

Guidance for Poynton's community response to Covid-19

For residents who are self-isolating

Plan ahead as much as possible. Ask your employer, friends and family to help you to get the things you need to stay at home.

If you have Coronavirus symptoms:

- Do **NOT** go to a GP surgery, pharmacy or hospital;
- You do not need to contact 111 to tell them you're staying at home;
- Testing for coronavirus is not needed if you're staying at home;
- If you feel you cannot cope with your symptoms at home, or your condition gets worse, or your symptoms do not get better after 7 days, then use the NHS 111 online Coronavirus service.

Poynton Town Council is co-ordinating volunteers from community organisations. If you need non-medical support or assistance during self-isolation please contact Poynton Town Council on **01625 872238** or email **haf.barlow@poyntontowncouncil.gov.uk**

A local neighbour may have already been in touch and provided you with their contact details so you can get in touch if you need any assistance.

- Don't be shy about contacting them if you need to;
- Do not give bank cards or bank details to individuals;
- If you require shopping think about how you will pay. You could do this using online banking or by asking a family member to pay via online banking for you;
- Observe social distancing practices at all times;
- Think about keeping busy with activities such as cooking, reading, online learning and watching films;
- Write down family contact details and leave them in a prominent position, e.g. either by the telephone on a mantelpiece;
- Keep a list of important telephone numbers close at hand (doctor, chemist, town council etc.);
- Keep a list of medication close at hand.

The Town Council will regularly post information on our website

www.poyntontowncouncil.gov.uk and on

Facebook **<https://www.facebook.com/poyntontowncouncil/>**



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For volunteers helping neighbours

Firstly, thank you for being a good neighbour.

If you are offering your contact details to elderly and vulnerable residents, please consider the following:

- Are you okay to volunteer? It's important that you are not classed as a vulnerable adult. i.e. you are below the age of 70 with no pre-existing medical conditions and no virus symptoms;
- Think ahead. You may need to self-isolate in the future, so plan ahead, making sure that you have provisions for yourself and your family for at least two weeks;
- Observe advice from Public Health England and daily Government updates.

These are some things to think about whilst looking out for a vulnerable or elderly resident:

- Don't come into physical contact with the person or enter their home. You can knock on the door and step away 2m or swap telephone numbers and talk in that way;
- Remind them to eat well and stay hydrated. Check with them that they have enough food in and have a plan to get more provisions delivered;
- Encourage residents to keep a note of family emergency contact details and keep them in a visible place in their home, e.g. near to the telephone or on a mantelpiece;
- If they don't have access to the internet, keep them updated with relevant information;
- Consider making an extra portion of food/meals for vulnerable residents;
- Ask them if they have access to their medication and are taking it as prescribed;
- Encourage them to keep in touch with people via the phone or digitally if they can;
- Recommend that they keep busy.

It's also important to ensure that you safeguard yourself and the person you are helping.

You can do this by:

- Working in pairs with a fellow neighbour, if possible;
- Do not ask for bank cards or bank account details from the person;
- Make sure you provide a receipt for the shopping and keep a copy (i.e. by taking a photo on your phone);
- If you require payment for shopping ask the person or their family about arranging an online payment.

If you have any serious medical concerns about a resident you are looking out for ring 111.

Poynton Town Council is co-ordinating volunteers from community organisations. If you belong to a community organisation please register your interest with them. If you are not a member of a community organisation email haf.barlow@poyntontowncouncil.gov.uk