

# Support available to people to live well during Covid-19

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## Older People

Area	Details	How to access
<b>Social isolation</b>	<p><b>SWIFT Service</b></p> <p>Supporting Wellbeing Project is aimed at older people who are frail or who have complex medical needs and are a high risk of being socially isolated.</p>	<p>Contact Age UK Leeds and ask for the Swift service contact:</p> <p>Contact Tel: 0113 389 3001</p> <p>Email: <a href="mailto:swiftcitywide@ageukleeds.org.uk">swiftcitywide@ageukleeds.org.uk</a></p>
<b>Self-management</b>	<p>Self-management support in Leeds for older people and people living with LTCs who are clinically at high risk of Covid-19</p>	<p><a href="https://digitalinclusionleeds.com/tools/staying-well/">https://digitalinclusionleeds.com/tools/staying-well/</a></p>

## People living with LTCs

Area	Details	How to access
<b>National Diabetes Programme</b>	<p>Referrals from primary care have ceased and all NDPP face-to-face programmes cancelled. Following an initial assessment, the following options will be offered:</p> <ul style="list-style-type: none"> <li>• Remote Video Programme;</li> <li>• Telephone Programme;</li> <li>• Waiting list for face-to-face; or</li> <li>• Offered the digital offer after suitability and eligibility has been assessed by provider.</li> </ul>	<p>Referrals are being received by the service provider – use your usual practice referral process using the clinical system template and e-referral to <a href="mailto:healthieryou.wyandh@nhs.net">healthieryou.wyandh@nhs.net</a></p>
<b>People living with HIV</b>	<p>Support for anyone who has recently tested HIV positive or has had the conditions for a number of years. Service includes social support, information, advice and guidance.</p> <p>Peer mentor support, volunteer befriending service and Counselling available to service users. Social groups' availability via Zoom.</p>	<p>General enquiries contact Skyline on: 07770549554</p>
<b>Self-management</b>	<p>Self-management support in Leeds for older people and people living with LTCs who are clinically at high risk of Covid-19</p>	<p><a href="https://digitalinclusionleeds.com/tools/staying-well/">https://digitalinclusionleeds.com/tools/staying-well/</a></p>
<b>Digital champions training</b>	<p>If your organisation, staff, or volunteers support service users with no/low digital skills, this training will enable you to promote the benefits of being online to your members and support with adapting your services in the face of Covid-19.</p> <p>The team is able to offer telephone and video conferencing support to help you identify the best platforms to use, make the best use of tools available, and support you to help your service users stay connected.</p>	<p>This training is being delivered by the <a href="#">100% Digital Leeds team</a> in Leeds City Council.</p> <p>Email: <a href="mailto:Rachel.benn@leeds.gov.uk">Rachel.benn@leeds.gov.uk</a></p>

<b>Digital self-management</b>	<b>myCOPD app</b> helps people with COPD to better manage their condition. It can be used to support inhaler technique, improve breathing, reduce exacerbation, track medication and more.  GP practices in your area can find out more about access to myCOPD with e-training on offer to provide this free app for patients across Leeds; enabling them to access pulmonary rehab at home and self-manage their conditions.	Contact <a href="mailto:Rachel.benn@leeds.gov.uk">Rachel.benn@leeds.gov.uk</a> for further information.
	<b>myHeart app</b> has been purchased by LCH to offer their patients who would normally attend cardiac rehabilitation an alternative to ongoing support and rehabilitation following their acute event.	A standard operating procedure and criteria is being developed in partnership at present.

## Adults

Area	Details	How to access
<b>Domestic violence</b>	Leeds Domestic Violence Service (LDVS) providing support for anyone experience domestic abuse.  People who need to leave home in order to stay safe will still be supported to do so by LDVS or Leeds Housing Options. LDVS continues to support existing clients and their families in the community.  A safe place to stay with social distancing measures in place to protect you.	LDVS website: <a href="https://ldvs.uk/">https://ldvs.uk/</a> Helpline: 0113 246 0401  If calling is unsafe, a web-chat service is now being offered from Monday-Friday between 1pm-3pm via <a href="https://leedswomensaid.co.uk/">https://leedswomensaid.co.uk/</a> .  If you are in immediate danger, call 999 (press 55 after the emergency number if you're in danger and unable to speak).  For more information and resources, see: <a href="https://www.leeds.gov.uk/domesticviolence/Pages/default.aspx">https://www.leeds.gov.uk/domesticviolence/Pages/default.aspx</a>  Government guidance is available on <a href="#">Domestic Abuse</a> and <a href="#">Domestic Abuse Safe Accommodation Provision</a> .
<b>Sexual &amp; Reproductive Health</b>	Under-25s with a C-card can request condoms to be sent to their home directly via the website.	<a href="#">C-Card Scheme Order Form</a>
	STI testing/ treatment across the city.	Under 25's can access online Chlamydia/Gonorrhoea testing via the <a href="#">website</a> . Treatment for non-complex infection will be posted to patients.  Anyone concerned about their sexual health can contact <b>Leeds Sexual Health on 0113 3920333</b> where they will be triaged and a course of action agreed which may include a F2F appointment if urgent criteria is met. Main service hub based at Merrion the Merrion Centre with spoke sites in Chapeltown, Armley and Beeston.
	Free condoms available to higher risk groups. Currently scoping distribution via foodbanks.	<a href="https://leedssexualhealth.com/self-triage/free-condoms">https://leedssexualhealth.com/self-triage/free-condoms</a>
	Provision of contraception	GPs urged to follow <a href="#">FRSH/BASHH guidance</a> on adapted measures for maintaining

		<p>provision of contraception (including emergency contraception) to patients.</p> <p>LCC commissioned <a href="#">enhanced pharmacies</a> are still dispensing free emergency contraception to women of all ages (telephone consultation in first instance). This can be accessed up to 5 days after unprotected sex.</p> <p>Leeds Sexual Health (<b>0113 3920333</b>) can also offer contraception if patients cannot access using the pathways above.</p>
<b>Smoking</b>	<p>In addition to the service offered by One You Leeds, a new national digital resource to support the Quit for Covid campaign has been made available for people who want to stop smoking.</p>	<p>A twitter 'Quit Clinic' will run every day between 7.30 and 8.30pm where people can put their questions to leading cessation expert Louise Ross. This is part of the #QuitForCovid work which you can find more information about at <a href="http://www.todayistheday.co.uk">www.todayistheday.co.uk</a>.</p> <p><b>Follow:</b> @QuitforCovid  <b>Join:</b> the twitter Quit Clinic every day 7.30pm-8.30pm.  <b>Tweet using:</b> #QuitforCovid with your questions about quitting smoking for our expert Louise</p>
<b>Drugs and alcohol</b>	<p>Forward Leeds – revised service provision</p> <ul style="list-style-type: none"> <li>• As per government guidance, Forward Leeds have stopped face-to-face appointments, and staff are remote working (conducting one-to-ones over the phone/on Skype, with some pre-recorded sessions available on YouTube).</li> <li>• As staff are classed as key workers, they have to have a minimum number of staff in the three hubs (5 WAYS is now closed)</li> <li>• Forward Leeds are concentrating on the following critical areas: <ul style="list-style-type: none"> <li>○ Service users who are prescribed</li> <li>○ Prison releases</li> <li>○ Harm reduction</li> <li>○ Naloxone</li> <li>○ Street support services.</li> </ul> </li> </ul>	<p>The service is still taking referrals (via the usual routes - 0113 887 2477 or <a href="mailto:info@forwardleeds.co.uk">info@forwardleeds.co.uk</a>)</p>
<b>Gambling</b>	<p>Revised service provision.</p> <p>Leeds Community Gambling Service (LCGS) offer free advice, support and treatment to individuals, families and communities affected by gambling.</p> <p>LCGS works in partnership with the NHS Northern Gambling Service, which provides specialist addiction therapy and recovery to people affected by gambling addiction across the North of England.</p>	<p>Contact details for Leeds Community Gambling Service:</p> <ol style="list-style-type: none"> <li>1. 0113 388 6466 (Mon-Fri 9-5)</li> <li>2. Referral form - <a href="http://www.gamcare.org.uk/leeds">www.gamcare.org.uk/leeds</a></li> <li>3. Out of business working hours, call the National Gambling HelpLine on 0808 8020 133.</li> </ol> <p>Contact details for NHS Northern Gambling Service:</p> <p>Telephone 0300 3001490</p> <p>Email: <a href="mailto:referral.ngs@nhs.net">referral.ngs@nhs.net</a></p> <p><a href="https://www.leedsandyorkpft.nhs.uk/our-services/services-list/northern-gambling-service/">https://www.leedsandyorkpft.nhs.uk/our-services/services-list/northern-gambling-service/</a></p>

## Children and Families

Area	Details	How to access
<b>Safeguarding</b>	Support for children who don't feel safe at home	<p>Call Childline on 0800 1111 or NSPCC on 0800 800 5000.</p> <p>For professionals, the Leeds Safeguarding Children Partnership has lots of information and guidance on safeguarding issues: <a href="https://www.leedsscp.org.uk/COVID19">https://www.leedsscp.org.uk/COVID19</a>.</p>
<b>Medical attention for children</b>	Parents have been urged not to delay seeking medical attention for unwell children because of the lockdown. NHS Leeds CCG issued a press release reminding parents to contact healthcare services if their children are ill.	<a href="https://www.leedsccg.nhs.uk/news/nhs-plea-dont-let-lockdown-delay-medical-attention-for-unwell-children-parents-urged/">https://www.leedsccg.nhs.uk/news/nhs-plea-dont-let-lockdown-delay-medical-attention-for-unwell-children-parents-urged/</a>
<b>Healthy weight</b>	Reduced programme of support by Dance Action Zone Leeds (DAZL), Health for All and LS-TEN (the skate park). Offering physical activity and healthy eating activities.	<p><b>DAZL</b> - have moved all sessions online and they have produced a 7 day programme via social media and zoom <a href="http://dazl.org.uk/">http://dazl.org.uk/</a> DAZL are also working closely with BARCA to deliver street sessions in some of the 1% most deprived areas, keeping social distancing.</p> <p><b>HFA</b> - are keeping in touch with families and children via telephone support, wellbeing calls, offering recipe ideas and delivery of essential items to the elderly.</p> <p><b>DAZL and HFA</b> are working together as part of the Healthy Holiday Programme and delivering food to vulnerable families.</p> <p><b>LS-TEN</b> - are releasing 'How Too' videos on youtube, teaching people skate skills and techniques they can learn from their own homes.</p> <p>Are also working in partnership with the Real Junk Food Project as a food distribution site.</p>
	HENRY Programme - National HENRY team in initial stages of an online offer being developed for potential delivery by Family outreach workers and Family Health Workers. IT and IG may be limiting factor.	Parents in the meantime are being directed to the <a href="#">HENRY website</a> where there are ideas and top tips to support families during Covid-19.
<b>0-19 Public Health Integrated Nursing Service</b>	<p>Temporary changes to services in response to Covid-19.</p> <p>The majority of support is currently being provided by telephone or video call. Home visits and face to face support is being offered where most appropriate. Where possible service users have been contacted to advise of service suspension and are advised to contact the Single Point of Access (SPA) team for support in the interim. Those who may be on waiting lists will be contacted once the service is fully operational.</p>	<a href="https://www.leedscommunityhealthcare.nhs.uk/our-services-a-z/0-19-public-health-integrated-nursing/">https://www.leedscommunityhealthcare.nhs.uk/our-services-a-z/0-19-public-health-integrated-nursing/</a>

<b>Perinatal mental health</b>	Services have been adapted see document for details	 PNMH service adaptations V4 2.5.2
<b>Midwifery</b>	<p>Leeds Teaching Hospitals NHS Trust E-midwife Facebook page has been created.</p> <p>The aim of the page is to provide information for women and their families in the Leeds area about maternity services during the COVID-19 (coronavirus) pandemic.</p> <p>It will share news, updates and health advice to promote and protect the health of you, your pregnancy and your baby.</p>	<a href="#">Facebook page</a>
<b>Maternity</b>	<p>Maternity Service COVID-19 advice line changes.</p> <p>A telephone advice line for pregnant women booked to deliver at Leeds. This advice line is to assist with any non-urgent queries you may have regarding COVID-19 relating to your pregnancy and your on-going care.</p>	<p>The call handler will be a midwife and is available Monday - Friday, 9am - 5pm, COVID-19 advice line: 07464 907978</p>
<b>Breastfeeding peer support</b>	<p>Leeds Breastfeeding Peer Support Service changes.</p> <p>While face to face support suspended the service is offering Zoom meet up 2-3 times per week and telephone/virtual 1-1 support. Still accepting new referrals.</p>	<p>Contact Cath 07843339574 or Suzanne – 07956077800.</p>
<b>Support for young mothers</b>	<p>YUMS – support for young mothers living in south Leeds changes.</p> <p>While face to face support suspended the service is offering weekly Zoom meet ups and telephone/virtual 1-1 support. Still accepting new referrals.</p>	<p>Contact Tayba  <a href="mailto:Tayba@womenshealthmatters.org.uk">Tayba@womenshealthmatters.org.uk</a></p>
<b>Pregnancy Birth and Beyond Programme</b>	A digital offer has been developed	 PBB digital offer for parents.pdf

## Covid-19 vulnerable groups

Area	Details	How to access
<b>Shielded population</b>		
<b>Food</b>	Priority Delivery Slots at supermarkets for people who are shielding.	Access granted through National Data. Updates on availability sent direct to people shielding by email/text from local Shielding Team.
	Free nationally provided "Basics Box" delivered to doorstep for people who are shielding  <b><i>*we are aware of a number of issues with this service – including quality and delivery. So please make sure people know there are local alternatives (below listed in food access) available.</i></b>	
	Volunteer assisted shopping that includes safe ways to pay  <i>*for people who can pay for their shopping, but just need physical help to get it. Volunteers can access a number of safe-pay systems operated by supermarkets, the post office and from Leeds City Council (post 30<sup>th</sup> April)</i>	For Leeds City Council Support accessed through calling the <b>HELPLINE: 0113 3781877</b>
	Emergency locally provided food parcels for people in immediate need	
	Regular cost-free food parcels for people struggling financially	
Shielding people on restricted diets given priority access to speciality food (e.g. gluten free products).	Collaborative solution being explored by W Yorks councils. For now, dealt with on a case by case basis via the helpline.  <b>HELPLINE: 0113 3781877</b>	
<b>Finance</b>	Streamlined system for individuals or families in financial difficulty	Referrals from any key worker or by individuals calling <b>Local Welfare Support Scheme: 0113 376 0330</b>
	Information on debt, benefits, emergency food, low cost loans, bills or payment holidays	Information and resources updated regularly on the Council Money Information Centre <a href="#">website</a>
<b>Pharmacy</b>	Priority doorstep delivery of repeat prescriptions and medication dispensed by Community Pharmacy	Priority access granted through National Data to Pharmacy.  Some local pharmacies may task NHS Volunteers/ Good SAM to assist them with this. Some local pharmacies may use NHS Home Delivery Service to support them to deliver this.  Updates on availability/ changes to delivery made directly to person shielding from their local pharmacy.
	Priority delivery for people on controlled drugs who are shielding dispensed by Community Pharmacy	Controlled drugs delivered through local pharmacy (supplemented by additional support as above)
	Priority delivery for people on methadone or	Methadone/buprenorphine access through

	<p>withdrawal-scripts who are shielding</p> <p>Any (non-controlled) prescriptions for individuals tasked to Doing Good Leeds Volunteers for local pick up/drop off (including safe ways to pay for prescriptions if needed)</p>	<p>Forward Leeds – Contact: 0113 887 2477 info@forwardleeds.co.uk</p> <p>Requests made by individuals to the <b>HELPLINE: 0113 378 1877</b></p>
	<p>Pharmacists requiring support for an urgent delivery, backed up by Council and volunteer fleet</p>	<p>Pharmacists/ partners request via Email covid.partners@leeds.gov.uk</p>
	<p>Primary care requiring support for an urgent need (e.g. if availability a problem in usual/local pharmacy and prescription needs to be filled elsewhere) backed up by Council and volunteer fleet</p>	<p>Request via Email covid.partners@leeds.gov.uk</p>
<b>Transport</b>	<p>People advised to shield who are leaving hospital</p>	<p>Picked up by Hospital to Home Scheme* <i>*with additional precautions</i></p>
	<p>Transport for patients who usually use Patient Transport service to attend appointments</p>	<p>Advice given by each Clinic on IF patient should attend in person and if passenger transport can handle this safely, and transport arranged via GOOD SAM by each clinic</p>
	<p>Transport for shielding people required to attend community/ primary or secondary care appointments with no other safe mode of transport.</p>	<p>OR</p> <p>Where this has not been possible, individuals can request transport help via HELPLINE who will pass to Local Shielding Team to request</p> <p>i) via NHS Volunteers/Good SAM via local Shielding team *</p> <p>ii) OR via Doing Good Leeds transport volunteers *</p> <p>iii) OR by taxi transport where no other option available *</p> <p><i>*assurances for additional precautions needed. Masks advised for both person shielding and the driver</i></p>
<b>Social</b>	<p>General volunteer-assisted 'check in and chat'</p>	<p>Accessed through calling the <b>HELPLINE: 0113 378 1877</b></p>
	<p>Specialist/ Communities of Interest volunteer-assisted 'check in and chat'</p>	
	<p>DBS checked volunteers providing additional/supplementary 'check in and chat' to people with social care packages</p>	<p>Accessed through Leeds City Council Social Care: <b>0113 222 4401</b></p>

## Wider population

Area	Details	How to access
<b>Food</b>	<p>People who are struggling to get hold of enough food due to financial constraints, self-isolating, shielding or lack of availability can access additional support through the council, via the Leeds City Council Emergency Food Referral.</p>	<p>For more information, see:  <a href="https://www.leeds.gov.uk/leedsmic">https://www.leeds.gov.uk/leedsmic</a> or  <a href="https://leedsfoodaidnetwork.co.uk/document/">https://leedsfoodaidnetwork.co.uk/document/</a>.</p> <p>Or call 0113 376 0330</p> <p>Catering Leeds are providing children entitled to Free school meals with 'grab bags' or "Food hampers". Some schools are opting to provide that national school vouchers which provide the family with £15 to purchase food.</p>
<b>Health and lifestyle changes</b>	<p><b>One You Leeds</b> - revised service provision.</p> <ul style="list-style-type: none"> <li>• The service is delivering the following elements of the service either via virtual clinics or by telephone where clients do not have access to the internet. <ul style="list-style-type: none"> <li>○ Be smokefree (stop smoking)</li> <li>○ Manage your weight (adult weight management)</li> <li>○ Eatwell (healthy eating support)</li> <li>○ Intensive personal support (health coaching)</li> </ul> </li> <li>• Move More (physical activity) sessions will be delivered as a web based intervention, using a range of digital offers, such as Microsoft teams, Facebook live and also youtube channels. For those less technical then this will be provided using workbooks which have been developed by the team supported by phone calls</li> <li>• For clients attending smoking cessation: <ul style="list-style-type: none"> <li>○ The service will be continuing the direct supply of NRT by post to clients. Clients will be reminded that if there are delays in delivery, NRT can also be purchased from the local pharmacy.</li> </ul> </li> </ul> <p>Request for prescription letters will be posted out to clients who are using Varenicline or Bupropion</p>	<ul style="list-style-type: none"> <li>• The booking function for OYL has been maintained to accept referrals or self-referrals. You can continue to refer via: <ul style="list-style-type: none"> <li>○ the OYL template on SYSTM1 or EMIS,</li> <li>○ the referral option on the website <a href="https://oneyouleeds.co.uk/health-professionals/">https://oneyouleeds.co.uk/health-professionals/</a></li> <li>○ by calling 0800 169 4219</li> </ul> </li> </ul>
<b>Physical activity</b>	<p>Yorkshire Sport Foundation has put together a great guide for people who are self-isolating. From workouts especially designed for kids, its new service #ThisIsPE, where local teachers offer lessons on Mondays, Wednesdays and Fridays, to activities for people with long-term conditions</p>	<p><a href="https://www.yorkshiresport.org/get-active/active-at-home/">https://www.yorkshiresport.org/get-active/active-at-home/</a>.</p>
	<p>With its new campaign #StayInWorkOut, Sport England also offers loads of ideas and videos for older people, younger adults and children to follow at</p>	<p><a href="https://www.sportengland.org/stayinworkout">https://www.sportengland.org/stayinworkout</a></p>
	<p>Very young children can enjoy the playful ideas in Active Imaginations with videos</p>	<p><a href="http://www.activeimagnations.co.uk">www.activeimagnations.co.uk</a></p>

	<p>showing how to play games like sticky spiders' webs to buggy races, most of the ideas have been designed to work using ordinary household objects and indoor spaces or gardens.</p>	
<p><b>Mental health</b></p>	<p>Every Mind Matters (a collaboration between Public Health England and the NHS) offers some really useful tips on dealing with anxiety about coronavirus.</p> <p>Ideas for maintaining mental wellbeing at home are also featured on the site, with links to further advice and support including relaxation audio guides, sleep tips and NHS-recommended helplines where you can speak to someone in confidence about how you feel. The general advice is to stay active, carry on doing things you enjoy, stay connected to loved ones and avoid being glued to the news.</p>	<p><a href="https://www.nhs.uk/oneyou/every-mind-matters/">https://www.nhs.uk/oneyou/every-mind-matters/</a>.</p>
<p><b>Social Prescribing</b></p>	<p>Linking Leeds is the integrated citywide social prescribing service for people in Leeds who are aged 16 and over. Our aim is to connect people to services and activities in their community in order to benefit overall health and wellbeing. We are still open for referrals and are supporting clients with a range of social, emotional and low level mental health needs during this time.</p>	<p>A referral can be made by either calling 0113 336 7612 or <a href="#">online</a>.</p>