



Information Sheet

COVID-19 CORONAVIRUS – WHAT YOU CAN DO TO BE PREPARED

Here are some suggestions for things you can do to get ready should you or your personal assistant (PA) be directly affected by the Coronavirus – for example, if your PA can no longer work as they are in self-isolation.

SEE ALSO: [Coronavirus Emergency Plan for Home](#)

Make sure your support plan is up-to-date

When did you last look at your support plan? Now is the time to check it is up to date and that the people around you who need to know, have a copy. If you can't find it or don't have a copy, then produce a one page document of the basic information people may need to know about you and your support needs.

Emergency Contact List

Make sure this list is complete and up-to-date and that everyone on the list knows that you, or someone else, may call them.

Do a Support Task List

What tasks need to be completed every day/week? It's easy to forget the little things so try doing a "top to toe" list. Get everything written down – your regular PA may know to wipe your glasses but someone else may not think of it.

It may help to split the tasks into categories – eg Essential Tasks / Important Tasks / Could Live Without Tasks

Who can help you?

- List the people who can help you
- Start with those closest to you like family members who know you best, and work outwards to friends, acquaintances, social worker etc
- Who can do what?
- Share your plans with people who are willing to help out

Using Personal Protective Equipment

You should continue to follow NHS guidelines about cleaning and hygiene. Please also see [Wiltshire Council guidance](#) for PAs.

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Contact Details

Make sure you have the contact details of people or organisations you may need to get in touch with such as your local authority / CCG social worker and contingency care agency. Make sure the number is up-to-date by checking online.

Plan Ahead

- Have a direct conversation with your PA(s) about how you might manage the situation before you need to. If you have a team of PAs, how might they change their working rota to cover absences or to reduce the turnover of people coming into the house?
- Get in any favourite foods if you are getting low. You don't need to stockpile food; shops will be staying open. Some supermarkets are now opening early on certain days for older people and those with additional needs
- Make sure you have the medication you need and know where you can get supplies if you need them. Pharmacies will stay open so you don't need to stockpile regular painkillers etc

Using Local Neighbourhood Voluntary Groups

Volunteer groups have been set up in most neighbourhoods to help out others where they live. These are most likely to be useful for 'out of the house' tasks such as sopping or walking the dog.

These are most easily accessed via social media, such as Facebook or Twitter. Volunteers are also being co-ordinated via central groups. Always read the safety information on these sites and, if possible, link up with a volunteer who lives very close to you.

Wiltshire Council's website includes a directory of community groups/support, details about volunteering, details for the Community Engagement Managers and supermarket opening times. Follow this link and look under the **community support and volunteering section** - <http://www.wiltshire.gov.uk/public-health-coronavirus>

Employment Law Queries

If you are on a Direct Payment, then you will have access to the Employment Law Helpline provided under your Employers Liability Insurance Policy with FISH Insurance 24 hours a day, 7 days per week. The Helpline will be able to assist you with employment related queries regarding your employer obligations towards your employees. The Employment Law Helpline can be contacted on 0344 8922 480 or by email admindp@wiltshirecil.org.uk. Please have your insurance policy number available and quote the code FIS033.

Wiltshire Centre for Independent Living

We are continuing to provide advice and support for those on a direct payment but are also making contact with everyone on our books to ensure they are aware of what assistance is available in the community. Most staff are now working from home so if you have any queries, please can you email them wherever possible to admindp@wiltshirecil.org.uk . Our phone number is 0300 1233442.