

East Sussex Community Hubs and HSCC- guidance for staff and volunteers

Updated for new national measures from 5 November

This guidance is for staff working in HSCC, Community Hubs and CEV Contact Centres in East Sussex during the coronavirus pandemic, to support them with contacts with the public and appropriate onward signposting and referral.

For the latest government advice on coronavirus [visit GOV.UK](https://www.gov.uk).

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1. Clinically extremely vulnerable people (previously known as shielding people)

New advice for clinically extremely vulnerable people

From 5 November, there is new guidance for clinically extremely vulnerable people. They are strongly advised to follow the advice in order to keep safe.

Clinically extremely vulnerable (CEV) people have specific serious health conditions. The [definition of serious health conditions](#) is on the Government's website.

CEV people will have received a letter from the NHS or their GP telling them and may have been advised to shield in the past.

The full [guidance for clinically extremely vulnerable people](#) is on the Government's website.

The new guidance is not as strict as previous shielding guidance:

- While the government is advising CEV people to stay at home as much as possible, they can go outside to take exercise or to attend essential health appointments.
- There is also no need for self-isolation within their households, although they are advised to socially distance where possible.

The Government is writing to all CEV people about this advice.

Most children originally identified as clinically extremely vulnerable no longer need to follow this advice. Families should speak to their GP or specialist clinician, if they have not already done so.

Some people have been added to the list of CEV people, including adults with Downs Syndrome and with chronic kidney disease (stage 5). They should speak to their GP or specialist clinician, if they have not already done so.

Support for clinically extremely vulnerable people

In the first instance, CEV people should ask trusted family, friends or neighbours to collect or organise shopping for food and essentials, and medicine or prescription collection on their behalf.

There is advice about [services CEV can access themselves](#) on the County Council's website:

- **Shopping:** local advice on [shopping and food delivery](#), including advice on supermarket deliveries, meals delivery services, local volunteer support and affording food.
- **Volunteer deliveries:** they can get prescriptions, essential items and food they buy delivered by [NHS Volunteer Responders](#) (0808 196 3646). They may also be able to help with transport to medical appointments and set up regular contact over the phone with a friendly voice if they're lonely or isolated.

- **Medicines:** if they can't get help through friends, family and neighbours or NHS Volunteers, they can contact their pharmacy to inform them they are clinically extremely vulnerable and need medicines delivered. The pharmacy will arrange this free of charge. The [NHS Find a Pharmacy Service](#) lists all pharmacies nearby.

If CEV people need **extra help** to follow the guidance, they can:

- [Register on the Government's website](#) for access to priority supermarket deliveries, or to ask for someone to contact them.
- In an emergency, if they need help to register or other support call Health and Social Care Connect on 0345 60 80 191 (open 8am to 8pm 7 days a week including bank holidays) or [email Health and Social Care Connect](#).

Support to register on the Government's website

[Registering on the government's website](#) gives CEV people access to priority supermarket deliveries, or to ask for someone to contact them.

CEV can register themselves or be registered by somebody else on their behalf.

[Community Hubs, HSCC and call centres can register CEV people on their behalf](#) :

- **On request:** if the CEV person asks you to.
- If the call handler needs to refer the person onwards to HSCC for an unmet need (with the CEV person's permission).

They'll be asked for their postcode, whether they have had a GP letter, and their NHS number - which is on any letter from the NHS, or on a prescription.

Unable to access food

The national government will not be providing food boxes.

CEV people are encouraged to use online shopping if they can, or ask friends, family, or NHS Volunteer Responders to collect and deliver shopping for them.

If CEV people cannot access food:

- Community Hubs and call centres can [register CEV people on the government's website](#) (with their permission) to get extra help via HSCC.
- CEV people can call Health and Social Care Connect on 0345 60 80 191 (open 8am to 8pm 7 days a week including bank holidays) or [email Health and Social Care Connect](#).

Unable to go to work - sick pay and benefits

CEV people are strongly advised to work from home. If they cannot work from home, and cannot attend work for this reason, they may be eligible for different kinds of support:

They can [check if they're eligible for the Coronavirus Support Scheme](#) (furlough) on the Government's website and talk to their employer.

The Government's website also contains:

[Guidance to employers on Statutory Sick Pay](#).

[Advice on Employment Support Allowance](#) .

[Information about Universal Credit](#).

[Advice for self-employed people](#).

For help and advice with a benefits issue, they can visit the [benefits pages](#) of the East Sussex County Council website, or contact the welfare benefits helpline:

- Call: 0333 344 0681, Monday to Friday, 9am to 5pm.
- Email: benefitseastsussex@harcuk.com

Receiving a call from ESCC

East Sussex County Council may contact CEV people to check their needs.

This may be by email or by telephone. If unmet needs are identified during that phone call, the CEV person will be signposted to help or supported to register on the government's website.

Ask to be added to the clinically extremely vulnerable list

Clinically extremely vulnerable (CEV) people will have received a letter from their GP to tell them.

If somebody thinks there are good clinical reasons why they are clinically extremely vulnerable they should discuss their concerns with their GP or hospital clinician.

[The definition of clinically extremely vulnerable](#) is on the Government's website. Specific serious medical conditions are included.

Advice for other clinically vulnerable people

If you are over 60 or clinically vulnerable, you could be at higher risk of severe illness from coronavirus.

You should be especially careful to follow the rules and minimise your contacts with others

- should continue to wash your hands carefully and more frequently than usual and
- maintain thorough cleaning of frequently touched areas in your home and/or workspace

Clinically vulnerable people are anyone instructed to get a flu jab each year on medical grounds. The [definition of clinically vulnerable](#) is on the Government's website.

2. Support for residents whilst restrictions are in place

Getting medicine and picking up prescriptions

Community pharmacies are still open, although hours may be different from normal. Repeat prescriptions are still available as usual. It is important people only request medicines when they are running low (e.g. one week's supply left).

How to get medicines delivered:

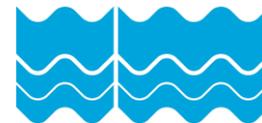
Ask family friends and neighbours first

In the first instance you are advised wherever possible to ask friends, family or neighbours to collect on your behalf. Here is some [advice for those collecting prescriptions](#). If this is not possible, there are some ways in which you can arrange for your medicines to be delivered to you.

Does your pharmacy have a delivery service?

You can check the NHS website [Find a Pharmacy Service](#). This location-based service lists all pharmacies nearby. Each entry has a tab called 'Departments and Services'. If the pharmacy provides a delivery service, it should be listed here. Patients will need to check with their pharmacy if this is a free service, or not, and be prepared to pay a small fee for this service.

What other ways can I arrange to have my medicine delivered?



- The NHS Volunteer Scheme can arrange for volunteers to pick up your medicines and deliver them to you. Find out if you're eligible for support from the NHS Volunteer Responders programme by calling [0808 196 3646](tel:08081963646) (8am to 8pm, 7 days a week). Or [visit their website](#).
- Local DBS checked volunteers arranged via the Community Hubs.

Further information about Getting Medicine:

- A poster called '[collecting a prescription for someone else?](#)' lists key pieces of information for people who are picking up medicines from a pharmacy on behalf of someone else
- Two 'call handling scripts' to use should a [patient call for help with medicines](#) or a [pharmacist call asking for help getting medicines to patients](#).

Getting food and help with shopping

We've published information on food shopping and delivery for residents [on our website](#).

If someone needs help to get food during the coronavirus pandemic and doesn't have trusted family or friends to support them, community hubs can help them explore the options. This might include ordering a food box from a supermarket, ordering over the phone with a local shop, or getting some help from a local volunteer group. Community Hub call handlers can refer to the attachment 'Getting back to doing your own shopping' circulated with issues of the Community Hub briefing.

Community Hubs

Community hubs were set up when the UK went into lockdown. They are here to help residents of East Sussex who have no one else to turn to and:

- feel they need extra help in coping with the effects of coronavirus
- know someone else who needs help.

Many people will already have the support they need from family, friends, carers or neighbours and will not need their community hub. But it's vital that no one is left without support.

[Community Hub contact details](#).

NHS Volunteer Responders

People who need support during the COVID-19 pandemic have the option of registering for support directly from [NHS Volunteer Responders](#). People can arrange

support for themselves or someone they know by calling 0808 196 3646 (8am to 8pm, 7 days a week).

If you have concerns about someone's ability to manage the process themselves, you can still choose to [refer them](#). You are able to check if a referral has been matched with a volunteer by logging into the GoodSAM [dashboard](#). It's vital that all clients **consent** to receiving support, prior to the referral being made. To amend or cancel a referral please use the [dashboard](#) or call the team on 08081 963 382.

Easy read, braille and audio options are available for patients with accessibility requirements. Patients and Responders can visit BSLHealthAccess.co.uk to access the BSL interpreter service.

3. Health and wellbeing

What to do if you have coronavirus symptoms

If you have any of the main symptoms of coronavirus (COVID-19), get a test as soon as possible. Stay at home until you get the result.

The main symptoms of coronavirus are:

- **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)
- **a loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Most people with coronavirus have at least 1 of these symptoms. If you have any of the main symptoms of coronavirus:

1. [Get a test to check if you have coronavirus](#) as soon as possible.
2. You must stay at home ([self-isolate](#)) if you have symptoms, whether or not you get a test. Find out [how long to self-isolate](#). Anyone in your support bubble must also stay at home. A support bubble is where someone who lives alone (or just with their children) can meet people from 1 other household.

You need to get the test done in the first 8 days of having symptoms.

Find out what to do after you get your test result, including self-isolation guidance, [on the NHS website](#). People in England are [required by law](#) to self-isolate if they test positive or are contacted by NHS Test and Trace. People on low incomes may be eligible for a £500 Test and Trace [self-isolation support payment](#).

Use the [111 online coronavirus service](#) if:

- you're worried about your symptoms
- you're not sure what to do

Call 111 if you cannot get help online. Do not go to places like a GP surgery, hospital or pharmacy if you have coronavirus symptoms. [Visit the NHS website](#) for the latest information and advice on coronavirus.

Its important people get medical help if their symptoms get worse. [The NHS website advises](#) when people should call 111 or 999 if their coronavirus symptoms get worse.

Coronavirus testing

Information on the NHS Test and Trace service and how it works is available on the [NHS website](#) and [GOV.UK](#).

- The NHS website sets out who can apply for a test: www.nhs.uk/ask-for-a-coronavirus-test. How long someone's had symptoms for will affect the type of test they book.
- Care homes can also apply on [GOV.UK](#) for testing kits for their residents and staff whether they have symptoms or not.

Other health problems

If someone needs medical help, the NHS is still here for them.

- for health information and advice, they can use the [NHS website](#) or their GP surgery website,
- if they need medical help from their GP practice, they should contact them either online, by an app or by phone to be assessed. They should not go to the GP practice in person unless specifically told to do so following an assessment,

- for urgent medical help, use the [NHS 111 online service](#) – only call 111 if unable to get help online. The [NHS 111 British Sign Language \(BSL\) Service](#) is also available,
- for serious or life-threatening emergencies, call 999 for an ambulance,
- if people are told to go to hospital it is important that they go to hospital,
- people should continue to attend their appointments, unless they have been told not to attend or are self-isolating with symptoms of coronavirus.

Dental treatment

If someone needs dental treatment, they should:

- Call their dentist on the phone during the practice's usual opening hours. When calling the dental practice, they will be assessed so that they can be provided with the most appropriate care. People should not arrive at the practice without an appointment whilst coronavirus restrictions and social distancing are in place.
- If someone doesn't have a dentist, they can search for a local practice on the NHS website at nhs.uk/service-search/find-a-dentist and call them for advice.
- Out of usual surgery hours, they should call their local out of hours [emergency dental service](#) and if they are unsure of their contact details NHS111 will be able to provide this.
- If they cannot contact a dentist, use the [NHS 111 online service](#).
- People shouldn't contact their GP about dental issues, as they cannot provide dental treatment.

GP appointments for people who are d/Deaf

People in East Sussex who are d/Deaf can now contact their GP more easily using the [SignLive video relay service](#). SignLive is a free app that connects the caller to a fully qualified British Sign Language (BSL) interpreter, before connecting to the GP practice.

Signlive is a free to download App, available on the Android play store and Apple store. To access the service the user downloads the SignLive app, then registers their details, then selects NHS East Sussex in the Community Directory. They then select their GP practice from the list and will be connected to an interpreter before the call is connected. Any call made from the community directory is free for d/Deaf people.

Mental health support

Level of need	You should suggest/ direct people to:
<p>Lower level of needs when someone is feeling low or anxious</p>	<ul style="list-style-type: none"> • Self-help resources: <ul style="list-style-type: none"> - Every Mind Matters - Sussex Partnership NHS Foundation Trust advice - NHS mood and wellbeing pages • www.healthinmind.org.uk. This service offers free courses and therapy for people aged over 18 in East Sussex, to help with stress, anxiety and low mood. • East Sussex Mental Health Directory. The directory includes a full list of support services on offer during the pandemic • National specialist mental health lines • Online e-wellbeing service for 13-25-year olds • 1Space for organisations offering free or private counselling • Connect with family and friends, and local community and voluntary support
<p>Significant concerns which are not improving with self-help and community support</p>	<ul style="list-style-type: none"> • Speak with their GP, or if they have one, their Lead Practitioner in the Community Mental Health team. • Call the Sussex Mental Healthline on 0300 5000101, as this is now 24/7 and offers support and information to anyone experiencing mental health problems including stress, anxiety and depression or their carers. No appointment needed.

	<ul style="list-style-type: none"> • Southdown services – contact Wellbeing Centres on 01323 405334. People with longer term mental health challenges can self-refer and may be offered a recovery support plan.
<p style="text-align: center;">Serious concerns or distress and a need for urgent care and support</p>	<ul style="list-style-type: none"> • Call the Sussex Mental Healthline on 0300 5000101 for urgent or crisis support • Go to the nearest A&E department (if at risk of self-harm), call emergency services on 999 if concerned • Speak with the Samaritans on their free 24/7 helpline on 116123 • Find further information on the Mental Health Directory crisis page • Visit the Sussex Partnership urgent help in a crisis web pages for step by step guidance. • People who are thinking about suicide or are worried about someone else should visit www.preventingsuicideinsussex.org now for advice and links to specialist help.

Zero suicide alliance training

Community hub staff and volunteers can also take part in free online training from the Zero Suicide Alliance. They have two versions, a brief 10min introduction to suicide awareness and a slightly longer version that takes about 20 minutes. We would recommend all staff take the slightly longer training. www.zerosuicidealliance.com/training.

Drug and alcohol support

Change, Grow, Live (CGL) offer professional support to people in Sussex, with specific information related to drug and alcohol problems during Coronavirus. In East Sussex the [CGL STAR](#) service can be reached on 0300 3038160, email EastSussex.Star@cgl.org.uk.

Alcoholics Anonymous offer a number of online 12-step meetings, which can be accessed through their website. They also offer a 24-hour, free confidential helpline - 0800 9177 650.

Narcotics Anonymous also offer online 12-step mutual aid programmes through their website.

Mental health i-Rock service for young people (14-25)

The i-Rock youth mental health service is still open and is offering sessions via telephone, email or virtual clinic (like facetime). They are open 5 days a week from 11am to 6pm and can support young people with their wellbeing, housing, education, employment, mental health and relationships.

Young people can [email them](#) to arrange a chat. They can also:

- Watch a short video to find out more about [i-Rock](#)
- Check out their Facebook pages: [i-Rock Hastings](#); [i-Rock Eastbourne](#); and [i-Rock Newhaven](#)
- Watch live on Instagram ([I_rock_eastsussex](#)) on Mondays, Wednesdays and Fridays at 4.30pm for information about wellbeing and top tips for managing your mental health

E-wellbeing (13-25)

[e-wellbeing](#) is a digital wellbeing service for young people aged 13-25. People can visit the site and take a short quiz; they'll then be directed to information and services to help how they're feeling. The website also has advice if someone is feeling worried about coronavirus.

Sussex Child and Adolescent Mental Health service (CAMHS)

The Sussex CAMHS provides specialist NHS services and support to children, young people, families and carers who are experiencing difficulties with their emotional, psychological and mental health. Visit www.sussexcamhs.nhs.uk for more information.

Information and support for front-line workers

- The Local Government Association and NHS England and Improvement have produced a comprehensive pack of [wellbeing information and resources](#) to help health and care managers and staff at this difficult time. Hub call handlers may find the wellbeing information pack for care staff particularly useful, as it includes tips, advice and tools to help sustain your wellbeing.
- A new resource, [Our Frontline](#), offers round-the-clock one-to-one support, by call or text, from trained volunteers, plus resources, tips and ideas to look after the mental health of people working in front-line roles in health, social care, the emergency services, and other key workers.

4. Keeping people safe

Protect vulnerable people by reporting a concern

Safeguarding is everyone's business. Now more than ever it is important that we are watchful and alert towards the signs and indicators of [abuse and neglect](#).

During this time there is less likely to be professional face-to-face contact with vulnerable people, so we are more reliant on volunteers and members of the public reporting concerns.

If you have a concern about an adult at risk, you should:

- In an emergency call 999,
- Contact East Sussex County Council's Health and Social Care Connect on 0345 60 80 191, email HSCC@eastsussex.gov.uk,
- For further online information please see the East Sussex Safeguarding Adults Board website www.eastsussexsab.org.uk.

If you are worried about a child or teenager who might be at risk of harm or in danger, then you should:

- In an emergency call 999,
- Otherwise contact [the Single Point of Advice](#) (SPOA) team on 01323 464 222 Monday to Thursday 8.30am to 5pm, Friday 8.30am to 4.30pm.

Or, follow these links to report a concern:

[Report an adult who is being abused, neglected or exploited](#)
[Report a child or teenager at risk of harm](#)

Domestic abuse

There is a range of advice and resources on domestic violence on the [E SCC website](#). A guide for community hub call handlers on responding to domestic abuse concerns was circulated in Issue 2 and Issue 21. Email Consultation.ASC@eastsussex.gov.uk to request a copy.

In a life-threatening situation call 999 and ask for the police.

People in East Sussex needing help, advice or support on domestic abuse and sexual violence can contact [The Portal](#) on 0300 323 9985 or visit the [Safe Space Sussex website](#).

If you are concerned that someone you are speaking to is experiencing domestic abuse or is at risk, then the following should help you decide what to do:

- It's important to remind people that if they or someone else is in immediate danger they should call 999 and ask for the police,
- If someone is in immediate danger but can't talk, they can call 999 from a mobile phone then press **55** when prompted to be put through to a police call handler, so the call handler knows it's a genuine call,
- If someone is in danger and can't call the police, it is suggested they arrange a safe word system with a trusted neighbour, family member or friend. They can agree on a word and/or emoji to text to them quickly in an emergency, so the trusted person knows to call 999. Both people should keep their phones topped up, charged and accessible,
- If someone is suffering from domestic abuse, isolation rules do not apply,
- You need to share concerns about a child or other vulnerable adults in the household with Children and Adult Safeguarding teams (see above for how to report concerns),
- It's vital the survivor is told who any information will be shared with so they're aware another service may contact them.

Scams

Stay up to date on known COVID-19 scams and how people can protect themselves on the [Friends Against Scams website](#). You can also take part in their [20-minute online training session](#).

Reporting a scam

People should:

- Contact their bank if they think they have been scammed,
- Contact the police immediately by calling 101 if the scammer is in the area or if money was transferred to the scammer in the last 24 hours,
- Call 999 if they feel threatened or unsafe,
- Report incidents or issues online directly to Trading Standards in East Sussex at www.eastsussex.gov.uk/business/tradingstandards/report
- Call the Citizens Advice Bureau on 0808 223 1133 or visit www.citizensadvice.org.uk/consumer for advice on goods and services. All information will also be passed on to East Sussex Trading Standards.

5. Adult social care

People who already receive social care at home will continue to do so.

Anyone can request an assessment of their social care needs at any time, or request advice and guidance, by [contacting Health and Social Care Connect](#).

You can find information about disruption to all of the [County Council's services](#) on our website.

6. Housing related support

There are [services to help](#) if someone is:

- having trouble coping with their housing
- at risk of losing their home or are already homeless
- living in unsuitable accommodation
- This includes help to manage housing issues – from debts and benefits, repairs, landlords and neighbours, to getting support to manage mental health or substance misuse.

STEPS

STEPS to stay independent is a free and confidential housing support service for people aged 60 or over. People can refer themselves to STEPS:

- If you live in **Eastbourne, Lewes or Wealden**, contact STEPS West – Phone: 01323 436414. Text: 07970 668106. Email: referrals@stepswest.co.uk

- If you live in **Hastings or Rother**, contact STEPS East – Phone: 0300 123 2422 (local rate). Text: 07944 140016. Email: referrals@stepseast.co.uk
- You can find out more information about STEPS to stay independent on [East Sussex 1Space](#).

Home Works

Home Works is a free and confidential housing support service for people aged 16 to 59.

Home Works accepts formal referrals from professionals working in Adult Social Care, including Health and Social Care Connect, Children's Services and local housing authorities' Housing Options teams. People cannot self-refer to Home Works.

The referral form for Home Works and more information about the service can be found here: [Home Works](#).

7. Support for unpaid carers

[Care for the Carers](#) is working hard to make sure that unpaid carers feel supported and connected and have the information to care safely during coronavirus. They are still here for unpaid carers, so please get in touch.

[The Carers Hub](#) is open virtually 10am-5pm Monday-Friday (except Bank Holidays) as follows:

- Call: 01323 738390
- Text: 07860 077300
- Email: info@cftc.org.uk
- Facebook: Message Care for the Carers

Young carers

East Sussex Young Carers Service, provided by Imago Community, is continuing to offer support by phone and video to young carers aged 5 to 18. Young carers are responsible for caring for a family member with a long-term condition, disability, mental health or substance misuse issues. The young carer could be providing physical, practical or emotional support to the cared for.

For support people can [visit the website](#) or call 0300 111 1110.

8. Benefits, employment advice and financial support

Visit [GOV.UK](https://www.gov.uk) for Government advice on benefits and employment or visit the [benefits pages](#) of the East Sussex County Council website.

Welfare benefits helpline

For help and advice with a benefits issue:

- Call: 0333 344 0681, Monday to Friday, 9am to 5pm.
- Email: benefitseastsussex@harcuk.com

British Red Cross hardship fund

The British Red Cross Hardship Fund provides short-term financial help for people who cannot afford essentials such as food and toiletries, somewhere safe to sleep, access to a telephone and the internet, and fuel to keep the lights on, cook or stay warm. The fund is for people with no income or welfare support, or where there are delays in accessing income or welfare support. The fund can be used to help people with no recourse to public funds (NRPF). To learn more, please [visit the Hardship Fund website](#).

9. Children, young people and families

Safeguarding

If you are worried about a child or teenager who might be at risk of harm or in danger, then you should:

- In an emergency call 999,
- Otherwise contact the [Single Point of Advice](#) (SPOA) team on 01323 464 222, Opening hours: Monday to Thursday 8.30am to 5pm, Friday 8.30am to 4.30pm.

Parent carers

If you are a child or young person with a special educational need or a disability (SEND), or the parent of a child or young person with SEND, you can call the Amaze SENDIASS helpline for information and advice. Amaze can help with anything to do with special educational needs and disability for 0 to 25-year olds, including education, health and social care.

- Website: www.amazesussex.org.uk
- Phone: 01273 772289
- Email: sendiass@amazesussex.org.uk

Open for Parents website

[The Open for Parents website](#) provides information, advice and resources to parents and carers on all things children and family. It includes information about local support as well as national guidance and resources. Topics include education and learning; health and wellbeing; and managing behaviour.

Family Information Service

For queries about childcare and schools, and to contact Children's Services with other queries, go to the website to [submit a query](#) and the team will respond or ask the caller to visit the website directly.

Back to school website

The Back to School section of the [ESCC website](#) provides information and advice to support parents in planning for their child's return to school. It shares information about why it's safe to return to school, what children can expect and travelling to and from school, as well as links to expert advice.

10. Supporting people with sensory needs

Support for people who are d/Deaf

[Deaf Cultural Outreach Group](#) (DeafCOG) has developed guidance and tips to help frontline services support d/Deaf people safely and effectively during the coronavirus outbreak. They should help you understand deafness better and provide some useful insight into how you can best support deaf people you have contact with through the hub. They have also updated their offer to explain how they can help. Please see the

three documents circulated in Issue 5 - Deaf awareness guidance; Deaf guidance sheet; and Our offer to hubs, or email Consultation.ASC@eastsussex.gov.uk to request copies.

Support for blind and partially sighted people

The charity sector has produced an information document called Advice for Blind and Partially Sighted People During Coronavirus, which was shared as an attachment in Issue 6. It has key contact numbers and advice about how blind and partially sighted people can get support in their local community. Email Consultation.ASC@eastsussex.gov.uk to request a copy.

You can also find answers to [frequently asked questions](#) at Sight Advice FAQ.

11. Directories of community support

In these challenging times, knowing what support is available in your community is vital. East Sussex County Council (ESCC) has two online community support directories designed to combat isolation, keep people active and promote personal independence.

Although coronavirus has meant a change in the way many organisations currently operate, we are working hard to make sure any change to regular service is mentioned on listings where this is known.

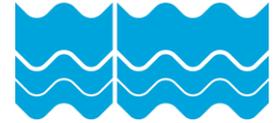
You can also submit suggested local services via the websites of both directories if you know of any that you cannot find listed.

Community information: www.escis.org.uk

East Sussex Community Information Service (ESCIS) is run by the library service and contains details of hobby and interest groups, fitness classes, education and training courses, local transport services and more. It is also where coronavirus community information in East Sussex can be found.

Care and support needs information: 1space.eastsussex.gov.uk

East Sussex 1Space (1Space) is aimed at anyone who may have care and support needs, even if they have not been formally identified. It includes listings for homecare providers, personal assistants, homecare and other services that cater to a particular care or support need. 1Space also displays if a service is part of ESCC's accreditation scheme, Support with Confidence.



12. Befriending

- You can refer people to [‘Check in and Chat’ volunteers](#) via the NHS volunteer responder service. These volunteers can provide short-term telephone support to individuals who are at risk of loneliness because of self-isolation.
- Age UK East Sussex have launched the [Community Emergency Response Team](#) (CERT) in response to the coronavirus crisis. This includes a telephone befriending service as well as help with shopping and prescriptions. Call 01273 476 704 to be directed to the relevant team. This service sees those aged 55 and over.
- Many Good Neighbour Schemes offer befriending and companionship support. You can find details of local schemes on [1Space](#).
- Healthwatch East Sussex have received feedback from people accessing support for social isolation from their local parish councils, so don’t forget to check what parish councils are offering that people could tap into. Find a list of parish councils on [our website](#).
- Older people looking to beat the boredom of isolation are invited to take part in a programme of online activities designed to be enjoyed at home through the Royal Voluntary Service’s new [virtual village hall](#). There are lots of sessions to take part in, including creative arts and crafts, music, singing, cooking, dance and technology. People can join live sessions of catch-up on demand.
- This is a small snapshot of available support. Search for more services on our community directories [ESCIS](#) and [1Space](#) or through your local voluntary association website.

13. Bereavement

Sussex Health and Care Partnership has launched a [bereavement guide](#) to support people during the pandemic. It offers advice on practical requirements, how to arrange a funeral and services to contact if people need someone to talk to.

People can get support over the phone by calling the new Sussex Bereavement Helpline on 0300 111 2141, Monday to Friday from 8am to 5pm. The helpline is run by a team of experienced support workers who can talk people through the tasks that need to be completed after a death and sources of help and support for the bereaved as they grieve.

If you would like to request a paper version of the guide please contact the West Sussex Clinical Commissioning Group Public Involvement Team:

Email: sxccg.involvement@nhs.net

Phone: 01903 708 411

Post: FAO Vicky Smart, Public Involvement, Wicker House, High St, Worthing, BN11 1DJ

14. Keeping warm and well

The East Sussex Warm Home Check service offers anyone struggling to keep warm at home advice and help to access the support available. It also offers a home visit for eligible vulnerable people on a low income in private tenures (homeowners or privately rented homes) – for example older people, families with young children or people with a disability or long-term health condition.

People can refer themselves or be referred to the service via the secure online form at: www.warmeastsussex.org.uk. Professionals can also contact the service on 01424 721386 with any specific queries.

Alternatively, anyone can text WARM to 81400 or call 03444 111 444.

15. Volunteers

The Government has issued advice on staying safe as a volunteer, [available on GOV.UK](https://www.gov.uk).

16. Training for community hubs

Community hub volunteers can get fast-track training from ESCC in safeguarding; infection prevention and control; equality and diversity; handling information; privacy and dignity; and health and safety. Volunteers will complete the training using a range of methods including e-learning, workbook completion, and discussion with a mentor. Completion should take a couple of days and a certificate will be provided as evidence of knowledge. To get on the fast-track training programme please email the [ASC training team](#).

17. Business support advice

Visit the South East Business Hub for [local advice for businesses](#).

18. Information for independent care providers

The latest updates for social care and health providers in East Sussex are [available on the East Sussex County Council website](#).

19. Grants and funding

[Funding News for East Sussex](#) is a monthly eNewsletter provided by East Sussex County Council. It is aimed at the voluntary sector and provides information about grants and sources of funding.