

Covid-19

Health Resource Guide

Last updated 21 May 2020 – this is a live document and will be updated as information changes

NHS Newcastle Gateshead CCG
Newcastle and North Tyneside LMC
Gateshead and South Tyneside LMC
Newcastle GP Services
Gateshead GP Federation



Covid-19: Health Resource Guide

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WELCOME

This guide brings together advice from a range of sources to help and support you in managing and maintaining your health through the COVID-19 pandemic and beyond.

We will update this guide regularly where needed.

Thank you
Dr Georgina Butler

If you have any queries relating to this booklet, please contact Newcastle Gateshead CCG at ngccg.enquiries@nhs.net



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General advice for Coronavirus

Do not leave home if you or someone you live with has any of the following symptoms:

- a high temperature
- a new, continuous cough
- A loss of or change in sense of taste or smell

[Check the NHS website if you have symptoms](#)

There is also advice about how to manage coronavirus at home and what to watch out for with a symptom checker tool here:

<https://patient.info/news-and-features/covid-19-how-to-treat-coronavirus-at-home>

There were early concerns about whether it was safe to use ibuprofen if unwell with suspected COVID-19. The current advice is that people can use paracetamol or ibuprofen provided it is otherwise safe for them to do so. More information can be found here

<https://www.gov.uk/government/news/commission-on-human-medicines-advice-on-ibuprofen-and-coronavirus-covid-19>

For NHS up to date information on coronavirus (COVID 19)

www.nhs.uk/conditions/coronavirus-covid-19/

For UK Government information on coronavirus and what you need to do to keep safe:

www.gov.uk/coronavirus

For guidance on Shielding, which is recommended for people with serious underlying health conditions, who are clinically extremely vulnerable and are at very high risk of severe illness from Coronavirus:

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

Patient UK website has a Coronavirus Hub page covering lots of common questions about issues affecting everyone during coronavirus like whether to wear masks, coping with sleep or mood disturbances, how to reduce risk of injuries, coping with loneliness, keeping healthy while working from home and many more.

<https://patient.info/coronavirus-covid-19>

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UK research and innovation website explains the evidence and facts about coronavirus, including information about the virus, the disease, the epidemic, and its control:

<https://coronavirusexplained.ukri.org/en/>

If you want to be involved in research to help us understand more about how coronavirus presents you can self-report COVID-19 symptoms to Kings College London via an app

<https://www.kcl.ac.uk/news/new-symptom-tracking-app-aims-to-slow-spread-of-coronavirus>

<https://covid.joinzoe.com/>

What to do if you need to see a GP or get medication

<https://patient.info/news-and-features/covid-19-coronavirus-what-to-do-if-you-need-to-see-a-gp-or-get-medication>

Support for Carers

A number of people will be caring for friends or family during coronavirus. There is local support as well as advice on the government website and more information on Carers UK website too.

Newcastle Carers 0191 275 5060 info@newcastlecarers.org.uk
www.newcastlecarers.org.uk

Gateshead Carers 0191 490 0121 enquiries@gatesheadcarers.com
www.gatesheadcarers.com

UK Government Advice and guidance

<https://www.gov.uk/government/publications/coronavirus-covid-19-providing-unpaid-care/guidance-for-those-who-provide-unpaid-care-to-friends-or-family>

Carers UK <https://www.carersuk.org/help-and-advice/coronavirus-covid-19/coronavirus-covid-19>

This is a useful guide covering the main issues for people with family members living in care homes:
<https://www.which.co.uk/news/2020/04/coronavirus-what-you-need-to-know-if-a-relative-is-in-a-care-home-2/>

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Support for Non-English Speakers/English as an additional language

The current NHS advice about coronavirus has been translated in to 60 different languages and these are available here:

<https://www.doctorsoftheworld.org.uk/coronavirus-information/>

There are also translations available with local advice

<https://www.connectedvoice.org.uk/latest-news/749-local-support-for-bame-communities-on-covid-19-health-information>

Telephone interpretation services in Newcastle & Gateshead are able to function in a 3-way phone conversation to enable people who do not speak English to access health services remotely. The GP surgeries have details to arrange this where needed.

COVID- 19 testing information

If your doctor tells you it is needed COVID-19 testing and treatment is free of charge, irrespective of immigration status. Information on this is now accessible in 40 languages here:

<https://www.gov.uk/guidance/nhs-entitlements-migrant-health-guide#main-messages>

These translations are based on the simplified message in English available on the NHS website here:

<https://www.nhs.uk/using-the-nhs/nhs-services/visiting-or-moving-to-england/visitors-from-outside-the-european-economic-area-eea/>

Doctors of the World would like to hear your views

With a [brief survey](#) on their [translated essential Covid-19 guidance based on NHS and Government health advice and information](#), available in 48 languages in written format and 10 language in video format. Your views will help them to improve the accessibility of these resources to facilitate reaching out to migrant and asylum communities

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Booklet for children on COVID-19

A booklet for children under the age 7 is available to help them understand Coronavirus. It has been translated into languages such as Romanian, Hungarian, Serbian, Portuguese, Polish see here

<https://www.mindheart.co/descargables>

Action foundation support for Asylum seekers, refugees and migrants

If you are an asylum seeker, refugee or other migrant living around Newcastle, Gateshead or Sunderland and having problems because of the Coronavirus crisis, then **Action Foundation** is working in partnership to help. They can help with practical needs, such as food, remote casework, befriending and refer your cases on to other agencies.

Contact them on 07518 460 198 email info@actionfoundation.org.uk or see here

<https://actionfoundation.org.uk/covid-19-crisis-support/>

Support for d/Deaf

For those who are **deaf or hearing impaired** most GPs can now communicate by video consultation to enable lip reading or arrange to communicate by email where needed. The local sign language interpreting services are able to provide a 3 way video consultation which the GP surgery can arrange.

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What if there's an emergency?

If you have a medical emergency and need an ambulance, you should **call 999 as usual**.

[NHS111 online](#) is available 24hrs a day and can help provide advice on how to manage common health problems, and where to get further help if needed if the problem is urgent but doesn't need a 999 call. You can also contact your GP surgery if during usual opening hours.

This may be useful for some

[Recognising Heart Attacks, Strokes and Heart Failure April2020 UK.pdf](#)

The NHS is busy but we are still able to deal with emergencies or serious problems as usual.

Symptoms of cancer

You should still contact your doctor if you notice a change that isn't normal for you or if you have any possible signs and symptoms of cancer. You won't be wasting your doctor's time. More information about possible cancer symptoms and what to do can be found [here](#).

<https://www.cancerresearchuk.org/about-cancer/cancer-in-general/coronavirus/cancer-symptoms>

Routine GP Surgery appointments

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GP surgeries are operating systems which involve a telephone or online contact first and they are only arranging face-to-face assessments where needed after this. Some essential services continue and it will be arranged for you to be seen for these if needed. If in doubt contact your GP surgery for advice.

Dr Mark Dornan, a local GP and senior clinical officer at the CCG, explains how to get the healthcare you need during the coronavirus outbreak, [in this helpful video](#).

How patients can help the local NHS at this time

We are all going to have to do things differently!

You can help the NHS by taking steps to help us work with you.... if you need us.

Helping us work with you remotely

1. **Give your practice your up-to-date mobile number and email address.** Your practice may have to manage things differently e.g. by phone or video to your smartphone or computer, share information by email. If you have changed your number, please let the practice know.
2. **If you can, please register for the NHS app** if you don't already have it.

Either you or the practice staff might need to manage things while you are still at home. This can only work if you have fully registered for our online services.

Download the NHS app at: www.nhs.uk/apps-library/nhs-app

If you use the NHS app, you can complete the full process online and don't need to go into the surgery to register. By doing more online, you will help keep the phone lines from being too busy for those who need them.

This will give you access to:

- Your records (so you can check for test results)
 - Ordering medication and nominating a pharmacy to get your medication from
 - Booking appointments (for now these will be phone and video appointments if these are being offered).
3. **Familiarise yourself with online consultations.** These are a way to request help from your practice without leaving the house. You access them through your practice's website, at any time of day and without needing to register. You can submit requests

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for admin help (such as fit notes), receive advice from one of your GPs or may be directed to guides to help you manage the problem.

4. **Prescriptions:** If you have regular paper prescriptions, we would like to ensure your prescriptions can get from your doctor (who may be working away from your practice) to your pharmacy.

This means the Electronic Prescription Service (EPS) - will send prescriptions to your pharmacy. You need to give your permission to your nominated pharmacist or to your practice or via your online practice account (such as Patient Access).

This also reduces the need for you, practice staff, and staff at your community pharmacy to physically handle paper prescriptions. You can change your nominated pharmacy at any time.

You can sometimes go to other pharmacies and they can retrieve the electronic prescription. More information on EPS is available on the [NHS website](https://www.nhs.uk/using-the-nhs/nhs-services/pharmacies/electronic-prescription-service):
www.nhs.uk/using-the-nhs/nhs-services/pharmacies/electronic-prescription-service

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Advice for those with existing health conditions

GP surgeries are delaying a lot of planned reviews for people whose conditions are well controlled. If you have concerns about your condition you should contact your surgery. GP surgeries will be starting to contact some groups for their reviews over the coming weeks.

Below are some useful links to support you with managing and monitoring your condition yourself.

Lung conditions such as COPD and asthma

Do not share your inhalers or spacer devices, this is very important. Please store your inhalers and spacer away when not in use. Standard hygienic practice should be enough.

If your asthma is stable and you have not used inhalers for over a year you do NOT need to order any 'just in case' we know this situation is scary but using an inhaler you don't need at the moment will not prevent you from catching COVID19. You should contact your GP surgery or 111 if you feel your asthma is starting to be a problem again.

Important information and advice about coronavirus if you have a lung condition:

www.blf.org.uk/support-for-you/coronavirus

<https://www.asthma.org.uk/advice/triggers/coronavirus-covid-19/>

Useful videos so you can check you are using your inhaler properly

<https://www.asthma.org.uk/advice/inhaler-videos/>

You might be asked to record your peak flow to help us monitor you at the moment. Useful advice about how to do this here:

<https://www.asthma.org.uk/advice/manage-your-asthma/peak-flow/>

Useful website developed locally to help children & young people with asthma

<https://www.beatasthma.co.uk/>

Heart and circulatory problems

Medical advice on how coronavirus can affect people with a heart problems, high blood pressure, irregular pulse (Atrial Fibrillation) or pacemaker. :

www.bhf.org.uk/information-support/heart-matters-magazine/news/coronavirus-and-your-health

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Expert information on coronavirus and your heart health, including advice on how to stay healthy while at home:

https://www.bhf.org.uk/inform/coronavirus-and-you?utm_campaign=1376949_Covid-19%20%2814.04.2020%29&utm_medium=email&utm_source=British%20Heart%20Foundation%20%28BHF%29%20&mi_u=

It's important to remember you must still get help if you think you are becoming more unwell or concerned about something serious. This information may help you know what to watch for

[Recognising Heart Attacks, Strokes and Heart Failure April2020 UK.pdf](#)

There have been some reports of problems with blood pressure medication and coronavirus – these have been shown to be incorrect. You should continue your blood pressure medication as usual. Further information can be found here.

<https://www.gov.uk/government/news/coronavirus-covid-19-and-high-blood-pressure-medication>

It would be helpful to consider whether you could purchase a blood pressure monitor to take some home readings and avoid the need to attend the GP surgery so often. Here is a useful link with more information about approved monitors and how to do this correctly.

<http://www.bloodpressureuk.org/BloodPressureandyou/Homemonitoring/Choosingyourmonitor#uDa6>

It would also be helpful if you could consider purchasing some weighing scales as GPs are requiring more up to date weight measurements due to national guidance on changing medication such as anticoagulants. It is also recognised that some people are changing weight due to the impacts of lockdown on diet and exercise.

Diabetes

Key information for people living with diabetes and their families, answering critical questions about what coronavirus means for you:

www.diabetes.org.uk/about_us/news/coronavirus

There is also support available through a befriending scheme for people with diabetes

[North East Befriending Scheme Promotion Poster.pdf](#)

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Cancer

The Cancer Research UK website has lots of useful information for people with cancer or those who are concerned they may have cancer.

<https://www.cancerresearchuk.org/about-cancer/cancer-in-general/coronavirus>

Dementia

Advice about looking after someone with dementia during the pandemic

<https://www.dementiauk.org/get-support/coronavirus-covid-19/>

Alzheimer's Society Support for people with dementia and their carers Tel: 0333 150 3456 Monday to Friday, 9am to 5pm and 10am to 4pm at weekends

<https://www.alzheimers.org.uk/>

Tide Carers - Empowering carers of those with Dementia

<https://www.tide.uk.net/>

Facebook page for carers of those with Dementia -

<https://www.facebook.com/groups/tidecarerssupport/>

Arthritis and other joint and muscle conditions

Information, advice and support about coronavirus for people living with arthritis:

<https://www.versusarthritis.org/news/2020/march/coronavirus-covid-19-what-is-it-and-where-to-go-for-information/>

Epilepsy

Information about coronavirus for people with epilepsy

<https://www.epilepsy.org.uk/info/daily-life/safety/coronavirus-covid-19>

Parkinson's Disease

This website contains useful information about staying physically and mental well during the coronavirus pandemic

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<https://www.parkinsons.org.uk/news/understanding-coronavirus-and-parkinsons>

Multiple Sclerosis

This website offers information and advice for people with MS.

<https://www.mssociety.org.uk/what-we-do/news/covid-19-coronavirus-and-ms>

Addison's Disease/Adrenal Insufficiency

Addison's Disease is a rare condition where the body no longer produces enough of certain essential hormones, known as steroid hormones. It needs to be managed if someone becomes unwell. There is information for those affected by this condition here.

<https://www.addisonsdisease.org.uk/news/novel-coronavirus-covid-19>

Special Groups

Older people

Information on coronavirus, including updates on how you can look after yourself, and loved ones, comments from Age UK, and ways you can support older people:

www.ageuk.org.uk/information-advice/coronavirus

Pregnancy

Advice for pregnant women during the Coronavirus pandemic

<https://www.nhs.uk/start4life/pregnancy/coronavirus-covid19-advice-during-pregnancy/>

Immunisations

We encourage parents of all babies, toddlers and children to make and attend appointments for routine childhood immunisations –the invitations will be sent as usual.

Whooping Cough vaccination in pregnancy –your midwife should remind you about this between weeks 16-32 of your pregnancy, it is very important to have it as usual

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Seasonal flu vaccine for those in risk groups from 2 to 64 years of age and those aged 65 years and over (once these become available in the Autumn)

Your GP surgery or health clinic will take all possible precautions to protect you and your baby from COVID-19. . Vaccines are the most effective way to prevent against other infectious diseases which is why it is so important people continue to have them to help keep themselves well. There is more information on the NHS website here.

<https://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/>

Contraception

GP surgeries are still providing contraception services; if you need a more supplies or a review please contact your surgery who can discuss this with you individually.

Mental Health Resources

These resources will help support your and your family's mental health during this stressful time:

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Adult and Older adult Mental Health Support

Gateshead Talking Therapies offer services to people aged 16 years and over who are experiencing mild to moderate anxiety and/or depression, and are registered with a Gateshead GP. Tel: 0191 283 2541 E-mail: gatesheadtalkingtherapies@stft.nhs.uk

Talking Helps Newcastle is a free, confidential service available to anyone aged 16+ who is registered with a GP surgery in Newcastle. The service offers a range of talking therapies, advice, information and support. Tel: 0191 2826600. A wide range of resources can also be found at <https://www.talkinghelpsnewcastle.org/resources/>

Tyneside and Northumberland Mind Mental health support and counselling, including a range of services across Gateshead and Newcastle. Mind are also now accepting self-referrals from patients. Tel: 0191 477 4545 <https://www.tynesidemind.org.uk/>

Newcastle or Gateshead Crisis Resolution and Home Treatment Service on 0191 814 8899 Available 24hours a day every day for people with severe mental health crisis or suicidal thinking.

CNTW _Cumbria, Northumberland and Tyne and Wear Foundation Trust, providing 24 hour access to mental health care and support. Resources available online on a range of mental health issues – <https://web.nrw.nhs.uk/selfhelp/>

Moving Forward 0191 222 0324 helps anyone who is affected by mental ill-health to get back on their feet

Recovery College Collective Providing a peer led, peer delivered mental health education and support service where people can learn from each other's insights, skills and lived experience 0191 261 0948 <https://www.recoverycoco.com/about-us>

Includes resources around managing anxiety related to the coronavirus:
https://static1.squarespace.com/static/5dee59a02d0d3203aa1bbc13/t/5e79ea60b6ae2301838ee478/1585048160971/Managing_COVID_Anxiety.pdf

Cruse Bereavement Care Bereavement counselling across Newcastle and Gateshead Tel: 0808 808 1677 Monday to Friday, 9am to 5pm <https://www.cruse.org.uk/get-help/local-services>

Alzheimer's Society Coronavirus advice for those supporting people with Dementia <https://www.alzheimers.org.uk/get-support/coronavirus-covid-19>

Tide Supporting carers of those with Dementia, <https://www.tide.uk.net/>

Suicide prevention network The suicide prevention network has also launched a new website which provides a community resource for people seeking help and advice about

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suicide and mental wellbeing as well as guidance for those bereaved by suicide. It can be accessed via this link www.stopsuicidenenc.org

It also has a page on mental wellbeing and advice for keeping safe during the coronavirus outbreak

www.stopsuicidenenc.org/resources/coronavirus-and-your-wellbeing/

Northern Mental Health Support A resource to help any individual or family struggling with issues of social isolation, particularly as we all struggle with the coronavirus pandemic. <https://northernmentalhealth.org/>

NHS Clinical Network Online mental health resources for women [On-line Mental Health Support for women.pdf](#)

Samaritans 24 hours a day, 365 days a year support <https://www.samaritans.org/>

People with a learning disability and/or Autism

Community Team Learning Disabilities (CTLD) including Positive Behavioural Support (Newcastle): This team supports adults with a learning disability who have complex physical health needs, challenging behaviours or mental health needs. Telephone number: [0191 210 6868](tel:01912106868) ntawnt.ctldspareferrals@nhs.net

Community Team Learning Disabilities (CTLD) including Positive Behavioural Support (Gateshead) The team provides specialist assessment and treatment to people aged 18 and onwards with learning disabilities and additional health needs. This includes support with mental health. Telephone Number 01914780650 GatesheadLD@cntw.nhs.uk

Skills for people Support for disabled people with learning disabilities and/or autism and their families to improve their lives. Tel: 0191 281 8737 information@skillsforpeople.org.uk
regular contact and support for Newcastle residents

Your Voice Counts Advocacy services and support groups Tel: 0191 478 6472 (10am-4pm) yvc.uk@nhs.net

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Children and Young People's Mental Health Support

Single Point of Access –The Children and Young People's Service provides a single service to all children and young people aged 0-18 years living in Newcastle and Gateshead who have mental health issues. The number can be used by ANYONE, including children and their families themselves, to make a referral

Phone: 0303 123 1147

Email: ntawnt.NGSPA@nhs.net

For Crisis situations with under-18 year olds please contact: 01912466913

Rise – Mental Health Support Teams <https://www.rise-ne.co.uk/about-rise>

0-19 Service (the health visiting & school nursing teams) – Support for Children and Young People aged 0-19. Gateshead - 03000 031 918 Newcastle - 0191 282 3319

Streetwise – A range of health and wellbeing services for young people aged 11-25
www.streetwisenorth.org.uk

Children North East –Support for children, young people and their parents in the North East
www.children-ne.org.uk

Kalmer Counselling – A counselling service providing support across a range of issues working with adults, children, young people and families across the North East
www.kalmer-counselling.co.uk

North East Counselling Service – Offering counselling via zoom or telephone to allow access while self isolating
www.necounselling.org.uk

Kooth (online only) – An online wellbeing community with a range of support for young people (age 10 -25) www.kooth.com

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Child Bereavement UK – Bereavement support for children, young people up to 25, and parents <https://www.childbereavementuk.org/get-support>

Young minds - [Young minds](#) - For mental health issues in young people

Self harm UK- [Self harm UK](#) - For young people who self-harm

WellCast – Great youtube videos to help emotional well-being

There are also several apps suitable for young people:

| | | |
|---|---|---|
| SAM app (Self-help for Anxiety Management) |  | For all ages. Users can record their anxiety levels and identify different triggers, and manage symptoms |
| Calm Harm app |  | For YP who have already started the process of gaining an understanding of their self-harm issues. Provides tasks to resist or manage the urge to self harm. 4 tasks – distract, comfort, express, release. |
| WorryTime app |  | Ages 12+. Allows users to control everyday stress and anxiety by acting as a place to store your daily worries. |
| Virtual Hope app |  | Simple tools to help patients with coping, relaxation, distraction and positive thinking. |
| Smiling Minds app |  | For all ages (from 7 years+). Guided meditations, bite size options, categorised in age groups. Helps with thoughts and feelings and to self-check on mood. |
| Mindfulness Daily app |  | For all ages, for stress, anxiety and depression. Includes advice, tips and tools to improve mental health and well-being. |

Supporting Children and Young People

Whilst coronavirus is infectious to children it is rarely serious. If your child is unwell it is likely to be a non-coronavirus illness, rather than coronavirus itself.

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Whilst it is extremely important to follow Government advice to stay at home during this period, it can be confusing to know what to do when your child is unwell or injured. Remember that NHS 111, GPs and hospitals are still providing the same safe care that they have always done. Here is some advice to help:

https://www.rcpch.ac.uk/sites/default/files/2020-04/covid19_advice_for_parents_when_child_unwell_or_injured_poster.pdf#

Immunisations

We encourage parents of all babies, toddlers and children to make and attend appointments for routine childhood immunisations –the invitations will be sent as usual.

Whooping Cough vaccination in pregnancy –your midwife should remind you about this between weeks 16-32 of your pregnancy, it is very important to have it as usual

Seasonal flu vaccine for those in risk groups from 2 to 64 years of age and those aged 65 years and over (once these become available in the Autumn)

Your GP surgery or health clinic will take all possible precautions to protect you and your baby from COVID-19. . Vaccines are the most effective way to prevent against other infectious diseases which is why it is so important people continue to have them to help keep themselves well. There is more information on the NHS website here.

<https://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/>

Managing childhood illnesses at home

[The Little Orange Book](#) has a lot of useful tips and advice on how to manage common problem in babies and small children

How to tell if your child might be seriously ill

Please find information from the Great North Children's hospital here on how to recognise if your child is seriously ill

http://www.newcastle-hospitals.org.uk/assets/media/How_to_recognise_if_your_child_is_seriously_ill.pdf

Newcastle Hospitals are running a short user satisfaction survey to see if this is helpful, the link to this is: <https://tinyurl.com/Safe-Kids-Care-2020>.

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This [Advice for parents during coronavirus](#) leaflet helps you work out when to get help for your child

Talking to Children about Coronavirus

Young Minds have an excellent resource to help parents talk to their children [Top ten tips for parents](#) - If your child is worried or anxious about coronavirus, here's the Young Minds Parents Helpline experts' advice on what you can do.

Advice for talking to teenagers about coronavirus here <https://www.childrenssociety.org.uk/news-and-blogs/our-blog/talking-to-teenagers-about-coronavirus-covid-19>

[Covibook online book](#) - this interactive book is a good way of helping you explain and reassure younger children about coronavirus

A booklet for children under the age 7 is available to help them understand Coronavirus. It has been translated into languages such as Romanian, Hungarian, Serbian, Portuguese, Polish see here <https://www.mindheart.co/descargables>

There is a great picture book for helping primary school age children understand about coronavirus available for free here <https://axelscheffler.com/books-for-older-children/coronavirus>

CBBC's Operation Ouch team have made a special episode to explain coronavirus – available through BBC iPlayer [https://www.bbc.co.uk/iplayer/episode/m000hyjc/operation-ouch-series-9-1-virus-alert?xtor=CS8-1000-\[Discovery_Cards\]-\[Multi_Site\]-\[SL08\]-\[PS_IPLAYER~C~~P_OperationOuchCoronavirus](https://www.bbc.co.uk/iplayer/episode/m000hyjc/operation-ouch-series-9-1-virus-alert?xtor=CS8-1000-[Discovery_Cards]-[Multi_Site]-[SL08]-[PS_IPLAYER~C~~P_OperationOuchCoronavirus)

Safeguarding children and young people

This is a difficult and worrying time for everyone – but particularly so for children/young people living with abuse and/or neglect, particularly when schools are closed and children/young people are spending more time at home.

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Children/young people who are currently experiencing, or have experienced, abuse and/or neglect will be concerned/fearful about being isolated as it may result in them spending more time together in the same space as the person(s) harming them.

If you are worried or have a concern about a child/young person contact Children's Social Care:

- Initial Response Service – 0191 277 2500
- Emergency Duty Team – 0191 278 7878 (out of hours)
- Northumbria Police – 101 (in an emergency always dial 999)
- NSPCC Helpline – 0808 800 5000

<https://www.nscb.org.uk/have-concerns-about-child>

The **NSPCC** has a range of advice for parents and carers to support them during the coronavirus pandemic. They cover topics like working from home with children, coping as a separated family during lockdown, mental health advice for parents and carers, coping with arguments and family tension, online safety for children and much more. They also have a helpline on 0808 800 5000 for people needing support or anyone worried about a child <https://www.nspcc.org.uk/keeping-children-safe/coronavirus-advice-support-children-families-parents/>

For children themselves there is **Childline**: <https://www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/staying-safe-online/> which gives advice to children about how to stay safe online and know what to do when things go wrong.

Online Child Safety

Child line counselling services have revealed young people are feeling lonely and anxious during lockdown and children are spending more time online to stay in touch with friends since schools have closed. The coronavirus pandemic has brewed the perfect storm for abusers to exploit existing platform weakness and groom children. **Northumbria Police** have developed a resource tool to help you and your child to stay safe on-line. <https://beta.northumbria.police.uk/advice-and-info/parents-and-kids/online-safety-advice-for-parents/>

Exploitation remains a significant concern during the COVI-19 period. Children and young people continue to be at risk both online and within the community. Those exploiting children and young people are making every effort to encourage them to leave their homes. Social media and texting continues to be the main resource used. If you are worried your child may be experiencing sexual or criminal exploitation you should report this to Police as soon as possible .If your child goes missing from home this must also be reported to Police as soon as possible.

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Support for parents around child exploitation can be found online from the following

www.paceuk.info

<https://www.nwgnetwork.org/>

Support for children and young people with SEND

[The Council for Disabled Children](#) has pulled together a range of guidance to help you support your child as this time

WellChild – the national charity of children with SEND have some good tips:

[Here is a good link to top tips](#) to keep your child safe and well at this time

Mental Health support for Children and Young People – please refer to page 17-18 of this guide.

Financial and employment advice

It is well known that problems with money or work can affect people's health. Many GP practices across Newcastle and Gatehead have social prescribing link workers who can

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support people with addressing a wide range of issues. Look on your GP practice website or speak to the surgery team to find out more if you think this may be helpful for you.

Acas Advice for employers and employees <https://www.acas.org.uk/coronavirus>

Money advice service Advice on what you may be entitled to during the coronavirus outbreak <https://www.moneyadvice.service.org.uk/en/articles/coronavirus-what-it-means-for-you>

Citizens Advice Bureau Advice on what the Coronavirus means for you <https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/>

Both local authorities have dedicated areas on their websites for people to access advice and support:

<https://www.gateshead.gov.uk/coronavirus>

<http://www.newcastle.gov.uk/coronavirus>

Keeping well, improving wellbeing, eating well and staying active

10 Today A guide on doing 10 minutes of physical activity a day www.10today.co.uk

Sport England Advice on undertaking activity inside the home www.sportengland.org/stayinworkout

More active for life How to become more active including specific advice for children, adults and older people <https://www.moreactiveforlife.co.uk/active-at-home>

NHS easy to follow home workout videos <https://www.nhs.uk/oneyou/for-your-body/move-more/home-workout-videos/>

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British Association of UK dietitians General advice on diet and food during coronavirus

<https://www.bda.uk.com/resource/covid-19-corona-virus-advice-for-the-general-public.html>

Newcastle City Council Tips for cooking on a budget

<https://www.newcastle.gov.uk/services/public-health-wellbeing-and-leisure/public-health-services/coronavirus-covid-19/coronavirus-support-for-people#Food>

Cumbria Northumberland Tyne and Wear NHS Trust Help maintain a healthy weight

and advice on doing physical activity - <https://www.cntw.nhs.uk/services/a-weight-off-your-mind/>

Cumbria Northumberland Tyne and Wear NHS Relaxation techniques in audio with a

choice of a female or male voice - <https://www.cntw.nhs.uk/resource-library/relaxation-techniques/>

Stopping Smoking

Emerging evidence from China shows smokers with COVID-19 are more likely to develop severe respiratory disease.

<https://www.gov.uk/government/news/smokers-at-greater-risk-of-severe-respiratory-disease-from-covid-19>

Links to support quitting smoking-

<https://www.nhs.uk/smokefree>

<https://www.todayistheday.co.uk/>

Help accessing other support

Getting other support during Coronavirus

Newcastle and Gateshead local authorities have dedicated areas on their websites for people to access advice and support

<https://www.gateshead.gov.uk/coronavirus>

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<http://www.newcastle.gov.uk/coronavirus>

Additional help for the extremely vulnerable

If you have a health condition which means you are extremely vulnerable to COVID-19, you can register online for extra support such as getting help with shopping, and deliveries of essential supplies. The service is free and you can register for yourself or someone else at the [NHS Volunteer Responders programme](#), or you can call 0808 196 3646 and ask for help with food, prescriptions and essential items.

If you need urgent help and have no other means of support contact your local authority to find out what support services are available in your area.

Gateshead <https://www.gateshead.gov.uk/article/14980/Coronavirus-COVID-19-https://www.ourgateshead.org/>

Newcastle <https://www.newcastle.gov.uk/services/public-health-wellbeing-and-leisure/public-health-services/coronavirus-covid-19>

Safeguarding Adults

Safeguarding Adults is protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop abuse and neglect happening. Abuse and neglect is never ok. If you, or someone you know is being abused or neglected, it is important to tell someone.

Newcastle - <https://www.newcastle.gov.uk/services/care-and-support/adults/report-suspected-adult-abuse-and-neglect>

Gateshead - <https://www.gatesheadsafeguarding.org.uk/article/9180/Report-concerns-about-an-adult>

Bereavement support

UK Government Information to help bereaved families, friends or next of kin

https://www.gov.uk/government/publications/support-for-the-bereaved?utm_source=3aee2c3a-6adf-49fe-8d7e-b8852ca12f05&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

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Cruse Bereavement charity have lots of information on how bereavement and grief may be affected due to the current situation

<https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief>

Domestic Abuse Support

There are a number of guides on how to support those at risk of domestic abuse.

<http://safelives.org.uk/news-views/domestic-abuse-and-covid-19>

[Economic abuse and the coronavirus outbreak](#)

[Safety planning guide, victims & survivors COVID-19](#)

In **Newcastle** you can get support here <https://www.newcastleidas.co.uk/>

or ring 0191 214 6501

Gateshead council have a domestic abuse helpline on **0191 433 3333**

Honour and faith based violence and abuse, Forced Marriage and Female Genital Mutilation.

Honour-based abuse is abuse perpetrated to preserve family 'honour' based on a false idea that the victim is somehow disgracing her or his family, traditions, culture or community.

Forced Marriage: A forced marriage is where one or both people do not (or in cases of people with learning disabilities, cannot) consent to the marriage and pressure or abuse is used.

FGM, also known as Female Genital Cutting or Female Circumcision is an extremely harmful practice with devastating health consequences for girls and women. Some girls die from blood loss or infection as a direct result of the procedure.

LOCAL CONTACT: The Angelou Centre, 17 Brighton Grove, Newcastle upon Tyne. NE4 5NS: 0191 226 0394

For further information contact the Honour Network Helpline, run by Karma Nirvana, a national charity set up by survivors of forced marriage, a specially trained advisor who understands the issues around honour abuse and forced marriage will provide independent, impartial and confidential advice.

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Honour Network Helpline: 0800 5999 247 (Monday-Friday 09:30-17:00) or visit www.karmanirvana.org.uk

For further information: **NSPCC** - 0800 028 3550 (24 hour help line) www.nspcc.org.uk

FORWARD - 020 8960 4000 www.forwarduk.org.uk

Exploitation

Adult exploitation remains a concern during the COVID-19 outbreak. It can be difficult to isolate when you feel pressurised to leave the house or are being contacted by phone or social media. Support is available from the Police and a dedicated team of professionals who specialise in exploitation. If you or someone you know is being forced to commit criminal offences, sex work or giving money to someone then you should report this to Northumbria Police on 101 and Adult Services. You can also speak to your GP .

Online support can be found at <https://beyondthestreets.org.uk/>

Substance Misuse & Alcohol services

Gateshead Recovery Partnership (CGL) continues to run, but has shifted to **telephone-based support and appointments**. 0191 594 7821 or jazz.chamley@cgl.org.uk They are still taking **new referrals**.

Needle Exchange and **Naloxone** are available from our hub during 09:00 - 17:00.

They also have an [alcohol advice](https://www.changegrowlive.org/advice-info/coronavirus/alcohol-advice) page. <https://www.changegrowlive.org/advice-info/coronavirus/alcohol-advice>

There is lots of information on their [coronavirus info page](https://www.changegrowlive.org/advice-info/coronavirus). Or their website <https://www.changegrowlive.org/advice-info/coronavirus>

The Newcastle Treatment and Recovery (NTaR) services are also operating usual hours and taking new referrals but most contact is through phone support. Harm Reduction and Plummer Court are open for access but most of their support will be phone based. **0191 206 1117** or NTARreferrals@cntw.nhs.uk

<https://www.cntw.nhs.uk/services/drug-alcohol-service-addictions-services-newcastle/>

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Support for the homeless and housing advice

Newcastle City Council are still operating housing advice and support for the homeless via telephone or email, please phone 0191 277 1712 or 0191 277 1716 or email housingadvicecentre@newcastle.gov.uk. They also have an advice page <https://www.newcastle.gov.uk/services/housing/housing-advice-and-homelessness/what-do-if-you-need-housing-advice-or-are-homeless>

Gateshead Council offer advice and support through their webpage here <https://www.gatesheadhousing.co.uk/find-a-home-in-gateshead/homelessness-and-housing-support/> Phone: 0191 433 3174
Email: housingadvice@gatesheadhousing.co.uk

Shelter England has coronavirus-based housing advice on their website across a range of topics https://england.shelter.org.uk/housing_advice/coronavirus

Shelter Newcastle is offering access to support, guidance, and expert advice services via [get help](#) pages online, or by calling the North East service team.

https://england.shelter.org.uk/get_help/local_services/newcastle For advice or guidance, call **0344 515 1601** between the hours of 9:00am – 5:00pm, Monday to Friday.

Crisis Skylight Newcastle is offering a timetable of online support <https://www.crisis.org.uk/get-help/newcastle/>