

## **Covid-19 – advice for unpaid carers**

### **Where to go for advice and guidance**

If you are worried that you or someone you are looking after has caught coronavirus and you cannot cope with the symptoms at home, follow the latest guidelines on the Public Health Wales website <https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/>

Your local Covid-19 Support Team by phoning 01766 77100 (Galw Gwynedd)

Your local Community Resources Team:

- **Llŷn** 01758 704099 [OedolionLlyn@gwynedd.llyw.cymru](mailto:OedolionLlyn@gwynedd.llyw.cymru)
- **Caernarfon** 01286 679099 [OedolionCaernarfon@gwynedd.llyw.cymru](mailto:OedolionCaernarfon@gwynedd.llyw.cymru)
- **Bangor** 01248 363240 [OedolionBangor@gwynedd.llyw.cymru](mailto:OedolionBangor@gwynedd.llyw.cymru)
- **Eifionydd-Gogledd/North Meirionnydd** 01766 510300  
[OedolionEifionydd/GogMeirionnydd@gwynedd.llyw.cymru](mailto:OedolionEifionydd/GogMeirionnydd@gwynedd.llyw.cymru)
- **De/South Meirionnydd** 01341 424499  
[OedolionDeMeirionnydd@gwynedd.llyw.cymru](mailto:OedolionDeMeirionnydd@gwynedd.llyw.cymru)

Your local Community Mental Health Team:

- **Gogledd Gwynedd** 01248 363470
- **De Gwynedd** 03000 852 407

Derwen – Integrated Team for Disabled Children

- **Arfon** 01248 674686
- **Dwyfor** 01758 704429
- **Meirionnydd** 01341 424503

Carers Outreach Service (carers over 18 years of age) 01248 370797  
[help@carersoutreach.org.uk](mailto:help@carersoutreach.org.uk)

Action for Children (Gwynedd Young Carers Project) 01248 364164  
[maria.bulkeley@actionforchildren.org.uk](mailto:maria.bulkeley@actionforchildren.org.uk)

### **Emergency planning**

A carer emergency plan makes a note in one place of all the information about your caring role, so if you are taken ill, or can't care, then it is clear what needs to be done if someone else should take on the responsibility. Depending on the circumstances, that could be help from family or friends or a care provider.

Carers Outreach Service helps carers to make an emergency plan. Contact them on 01248 370797 or [help@carersoutreach.org.uk](mailto:help@carersoutreach.org.uk)

Carers UK suggests including the following information:

- Name and address details, and contact details of the person for whom you care

- Anyone that you, or the person for whom you care, would like to be contacted in an emergency, such as family, friends or professionals
- Details of the medication for the person for whom you care and where it is kept
- Any ongoing treatment that they need
- Note any allergies
- Details of GP and chemist
- Any care service or support that they receive
- Any incontinence products that are needed and who provides them
- Any mobility challenges and mobility aids such as a wheel chair or a hoist
- Anything about behaviour that other people need to know

The plan needs to be in a format that is easy to share with other people.

### **Your wellbeing**

Take care that you care for your welfare and your own physical health during this time. Keep to a healthy diet, exercise with the Government guidelines and try to make time for yourself.

You can see some very useful information on our webpage 'Help for people and communities' under the tab Looking after myself.

Good hygiene is very important. Continue to wash your own hands and also remind other people.

Most supermarkets have reserved the first hour of shopping for frail and elderly customers, including carers. As well as this they have special access to online shopping.

Community help is available to those who are self-isolating at home. Remember to contact your local Covid-19 Support Team if you need help with shopping or medication. The phone number is 01766 771000 (Galw Gwynedd) or e-mail:

- [CymorthCovidBangor@gwynedd.llyw.cymru](mailto:CymorthCovidBangor@gwynedd.llyw.cymru)
- [CymorthCovidCaernarfon@gwynedd.llyw.cymru](mailto:CymorthCovidCaernarfon@gwynedd.llyw.cymru)
- [CymorthCovidLlyn@gwynedd.llyw.cymru](mailto:CymorthCovidLlyn@gwynedd.llyw.cymru)
- [CymorthCovidEifionydd@gwynedd.llyw.cymru](mailto:CymorthCovidEifionydd@gwynedd.llyw.cymru)
- [CymorthCovidDeMeirion@gwynedd.llyw.cymru](mailto:CymorthCovidDeMeirion@gwynedd.llyw.cymru)

If you have a pet and you need help, then it's possible that the Covid-19 Support Team can find help for you in your community, see above for contact details.

**If carers feel lonely or isolated, then the following organisations can offer help:**

**Carers Outreach Service** offers emotional support to any carer; phone 01248 370797 or e-mail [help@carersoutreach.org.uk](mailto:help@carersoutreach.org.uk)

The **Samaritans** give emotional support to anyone who is in emotional distress, finding it hard to cope, or in danger of committing suicide. They have advice if you are worried about the Covid-19 epidemic. Phone 116 123 or 0808 164 0123 (Welsh) or e-mail [jo@samaritans.org](mailto:jo@samaritans.org)

**C.A.L.L.** (Community Advice and Listening Line) offer emotional support, information and resources about mental health and related matters to people in Wales. Phone 0800 132 737 or text HELP to 81066

**Mind** offers advice and information to anyone who is experiencing mental health problems. They have information about help lines and listening services, and information about Covid-19. Phone 0300 123 3393 (helpline) or text 86463 or e-mail [info@mind.org.uk](mailto:info@mind.org.uk)

**Age Cymru** has a 'conversation and catch up' phone service for individuals over 70 years of age. Phone 0800 223 444 or e-mail [enquiries@agecymru.org.uk](mailto:enquiries@agecymru.org.uk)