

Novel Coronavirus (COVID-19): Leicester, Leicestershire and Rutland stakeholder bulletin #8

Issued on behalf of the NHS in LLR

Date of issue: 29th April 2020



Through these bulletins we will keep you updated on the NHS response to Coronavirus in Leicester, Leicestershire and Rutland.

We will try to ensure you have the latest information, but as you are aware the situation is rapidly changing. If you have any questions or would like to ask about a topic please email us at: PressOfficeLLRCCGs@leicestershire.nhs.uk

Please continue to support the message on staying at home and in particular help us to tackle misinformation by promoting the official sources of information: <https://www.gov.uk/coronavirus>.

Coronavirus cases in LLR

As at 27th April (latest figures available) there were 1,483 lab confirmed cases in Leicester, Leicestershire and Rutland (LLR) and 217 people who tested positive with coronavirus have sadly died in Leicestershire's hospitals (University Hospitals of Leicester NHS Trust and Leicestershire Partnerships NHS Trust) as at 29th April.

Tribute to colleagues

Like many across the country, on Tuesday, the NHS in Leicester, Leicestershire and Rutland (LLR) paid tribute to colleagues who have died during the coronavirus pandemic by holding one-minute's silence

The Chief Executives of LLR's Clinical Commissioning Groups, University Hospitals of Leicester NHS Trust (UHL) and Leicestershire Partnership NHS Trust (LPT), said: "We will be forever grateful for the commitment, selflessness and compassion shown by the NHS staff, carers and key workers who have lost their lives trying to save and support others during the COVID-19 pandemic.

"They are true heroes in every sense and have made exceptional sacrifices putting us before themselves, to protect us and keep essential services running. From the bottom of our hearts, thank you to our fallen heroes.

"Thank you also to their colleagues who are keeping their legacy alive – delivering excellent care and support on the frontline to get us through these exceptionally challenging times.

"A big thank you also to all our carers, who are providing vital care and support to some of our most vulnerable people, to key workers who are operating essential services and our volunteers who are giving up their time to help those most in need. Together, you are all helping us to rise against the pandemic."

A patient's story

Rick Zarac from Shepshed has told his story to the Leicester Mercury. In his moving account he has no doubts about how close he came to being unable to tell this remarkable story. If it were not for the care and treatment, he got from the NHS at Leicester Royal Infirmary. You can read more [Read more here](#)

0116 295 3060: 24hour NHS support for all urgent mental health needs

Leicestershire Partnership NHS Trust has launched a new mental health Central Access Point (CAP) phone service. The service links people of all ages including existing and previous service users and people who have never used mental health services before, with call handlers and clinicians who can assess their needs. Callers are given advice, support, signposted or referred directly to the appropriate service.

The CAP offers an alternative to NHS 111, the emergency department and other urgent and non-urgent services for people with urgent mental health needs. During the Covid-19 outbreak the service will also reduce the pressure on other services, particularly emergency services.

The **0116 295 3060** also support carers, stakeholders and health and social care professionals looking for information and advice. Calls are answered by call handlers and triaged by a nurse who will assess the urgency and the caller's need. If an individual requires an assessment, they will be referred to the appropriate service, such as a community mental health team or LPT's crisis and home treatment team. The team is also supported by a consultant psychiatrist.

The CAP phone service* is not an emergency service. Where people have immediate, serious and life-threatening emergency mental and/or physical health needs, for example if an individual has taken an overdose or is in imminent danger of physical harm, they should attend A & E or call 999 for the appropriate emergency service.

*Local call rate. Please refer to phone provider for details of charges.

Information about national, local and online non-urgent mental health support is available on the LPT website <https://www.leicspart.nhs.uk/latest/covid-19-support-for-your-emotional-wellbeing/>

Update on shielded patients

If you have been identified as a Shielded Patient you should avoid face-to-face contact with others, except for carers and healthcare workers where contact is necessary as part of an individual's care.

The people on the Shielded Patient List are at the highest clinical risk of severe illness were they to contract COVID-19, hence these stringent and restrictive guidelines, which are designed to protect people by stopping them from coming into contact with the virus.

While most people on the list were identified using central records, a significant number were identified by GPs and hospital clinicians reviewing their patient lists.

Each of these patients will receive a letter from the NHS advising them to follow shielding guidance. The Government is currently advising people to shield until 30 June and is regularly monitoring this position. The letter will contain details of the support being offered by the Government, including help with essential food and medicines deliveries. Patients will also receive a series of text messages from the NHS setting out additional support on offer.

Patients identified by GPs and hospitals will have received a letter from those organisations

It is important to note that the Shielded Patient List will change over time with the addition of people who are newly diagnosed or who are prescribed new medications which means they now fall into this 'highest clinical risk' group.

As new patients are identified, they will receive a letter confirming their status on the list, as well as information signposting them to the support on offer, as described above.

[Frequently asked questions on shielding](#)

Volunteer card/Voucher scheme

You may already be aware, but ASDA, Sainsbury's and M&S now offer a volunteer card/voucher scheme. These can be purchased online by residents who are self-isolating and given to their family, friends or volunteers who are helping them with shopping. These are available to purchase online so will not be an option for all our residents. However, it is a good way to safeguard both residents and volunteers where possible as these are cashless transactions and avoid the need to share bank cards/details etc. More details can be found on the supermarket websites:

[Sainsbury](#)

[Asda](#)

[Marks and Spencer](#)

Domestic abuse: help get the message out

The Home Office with several key partners and charities launched a new national campaign to raise awareness on support available for victims of domestic abuse during the coronavirus outbreak. Advertising on social media signposts to [gov.uk/domestic abuse](http://gov.uk/domestic-abuse) where victims, perpetrators and members of the public can find out how to get support if they or someone they know may be experiencing domestic abuse. The campaign uses the hashtag #YouAreNotAlone, to show solidarity and support for victims of abuse.

Support on the GOV.UK page signposts to organisations such as Refuge who run the National Domestic Abuse Helpline, the Live Fear Free Helpline in Wales, Men's Advice Line, Women's Aid, Galop, Hestia, Imkaan, SafeLives and Respect who run the perpetrator phonenumber.

People that are affected by domestic abuse will be harder to reach at this time and your help to promote the campaign and raise awareness of the advice and support available is appreciated. Campaign material is [available here](#)

Looking after your mental health

Data shows over 4 in 5 adults are worried about the effect that coronavirus (COVID-19) is having on their life right now, with over half saying it affected their wellbeing and nearly half reporting high levels of anxiety

Public Health England's **Every Mind Matters** website includes new NHS expert tips and advice on looking after mental wellbeing and supporting your family and loved ones during this time. Their Royal Highnesses The Duke and Duchess of Cambridge have narrated a powerful new film in support of the campaign and to encourage people to look after their mental and physical wellbeing

Look out for the Every Mind Matters campaign in social media, digital, national TV and please do help to reach the audiences most at-risk of poor mental health.

Health in Mind has a dedicated [Coronavirus \(Covid-19\) section on its website](#) that is regularly updated. It includes information on services, current [volunteering roles](#) as well as helpful articles and blogs including ideas about [keeping well based on the 5 Ways to Wellbeing](#) and moving your [support](#) and [counselling](#) online.

Useful information

One Prepared is a local source of information for help and services in LLR <https://www.llrprepared.org.uk/one-prepared/>.

National information is available at <https://www.gov.uk/coronavirus>

For health advice on coronavirus please visit: <https://www.nhs.uk/>

For local NHS information see <https://www.leicestercityccg.nhs.uk/my-health/coronavirus-advice/>