PAUL HOLMES MP

Member of Parliament for Eastleigh

Coronavirus (COVID-19) Advice and Support Information

Dear Neighbour,

I wanted to write to you as our country faces the most significant challenge in a generation. We are living in uncertain and unprecedented times that have curtailed our lives beyond imagination.

The Government has acted on the best scientific advice in order to protect the NHS and save lives. The measures taken are temporary, but it is crucial we follow them to look after the most vulnerable in society.

I have been struck by the community spirit across the constituency. Whether it be adhering to the Government's instructions on social distancing and staying at home; the community mobilisation of individuals and groups willing to support those most in need with shopping, collecting prescriptions or medicines; or just a phone call to ensure those who are more isolated than ever are keeping well.

The response from the people of Eastleigh has been as incredible as it has been humbling, so thank you.

I wanted to give you some basic facts on what you can do to look after yourself and your family, and some contact details of those organisations doing fantastic work in the Borough.

There is also information for employees, those who are self-employed and businesses on the assistance available to them from the Government.

There are much better days ahead. For us to get there a bit sooner, now is the time to come together and follow the instructions we have all been given. They are likely to change over time, so keep up to date with developments as often as you can. For now, please remember to...

Stay at home, protect the NHS, and save lives.

Paul Holmes

Paul Holmes, MP for Eastleigh

CORONA**VIRUS** | PROTECT YOURSELF AND OTHERS

NHS Health Information and Advice – everyone must stay at home to help stop the spread of coronavirus. This includes people of all ages – even if you do not have any symptoms or other health conditions.

What to do if you have coronavirus symptoms

Continue to stay at home if you have either:

- A high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- To protect others, do not go to places like a GP surgery, pharmacy or hospital
- Stay at home

Use the 111 online coronavirus service to find out what to do: **https://111.nhs.uk/covid-19/**

Only call 111 if you cannot get help online

If you need medical help not related to coronavirus, do not go to a GP surgery, pharmacy or hospital.

- For health information and advice, use the NHS website or check your GP surgery website
- For urgent medical help, use the NHS 111 online service. Only call 111 if you're unable to get help online
- For life-threatening emergencies, call 999 for an ambulance
- Read more advice about getting medical help at home

Advice for people at high risk

If you're at high risk of getting seriously ill from coronavirus, thereare extra things you should do to avoid catching it. These include:

- Not leaving your home – you should not go out to do shopping, visit friends or family, or attend any gatherings
- Avoiding close contact with other people in your home as much as possible

Read the full advice on protecting yourself if you're at high risk from coronavirus on **www.gov.uk/coronavirus**

Who is at high risk?

- Have had an organ transplant
- Are having certain types of cancer treatment
- Have blood or bone marrow cancer, such as leukaemia
- Have a severe lung condition, such as cystic fibrosis or severe asthma
- Have a condition that makes you much more likely to get infections
- Are taking medicine that weakens your immune system
- Are pregnant and have a serious heart condition

For the most up to date guidance please visit: www.nhs.uk/conditions/coronavirus-covid-19/

How I Can Help

Paul Holmes MP

House of Commons, London SW1A 0AA
Telephone: 0207 219 5484
Email: paul.holmes.mp@parliament.uk

My office continues to support and assist constituents with all enquiries and casework.

However, following Government advice on tackling coronavirus our ways of working are changing.

Enquiries will be responded to as soon as possible and we ask for your patience as it may take longer than usual to reply.

We will be prioritising casework and enquiries to help those most in need and vulnerable as well as doing what we can to support national and local efforts to tackle the coronavirus outbreak.

Please make all contact electronic via emails, as we cannot guarantee that we will be able to respond to letters or telephone calls in a timely manner.

Social Media Accounts

The latest factual advice and information related to COVID-19

Public Health England | @PHE_UK

Department of Health and Social Care Facebook and Twitter | @DHSCgovuk

NHS Facebook | @NHSwebsite

NHS Twitter | @NHSuk

Frequently Asked Questions

1. I'm employed but I've been furloughed. Will I still be paid?

If your employer has registered you as a furloughed employee, you'll get 80% of your salary up to £2,500 paid to you by your employer. Employers will receive a grant from Government to cover the cost.

www.gov.uk/guidance/claim-for-wage-costs-through-the-coronavirus-job-retention-scheme

2. I'm employed but worried if I'll get paid if I need to self-isolate because either I or someone in my family shows symptoms?

Some employers will pay sick pay normally, but others may not. If you need to self-isolate you can get Statutory Sick Pay from the first day of your isolation providing you earn more than £120 per week on average. This will be paid to you by your employer.

www.gov.uk/statutory-sick-pay

3. I am self-employed. What support am I entitled to?

The self-employed can receive up to 80% of their average monthly profits over the last three years, up to £2,500. This will be based on previous years tax returns.

www.businesssupport.gov.uk/self-employment-income-support-scheme/

4. I run a business, what help is available to businesses at the moment?

There are a variety of ways Government are helping businesses. This includes grants, loans, deferring tax payments or business rate relief.

www.businesssupport.gov.uk or call 0300 456 3565.

5. I am or I know a vulnerable person who can't get food or supplies. What should I do?

Hampshire County Council are delivering food supplies to vulnerable people. Local volunteer groups can also help other people who may not be able to get essential supplies.

www.hants.gov.uk/socialcareandhealth/coronavirus/volunteer-welfare or call 0333 370 4000.

Voluntary Organisations

EASTLEIGH COMMUNITY AID
https://eastleigh-aid.uk/
02381 11 2019

EASTLEIGH BASICS BANK
https://eastleighbasicsbank.co.uk/
07563 609994

AGE CONCERN EASTLEIGH
http://aceastleigh.org.uk/
Contact 02380 620275 between 09.30-12.30 for help with shopping supplies.

ONE COMMUNITY
http://1community.org.uk/one-community-response-to-corona-virus-covid-19/ -
02380 902400

THE CORONAVIRUS HAMPSHIRE HELPLINE
Hantshelp4vulnerable
0333 370 4000

CHURCH SUPPORT ACROSS EASTLEIGH
http://www.connect-eastleigh.co.uk/

LIVE AT HOME SCHEME
St. Andrews Church Eastleigh
Mark Kirby, Scheme Manager
Mark.kirby@mha.org.uk
07989 710620

HEDGE END VOLUNTARY GROUP
hedge.end.corona.community@gmail.com

HEDGE END FOOD BANK
Christine Shelley, Co-ordinator
cgshelley@outlook.com or
01489 690278

SALVATION ARMY
85 Whites Way, Hedge End, SO30 2GL
01489 796491

CITIZENS ADVICE EASTLEIGH
https://eastleigh-hampshire.cylex-uk.co.uk/company/citizens-advice-bureau-eastleigh-14028699.html

SAMARITANS
https://www.samaritans.org/

Beware of Coronavirus Scams Trading Standards Advice

- Always follow government advice
- Use local council websites, local council services and trusted charities like Age UK
- Contact your local councillors or MP if urgent
- Be careful on social media, especially with coronavirus response groups springing up
- Be as careful as you would normally be... don't be side-tracked or rush into decisions
- Don't purchase items from your doorstep or respond to surveys
- Don't draw attention to the passer-by that you are self-isolating (signs in windows)
- Don't give bank details, cash, credit or debit card information to strangers to do shopping etc
- Don't buy cures and medicines online
- Don't buy soaps and sanitizers from unknown sources
- Buy all products from known sources
- Trust and seek help from family and friends

Useful Numbers

Non-Emergency Police | 101
Crime Stoppers | 0800 555111
Eastleigh Borough Council | 02380 688000
Hants County Council | 0300 555 1375
National Rail Enquiries | 0345 748 4950
Citizens Advice Eastleigh | 0344 411 1306
Job Centre Plus | 0345 604 3719
Childline | 0800 1111
Floodline | 0345 988 1188
Gas Leak Emergency | 0800 111 999

HM Government

NHS

Government response to CORONA**VIRUS** (COVID-19)

What you need to do: For practical advice and help around issues such as employment, financial support, business, healthcare workers and carers, travel, how you can help etc, please visit:

www.gov.uk/coronavirus

Government Business Support Hotline
0300 456 3565
Universal Credit Hotline
0800 328 5644

The breakdown of financial support currently available for individuals and business can be found online at:
www.gov.uk/government/publications/support-for-those-affected-by-covoid-19

PROTECTING THE MOST AT RISK

1. Strictly **avoid** contact with anyone with COVID-19 symptoms

2. Do not leave your house

3. Do not attend any gatherings

4. Food or medication deliveries **should be left at the door**

5. Keep in touch with phone, internet and social media

6. Use the **phone** or go **online** to contact your **GP** or other essential services

Getting assistance with foods and medicines if you are reducing social contacts

Ask family, friends and neighbours to support you and use online services. If this is not possible, then the public sector, business, charities and the general public are gearing up to help those advised to stay at home.

It is important to speak to others and ask them to help you to make arrangements for the delivery of food, medicines and essential services and supplies, and look after your physical and mental health and wellbeing.

If you receive support from health and social care organisations (for example, if you have care provided for you through the local authority or health care system) this will continue as normal.

Disposal of waste

If you're self-isolating, please ensure you keep used tissues separate from your household waste in sealed bags for 72 hours before fully disposing. This is to contain the spread of the virus both in and out of your home. Other household waste can be disposed of as normal.

Laundry

To minimise the possibility of dispersing virus through the air, do not shake dirty laundry. Wash items as appropriate in accordance with the manufacturer's instructions. If you do not have a washing machine, wait a further 72 hours after your 7-day (for individual isolation) or 14-day isolation period (for households) has ended, when you can then take the laundry to a public launderette.

Cleaning

When cleaning you should use your usual household products, like detergents and bleach, as these will be very effective at eliminating the virus on surfaces. Clean frequently touched surfaces such as door handles, handrails, remote controls and table tops. This is particularly important if you have an older or vulnerable person in the house.

Shopping and groceries

All the UK's major supermarket chains are now providing Elderly & Vulnerable Priority Shopping Hours. Please check with your local stores and online for more information. Food shops and pharmacies will remain open and stores have also reassured customers they are doing all they can to ensure their shelves remain full and their supply chains running smoothly.

STAY AT HOME

PROTECT THE NHS

save lives