NHS

Coronavirus

Wash your hands with soap and water more often for 20 seconds



Palm to palm



The backs of hands



In between the fingers



The back of the fingers



The thumbs



The tips of the fingers

Use a tissue to turn off the tap.
Dry hands thoroughly.

CORONAVIRUS

**PROTECT
YOURSELF
& OTHERS**

Dear Residents,

In what we can certainly describe as challenging and unprecedented times, we are proud to recognise all the good work of volunteers and staff who are going above and beyond to support the most vulnerable residents within our Sheltered Housing Schemes.

We are following government guidelines for independent living, which requires staff to work from home. Your Sheltered Housing Officers will continue to offer a friendly supportive service; keeping in regular contact with all residents within the schemes to provide support and signposting to further available help where it's needed.

Over the last few weeks we have received a number of complaints from residents and family members raising concerns about people within schemes flouting the social distancing measures. We are aware it is very distressing for residents who are following the guidelines and for those who are in the 'extremely vulnerable' category who may be in fear of their lives during this difficult time.

We understand some residents require visitors to assist with care needs - so please do not be quick to judge, as other residents within your building will have different support needs to your own. However, if you do suspect individuals of deliberately flouting the government guidance, please contact the police on 101. As a social housing management organisation, we have not been provided with the powers to enforce government measures so are not in a position to act on such reports ourselves.

At South Essex Homes we've taken the decision to place our Sheltered Housing Schemes into isolation based on government guidance. This is to ensure that we are supporting the wellbeing of all our residents. We hope that this document will help answer some of the most common questions that residents and families have asked.

The information provided in this booklet is current as of the time of printing. As you will be aware, the situation and guidance from government is constantly changing and we all have a responsibility to ensure that we keep ourselves up to date on what is expected from us as individuals and as part of the wider community.

I would like to take this opportunity to thank all residents who have been supporting others within their community during this difficult time and to those who continue to adhere to the social distancing measures. Thank you for your vigilance and for supporting us to encourage residents to stay in their properties, protect the NHS and save lives.

Please be kind to each other and stay safe.

Stuart Long

Support Services Manager, South Essex Homes

Your Questions Answered

Are there any restrictions in place around friends and relatives visiting my sheltered housing scheme?

To help protect the health and safety of our residents and in line with government guidance, only essential visitors and colleagues should be visiting your building. These are:

- Carers (including family and friends if they are providing essential care for you)
- Sheltered Housing Officers
- Health professionals
- Scheme cleaners
- Volunteers providing delivery services of essential items
- Caterers where a meal is normally provided
- Contractors undertaking emergency repairs
- Contractors/managers undertaking essential Health & Safety checks or servicing
- Gardeners for essential works to keep fire exits clear

What can I do to minimise the risk of infection?

Please refer to the most current advice from the NHS on their website www.nhs.uk

The government strongly advises everyone to practice social distancing, which you can read more about on their website www.gov.uk

The Sheltered Housing Officers are now working off site to help reduce the number of visitors to the schemes, how can I get help and support during this time?

The health and safety of our residents remains paramount. Our Sheltered Housing Team will be contacting all residents regularly to check in and provide support where needed.

To speak to your Sheltered Housing Officer please contact them on 01702 212080.

The phone will be answered by an assistant who will arrange for the Sheltered Housing Officer to contact you directly.

Our Customer Contact Centre is also open to support you 8:45-5:00pm, Monday to Friday. Please note, that due to these unprecedented circumstances we may take longer than usual to answer, so please bear with us.

In an absolute emergency please pull your cord, and the Careline team will assist you. Please do not pull your cord for routine matters.

Your Questions Answered

Will my carer still be able to come to the property?

Yes. If you have a carer, they should continue their visits as normal. If your normal carer fails to arrive, please contact your Sheltered Housing Officer who can alert the care agency and the local authority safeguarding team.

Can I use the communal areas, such as the lounge, bathrooms, gardens and any on-site catering facilities during this period of social distancing?

Following the introduction of more stringent government measures to limit peoples' movement, we have taken the decision to temporarily close all communal lounges, kitchens and bathrooms.

The gardens remain open however this is for one hour daily exercise only and should not be used for any other reason including meeting with other residents, sunbathing etc.

For those with limited mobility, we appreciate you may wish to use the garden furniture whilst on your daily exercise, please be aware the garden furniture is not part of the cleaning rota and therefore you should be taking extra precautions when deciding to use these facilities.

This decision has not been taken lightly and we understand that social interaction can help boost residents' well-being, however our priority is to keep residents safe during these unprecedented times.

Other communal areas such as laundries remain open. As laundries are small spaces, we are asking residents to ensure that only one person at a time is in the laundry. In order for everyone to be able to access the laundry facilities we ask that residents leave the laundry room once their washing has been placed in a machine and return promptly to remove the washing following the washing/drying cycle.

In other communal areas, we are asking residents to respect social distancing guidelines and keep two metres (six feet) apart and not to have more than two people together at any one time. We will keep this under review.

If you have symptoms of a persistent cough or a raised temperature you must not use the communal areas. If you do develop these symptoms we ask that you notify your Sheltered Housing Officer and remain in your property for a period of seven days if you live alone.

If you live with others and you or one of them have symptoms of coronavirus, then all household members must stay at home and not leave the house for 14 days. The 14-day period starts from the day when the first person in the house became ill.

Your Questions Answered

Is there any support available to help me with shopping, supplies, collecting medication etc. as I do not have any local friends or family to support me?

If you need any help with shopping, medication or would like to be part of our befriending service please make your Sheltered Housing Officer aware, who will make a referral on your behalf.

Food parcels are available for a charge per person however we also have volunteers willing to assist with regular supermarket shopping visits. If you are struggling financially please advise your Sheltered Housing Officer to see if we can assist you further.

What happens if I run out of food?

Wherever possible, please try to make arrangements with family and friends to support you during this time. If they are unable to provide this support please contact your Sheltered Housing Officer.

My regular post is not being delivered to my front door, what should I do?

We are aware there are issues with Royal Mail postal deliveries in some of the schemes and have been working hard to resolve these issues including making contact with the Royal Mail head office, the local depot and putting up posters explaining that the schemes are independent living, not care homes. Unfortunately South Essex Homes have no authority over the Royal Mail so we would ask you to contact them directly with any complaints.

Will communal areas still be cleaned as normal?

All communal areas which are open to residents are being disinfected on a regular basis and we will endeavour to continue with cleaning services wherever we can, however the level of service may drop due to the availability of cleaning contractors/colleagues.

The communal lounges, bathrooms and kitchens have been closed and will not be included as part of the cleaning service, this includes garden furniture.

If there is a confirmed case of Coronavirus at my scheme, what will happen?

To reduce the risk of transmission, we will arrange for all communal areas to be deep cleaned in addition to the normal cleaning schedule if the diagnosed resident has been in the location within the last 72 hours.

Your Questions Answered

Will emergency repairs still take place?

Yes – we will continue to provide an emergency repairs service, if there is a situation that presents a serious risk to health and safety, such as no hot or cold water, or electrical failure. We will also continue to carry out gas safety inspections.

If my local manager has to self-isolate or goes off sick, who will support us?

We have arrangements in place to ensure our residents are supported during these unprecedented times and will continue to offer regular contact for all residents.

Will we still see our Tenancy Services Officer on location during this time?

All non-essential visits to our locations have been cancelled. Your Tenancy Services Officer will be working from home, supporting local staff remotely. Should you wish to speak to them regarding any concerns please contact the Customer Contact Centre on 0800 833 160.

I am in good health and under the age of 70. I would like to be able to help or support some of the older residents. How can I do this?

You can help in various ways:

- shopping and/or carrying shopping from the front door delivery to their front door
- support with online ordering
- remotely checking on neighbours and friends each day to ensure they are ok
- register for the NHS volunteers programme - www.goodsamapp.org/nhs

What should I do if I see someone flouting the government's social distancing rules?

If you are concerned due to witnessing clear and obvious breaches of the government's guidelines, the names (if you have them) and addresses of those responsible should be passed to Essex Police. You can report this online at www.essex.police.uk or by calling 101.

Essex Police may not be able to attend every incident but we at South Essex Homes are working closely with them to follow up any such reports and sharing information about repeat offenders.

We have advised residents in sheltered accommodation not to congregate in communal areas and adhere to social distancing rules.

Our SEPS security team are continuing to carry out patrols of Sheltered Schemes and have been successful in reminding people not to loiter and to stay in their properties.

Support Directory

South Essex Homes

Sheltered Housing Officers

Telephone: 01702 212080

Website: www.southessexhomes.co.uk

Customer Contact Centre

Telephone: 0800 833160

Staying Active

Active Life

Providing a number of free, easy to follow keep fit exercise classes. Videos are at 10am every morning but remain on YouTube and can be accessed any time after they are released.

Subscribe to '**Active Life for a Healthier You**' on YouTube to get involved.

Staying Steady

Offering free seated and standing exercise DVDs and a resistant band for residents to improve strength, balance, mobility and to reduce the risk of falls. The service offers telephone support from a trainer who will keep in regular contact to provide advice and check on progress. If you do not have a DVD player or computer, no problem! There are handy booklets to show how to complete the exercises at home.

Spaces are limited, if you are interested please contact your Sheltered Housing Officer.

If you have a computer, laptop or tablet you can access a free exercise session on YouTube - simply visit www.youtube.com and search 'Staying Steady'.

Support with Mental Health and Wellbeing

Befriending Service

Make new friends and stay in touch! We are looking for volunteers to be buddied up for regular telephone contact and residents who would benefit from a regular call.

Please let your Sheltered Housing Officer know if you would be interested in taking part.

Trust Links - Reach Wellbeing Hub

Available to all residents within Southend, to provide support and signposting to mental health services through what is a difficult time for everyone's mental health.

Telephone: 01702 213134 (Monday to Friday 8.30am – 4.30pm, Saturday/Sunday 1pm - 4pm)

Email: admin-support@trustlinks.org

Website: www.trustlinks.org

Support Directory

Soldiers, sailors, airforce families association (SSAFA)

Provides financial and emotional help for forces veterans

Telephone: 01702 463113

Samaritans

Volunteers offering emotional support to those experiencing distress and despair but especially suicidal thoughts.

Open: 24 hours a day, 7 days a week.

Telephone: 116 123

Southend Libraries

No card? NO PROBLEM! Some digital services can be accessed with a temporary card; magazines and newspapers from PressReader (www.pressreader.com) and ebooks and audiobooks from BorrowBox (www.borrowbox.com).

Transpire

Transpire is a voluntary community group supporting people who identify as trans. They are also one of Southend's largest LGBTQI+ peer support networks.

Telephone: 01702 668060 or email info@transpiresouthend.org

Support for Carers

Southend Carers

Information, advice and guidance for carers and professionals on anything related to their caring role.

Telephone: 01702 393933

Website: www.southendcarers.co.uk

Action for Family Carers

Support for carers, including young and adult carers.

Telephone: 0300 7708090

Website: www.affc.org.uk

Support Directory

Older people and Dementia

Age Concern

Telephone befriending, support and signposting. The befriending service no longer has age restrictions for the duration of the lockdown.

Open: Monday to Friday 9am – 2pm.

Telephone: 01702 345373 or email enquiry@acsos.co.uk

Website: www.acsos.co.uk

Dementia Community Support Team

Pre- and post-diagnostic support to those with concerns regarding their memory through telephone contact and video chat. Handy resources are available with activity tips whilst staying at home and easy to read information on COVID-19.

Open: Monday to Friday 8am – 5pm.

Telephone: 01702 534772

Dementia Intensive Support Team

Available in Southend University Hospital and in the community. The team offers support to individuals living with dementia and their families. In addition they are able to support people through the diagnostic pathway attempting to complete this in their own home where possible. A team of mental health nurses and support workers are able to review and assess an individual with dementia with the aim of improving quality of life as much as is possible. This could include supporting GPs in regards to medication reviews and signposting.

Open: Monday to Sunday 8am – 8pm

Telephone: 01268 739183 or email: epunft.distteam.harlandcentre@nhs.net

South East Essex Care Co-ordination Team

Telephone assessments, identifying areas where support is needed and signposting, the team are ensuring people have food, medication and the support they need. Providing welfare phone calls to those who are most vulnerable and frail.

Telephone: 01702 372060 / 01702 372061 or email:
Complexcare.coordinationsservices@nhs.net

Support Directory

Domestic and Sexual Violence Support

The helpline numbers below are not a replacement for 999 in an emergency situation

Compass

Essex-wide helpline for anyone experiencing any form of domestic abuse. You can also refer anyone you are concerned about.

Open: 24 hours, 7 days a week.

Telephone: 0330 333 7 444

Website: www.essexcompass.org.uk

Silent system

If you're experiencing domestic abuse, make sure you're aware of the 999 'Silent System'. Dial 999 and press 55 so the call handler knows you need help without you needing to say a word.

SOS Domestic Abuse Projects/Safe Steps

Southend domestic abuse project offering advice, guidance, and where appropriate assessment and access to specialist services for current service users.

Telephone: 01702 302333

COVID-19: STOP THE SPREAD



STAY IN YOUR OWN FLAT



**ONLY LEAVE YOUR FLAT FOR
ESSENTIAL TRIPS OR DAILY
EXERCISE**



**KEEP YOUR DISTANCE FROM
OTHERS - AT LEAST
6 FOOT (2 METRES) APART**



**ONLY CARERS OR THOSE
OFFERING ESSENTIAL SUPPORT
ARE ALLOWED TO VISIT**



**ONE PERSON OR HOUSEHOLD
AT A TIME IN THE LAUNDRY
ROOM OR LIFT**



WASH YOUR HANDS REGULARLY



**DO NOT GO INTO OTHER
PEOPLE'S FLATS**



**DO NOT CONGREGATE IN
COMMUNAL AREAS**



**DO NOT USE COMMUNAL
LOUNGE OR KITCHEN**



**DO NOT USE GARDEN EXCEPT
FOR DAILY EXERCISE**



**NO FAMILY/FRIENDS ARE
ALLOWED TO VISIT UNLESS
PROVIDING CARE OR
ESSENTIAL SUPPORT**

**REPORT ANY BREACHES TO
ESSEX POLICE ONLINE OR CALL 101**



Essex Police work in partnership with South Essex Homes for the safety of all residents.