

Sussex CCGs Public Involvement Weekly News Briefing on COVID-19 (12th June 2020)

This briefing will be produced weekly, and is aimed at **patient leads, public members, voluntary and community sector (VCS) leads and community group leads in Sussex**, to support the dissemination of information on coronavirus to our wider communities.

The NHS is committed to keeping our people informed during this crisis, ensuring that our communities have the information they need, in the right format, and at the right time. We know that our patient leaders, VCS and community organisations are all working exceptionally hard to support local people, and that they are key to working together to make sure that our communities have the support and information they need.

Local Focus

Carers Week

Across the country it is Carers Week, which aims to raise awareness of caring, highlight the challenges carers face and recognise the contribution they make to families and communities throughout the UK.

During the coronavirus outbreak many people are taking on additional caring responsibilities which can cause even more challenges, anxiety and isolation. Caring has an impact on all

aspects of life, from relationships and health to work and finances.

Carers can provide:

- Practical support
- Emotional support
- Personal care
- Physical assistance
- Administration of medicines
- Help with financial matters



8 - 14 June 2020

We would like to say thank you so much to carers across Sussex for the incredible role they play in our communities.

If you are a carer, or know someone who is, there is support available. For local help and advice see your local carer support organisation:

- **Brighton and Hove:** [Carers Hub](#) or call 01273 977000. Find out more about Carers Week in Brighton and Hove and how to get involved [here](#).
- **East Sussex:** [Care for the Carers](#), call 01323 738390 or text 07860 077300. Find out more about Carers Week in East Sussex and how to get involved [here](#).
- **West Sussex:** [Carers Support](#) or call 0300 028 8888. Find out more about Carers Week in West Sussex and how to get involved [here](#).

The 10 top tips from Sussex Partnership

NHS Foundation Trust give support for carers and those they care for on how to stay well during Covid-19:

1. Avoid danger at home: if your situation is extremely unsafe and you or someone else is in danger right now, remove yourself from the situation, make yourself safe, call for help.
2. Avoid conflict and argument: listen to and notice your relative or friend's needs and concerns, help them to cope using healthy routines, past strengths and coping, and care plans.
3. Make space and create independence: spend time in separate spaces – respect privacy - use headphones, earplugs, exercise and outside space for a quieter time.
4. Ensure basic physical health needs are met: look after your own and your relative or friend's physical and dental health.
5. Look after your own as well as your friend or relative's mental health: stay connected with friends, keep a healthy routine of diet, exercise and sleep, do things you enjoy, find positive ways to cope and relax.
6. Minimise harm related to substance use and risky behaviours: reach a temporary compromise or make a plan to reduce harm linked to cannabis, substance use, eating patterns and other risky behaviours.
7. Avoid drinking more alcohol than usual: Alcohol is a depressant. It lowers your mood over time, and increases

risks of accident, injury, argument and aggression. Notice if you or your relative or friend are drinking more than usual – try to find other ways to relax and cope, and keep active.

8. Make a suitable space for you, your family member and children to study or work: keep work and study separate from relaxation, rest and social spaces if possible – or tidy work away at the end of the day - and take regular breaks.
9. Encourage and support your family member or friend to communicate through technology: they may need reassurance that technology is safe and secure, they may need support to set up and use technology to speak to their care team and friends.
10. Now is a challenging time to lose someone: If a family member or friend dies, talk to someone, take care of yourself, give yourself time, contact bereavement services if you need additional support.

A guide on **how to look after someone with health conditions in a Covid-19 environment**, produced by Brighton and Hove City Council, CarersHub, Healthwatch Brighton and Hove and NHS organisations, is available [here](#).

Sussex Mental Healthline

If you are struggling, the [Sussex Mental Healthline](#) is open 24 hours a day, 7 days a week, offering crisis mental health information and support. Call 0300 5000 101.

A case study of life as a carer during Covid-19

One of the registered carers at Carers Support West Sussex has been kind enough to write about their experiences of caring during the pandemic, sharing their worries and challenges as well as the moments of light relief and inspiration.

“I am writing this at the height of the COVID-19 situation, so do not yet know how it will turn out. This is a personal account and things won't be the same for all carers: for some, I extend my deepest sympathy.

I've been a 'sandwich' carer for my eldest autistic adult child all her life. Both of my children had medical issues when young, plus I support my elderly mother (who thinks she is still 21) down on the coast.

For me lockdown began when I damaged my leg again (I have hypermobility Ehlers-Danlos syndromes) and was in a leg splint. I seem to have collected splints due to my disability but as I knew what it was, I didn't risk going into hospital. Generally, I rely on online shopping, but suddenly I couldn't get a delivery as I hadn't realised my name should have been on their disability register. My eldest child has severe allergies (anaphylaxis), so needs support to shop. But who knew this would happen?

I'm used to social isolation due to caring and disability needs, but receiving support as a carer was particularly difficult at the beginning of lockdown. We couldn't get on the shielding list, so had no access to food deliveries and we were not actually social

isolating from COVID-19 symptoms so couldn't access community help. The local community food baskets were not functional for us due to allergies. At the same time our usual friends were not able to help either. I know that if I am finding issues then generally others are too, as some carers couldn't go shopping with their dependent(s) due to limitation on numbers or were generally anxious. It was great to know Carers Support West Sussex (CSWS) joined the national campaign to give carers the right to access protected shopping times by writing to 48 supermarkets with the ask. Since then CSWS have received positive responses accepting carers and publicised the news via social media.

On a positive note, I found myself having more time to get inspired by cooking. My adult child and I were able to follow the easy recipes for making soups and savoury muffins as listed on the CSWS resource page. As a family, we worked our way through the CSWS boredom busters, which were great, and I managed to see shows from the Opera House, go on virtual tours around beautiful gardens and even squeeze in some yoga. These resources made the issue of not being able to go out more inclusive for us who have to manage it a lot of the time.

If one good thing comes from post COVID-19, it will hopefully be that social care will not be seen as the poor relation to healthcare and that not all work, meetings and events or even lessons need to happen in location to the disadvantage to others."

Top tips for children, parents and teachers to understand going back to school

Specialists from Sussex Child and Adolescent Mental Health Service (CAMHS) are offering helpful tips and guidance to parents and children about going back to school, and how to manage the new feelings and emotions they have experienced during the coronavirus lockdown.

You can access the top tips below:

- [Children and young people](#)
- [Parents and carers for dealing with behavioral changes](#)
- [Teachers to help children settle back in at school](#)

The list of top tips includes advice such as using technology to keep up with friends and family who we might not be able to see as often as we used to, and monitoring excessive worry or sadness, unhealthy eating or sleeping habits, and difficulty with attention and concentration.

A wide variety of help and resources is available on the Sussex CAMHS [website](#) including help and support for young people, parents and professionals.

Volunteering opportunities in Sussex

The opportunities for volunteers and the tasks they can help with have increased hugely over the Covid-19 crisis. If you are interested in giving your time to a local group or organisation, please contact your local voluntary action service, who will help match willing volunteers with need in the local area.

Brighton and Hove:

- [Community Works](#)

East Sussex:

- [Hastings Voluntary Action](#)
- [Eastbourne, Lewes, and Wealden – 3VA](#) - voluntary action charity across these 3 areas
- [Rother Voluntary Action](#)

West Sussex:

- [Voluntary Action Arun & Chichester](#)
- [Crawley Community Action](#)
- [Mid Sussex Voluntary Action](#)
- [Community Works](#)

If you represent or work with a community group that needs extra volunteers, please contact your local voluntary action service.

Community Hubs

Community Hubs are run through our Local Authorities, and District and Borough Councils in East and West Sussex. The Hubs have been supporting those who are on the [“shielded”](#) list by ensuring people have access to food and other support. The Hubs are also a key contact point for other residents who are vulnerable, in order to access wider community support, which may include help with shopping and money, but also support with reducing isolation through access to services such as telephone befriending.

Community Hubs also provide a place for people to find out about local volunteering opportunities.

- [Brighton and Hove Community Hubs](#)

Brighton and Hove Community Support Telephone: 01273 293117

- [East Sussex Community Hubs](#)

- [West Sussex Community Hubs](#)

West Sussex Support Team Telephone: 033 022 27980
(Lines are open 8.00am - 8.00pm)

Community Matters

The Covid-19 Community Connectors Team has been answering questions from our communities in Sussex about accessing health and care services at this time – you can read more about this in the attached Frequently Asked Questions (FAQs) or by [watching a video](#) of Dr Laura Hill (Clinical Chair of NHS West Sussex CCG), Dr Andy Hodson (Clinical Chair of NHS Brighton and Hove CCG) and Dr David Warden (Clinical Chair of NHS East Sussex CCG) talking through some of the answers.

Each week, we answer some of your questions – please see below this week's question and answer on **data protection and Covid-19:**

1. As an NHS patient, how is my data being managed during the coronavirus crisis?

Please be assured that the data of all NHS patients continues to be managed securely and in accordance with data protection law

during this period of the coronavirus crisis.

While a greater degree of legal data sharing and collection is permitted to help the Covid-19 response, the same strict rules that protect your privacy as a citizen continue to apply. These rules include collecting no more than the minimum amount of information required; not using the information collected for the Covid-19 response for unrelated purposes; ensuring appropriate safeguards are in place and keeping information only for as long as the outbreak is ongoing.

2. My doctor has offered me a video consultation. Will this affect the confidentiality of my data?

During this period of emergency, your health care provider may offer you a consultation via telephone or video conferencing. By accepting the invitation and entering the consultation you are consenting to this. All systems authorised for use in this way are secure, and your personal information will be protected in the same way it would with any other consultation.

Bereavement

The coronavirus pandemic is likely to have an impact on people's experiences of bereavement and grief.

Sussex wide Bereavement Support

During the COVID-19 pandemic, some of our processes and methods of support have changed, and we want to make sure that people have access to the information and support they need.

View a digital version of the [Sussex wide bereavement support guide here](#).

Paper copies of this will be available shortly, but in the meantime please access the guide online. If you would like to request a paper version of [this guide](#) please contact the West Sussex CCG Public Involvement Team on:

Phone/email: 01903 708411 /
sxccg.involvement@nhs.net

Write to: FAO Vicky Smart, Public Involvement, Wicker House, High St, Worthing, BN11 1DJ

Other resources:

You can find information and resources on how bereavement and grief may have been affected by the pandemic:

- [Bereavement Guide to Support You During Covid-19](#)
- [Dealing with bereavement and grief](#)
- [Information, advice and guidance on supporting bereaved children and young people during the Coronavirus outbreak](#)
- [Government advice on bereavement](#)

Your local councils have also produced guidance on when a death occurs:

- [Brighton and Hove City Council](#)
- [East Sussex County Council](#)
- [West Sussex County Council](#)

NHS Guidance – Primary Care

GP surgeries, pharmacies, dental practices, opticians and other NHS services have made changes to the way you access their care to make it safer for you.

You can read more about how to access care [here](#), or see the information below on how to access care from GP Practices.

#HelpUsHelpYou

Please contact your practice by telephone, online or using the Video Relay Service, if you need to access care. Please give as much information as possible about your symptoms. Do not attend your GP practice in person.

IF YOU THINK YOU MIGHT HAVE CORONAVIRUS:

- You may be invited to attend an appointment at a 'hot site' or a GP practice that has dedicated 'hot' areas.
- This may not be at your usual practice.

IF YOU DO NOT HAVE ANY COVID-19 SYMPTOMS OR A SERIOUS ILLNESS:

- You may be advised how to manage your symptoms at home, or medication may be prescribed.
- You may be invited to attend an appointment at a 'cold site' or a GP practice that has dedicated 'cold' areas.
- This may not be at your usual practice.
- You will be screened before you enter for any fever or cough symptoms.



New online tools for people living with diabetes

New online tools for people living with diabetes are now available on the NHS to help people manage their condition during the coronavirus pandemic.

Three new services will allow people to manage their condition online, with a range of online videos and training available on each app for children and adults.

Recent findings show that people with diabetes face a significantly higher risk of dying with COVID-19 but better management of the condition can help improve control and lead to better outcomes.

NHS investment in the technology means that patients will be offered advice on treatment and care, as well as training to adopt healthy behaviours on diet and exercise.

This remote support will complement patients' appointments, many of which have been going ahead throughout the pandemic, through video consultations or via telephone, and more recently in COVID protected areas.

People living with Type 1 diabetes can access the following technology:

- **Digibete:** Children and young people with Type 1 diabetes and their families will be able to use the [DigiBete App and website](#) for a wide range of awareness, education, training and support resources.
- **MyType1Diabetes:** Adults with Type 1 diabetes can access the service directly by visiting myType1diabetes.nhs.uk, it includes videos and eLearning courses, to help people understand more about their Type 1 diabetes and increase their confidence in how to manage it.

People with Type 2 will be able to access the following from later this year:

- **Healthy Living for people with Type 2 diabetes:** The platform provides users with the skills and knowledge to manage their Type 2 diabetes effectively, including advice on emotional and mental wellbeing, and helps users adopt and maintain healthy behaviours around diet and exercise.
- **Online appointments, routine discussions with GPs and a dedicated helpline** for those treated with insulin are among a range of measures that the NHS has already adopted so that diabetes care can go ahead as normal. The [NHS Diabetes Prevention Programme](#) is also being delivered remotely using platforms such as Microsoft Teams to continue to help those at risk of Type 2 diabetes to reduce their risk.

For further information, please visit the [NHS website](#).

National Updates

The latest position in terms of confirmed cases of Covid-19, broken down into total UK cases and local areas, is updated daily [here](#).

From Monday 8th June 2020, the NHS volunteer responders will extend their support to health and social care workers across the country, helping them to protect those they care for by making fewer journeys and coming into contact with fewer people so they can focus on and continue their vital work. You can read more about this [here](#).

The Ordnance Survey has worked with Natural England to create a site that brings together current advice from government, councils and other outdoor organisations, so the public can decide where to go and what to do outside. You can access it [here](#).

Resources

Please see our FAQs – gathered from comments and questions raised in the community. Section 13 of the FAQs includes a Resources Section which provides information on additional community support available.

You can find further information about support in the local area on the Sussex NHS Commissioners websites – please click below:

[NHS Brighton and Hove CCG](#)

[NHS East Sussex CCG](#)

[NHS West Sussex CCG](#)

Tell us about your experiences and let us know what you need!

The Covid-19 Community Connectors Team are here to help make sure you, and the people you help and support, get the information and support needed. Please do contact us using the contact details on page 6.

Healthwatch

You can also raise issues through Healthwatch, which is an independent body responsible for gathering people's views of health and social care services. Contact details are below:

Healthwatch Brighton and Hove:

Telephone: 01273 234 040

Email: info@healthwatchbrightonandhove.co.uk

Website: www.healthwatchbrightonandhove.co.uk/contact-us/

Healthwatch East Sussex

Telephone: 0333 101 4007

Email: enquiries@healthwatcheastsussex.co.uk

Website: <https://healthwatcheastsussex.co.uk/contact/>

Healthwatch West Sussex

Telephone: 0300 012 0122

Email: helpdesk@healthwatchwestsussex.co.uk

Website: <https://www.healthwatchwestsussex.co.uk/contact-us>

Contact Details

If you have any questions, or if you need this brief in an alternative format, please contact the Community Connectors Team:

Email: sxccg.involvement@nhs.net

Telephone: 0127 323 8725

Deaf British Sign Language (BSL) users can use a Video Relay Service (VRS) called [SignLive](#) (a free app which connects deaf people to a qualified British Sign Language Interpreter before connecting you to one of the Community Connectors Team). This service is currently available every **Thursday from 14:00-16:00**. Please contact the Community Connectors using the details above if this is not convenient.

Let us know what you need to see in this briefing, give us feedback on services and support related to Covid-19 and let us know about issues you are picking up from your communities.



CORONAVIRUS
STAY ALERT
TO STAY SAFE

- ✔ Keep a safe distance from others
- ✔ Stay home as much as possible
- ✔ Keep washing your hands regularly

STAY ALERT
CONTROL
THE VIRUS
SAVE LIVES