

Further support for those in distress

If you need help in a mental health crisis:

During office hours, contact the CNWL service looking after you

If the crisis occurs when your service is closed, contact the Single Point of Access (SPA):

0800 0234 650 (Freephone)

Monday to Friday – 5pm to 9am

Weekends/bank holidays – open 24 hours



This document is also available in other languages, large print, Braille, and audio format upon request. Please email communications.cnwl@nhs.net

هذه الوثيقة متاحة أيضاً بلغات أخرى والأحرف الطباعة الكبيرة وبطريقة برايل للمكفوفين وبصيغة سمعية عند الطلب

Arabic

این مدرک همچنین بنا به درخواست به زبانهای دیگر، در چاپ درشت و در فرمت صوتی موجود است.

Farsi

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে, ব্রেল এবং অডিও টেপ আকারেও অনুরোধ পাওয়া যায়

Bengali

Dokumentigaan waxaa xitaa lagu heli karaa luqado kale, daabacad far waa-wayn, farta indhoolaha (Braille) iyo hab dhegaysi ah markii la soo codsado.

Somali

Mediante solicitação, este documento encontra-se também disponível noutras línguas, num formato de impressão maior, em Braille e em áudio.

Portuguese

நீங்கள் கேட்டுக்கொண்டால், இந்த ஆவணம் வேறு மொழிகளிலும், பெரிய எழுத்து அச்சிலும் அல்லது ஒலிநாடா வடிவிலும் அளிக்கப்படும்.

Tamil

Este documento también está disponible y puede solicitarse en otros idiomas, letra grande, braille y formato de audio.

Spanish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku, w alfabecie Braille'a lub w formacie audio.

Polish

આ દસ્તાવેજ વિનંતી કરવાથી બીજી ભાષાઓ, મોટા છાપેલા અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.

Gujarati

Be belge istenirse, başka dillerde, iri harflerle, Braille ile (görme engelliler için) ve ses kasetinde de temin edilebilir.

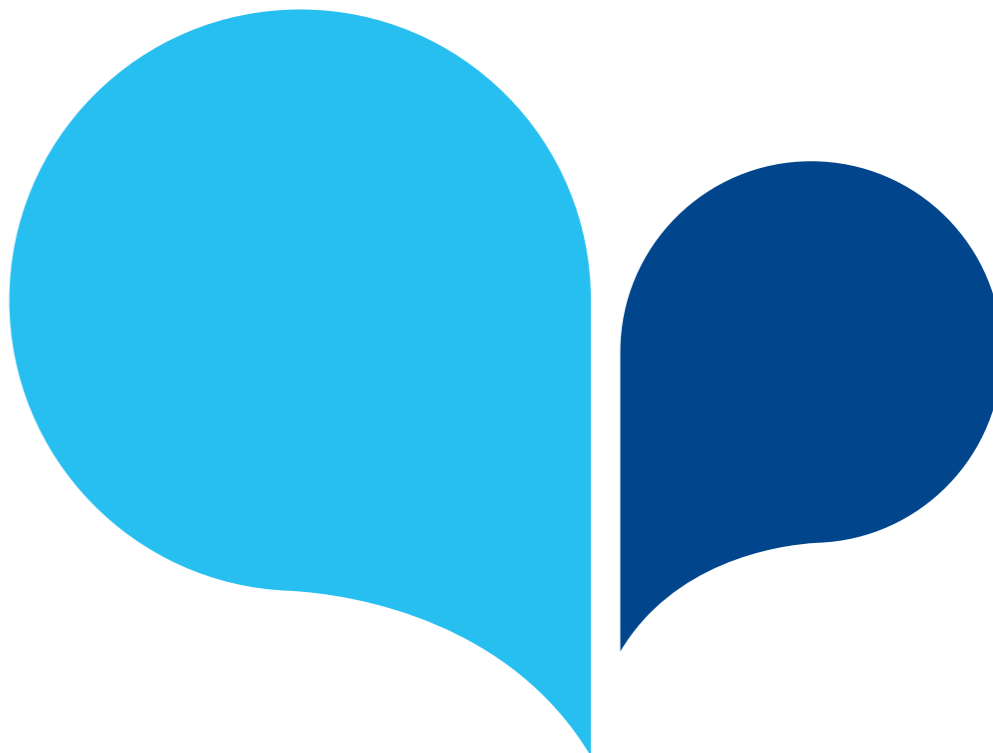
Turkish

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Ref: 1841_AUG2020 | August 2020

Coronavirus

Information for patients
and service users



Message from the CNWL Patient Involvement Forum:

People with existing physical health conditions or mental health problems might have particular concerns about what Coronavirus could mean for us. Some of us might also be wondering how our regular CNWL services will be affected by this challenging public health emergency.

The NHS will work to support those whose needs are greatest at this time. However, there's a lot we can do to help ourselves and others stay well and to help reduce the spread of Coronavirus. Here are some tips to help us all through the coming weeks and what to expect from the NHS service you may be using. We will update guidance as the situation alters.

What you can do for yourself:

1. Be aware of the key symptoms

The NHS has identified the symptoms of Coronavirus as:

- **A high temperature**
– you feel hot to touch on your chest or back
- **A new continuous cough**
– this means you've started coughing repeatedly

If you're worried that you or someone you look after may be at risk, NHS 111 can offer direct guidance through their online [coronavirus helpline](#). **Call 111** if your symptoms become severe. **Please do not go to your GP, health service or hospital if you think you have symptoms of coronavirus.**

2. Consider underlying health conditions.

Check up to date advice on how [underlying health conditions](#) may affect you at this time. This can be helpful if you are for example, over 70, have certain health

conditions, a weakened immune system, are pregnant, are severely overweight or have received health treatments like chemotherapy. Other health conditions also qualify so keep informed.

3. If you are already receiving treatment for a health issue and become ill, please let us know.

If you have suspected or confirmed Coronavirus and are due to have a health appointment or receive treatment for an existing condition, please let your health team know as soon as possible. They may need to arrange alternative ways for you to receive treatment or medication.

4. If you're on medication, stick to your usual treatment plan.

Unless your healthcare professional has advised otherwise, keep to your usual treatment plan, including taking any medication you have been prescribed.

If you are taking clozapine, please read the important guidance [here](#). If you have questions about medication you can contact the pharmacy

team on **020 3317 5090** or can also email the helpline on: medinfo.cnwl@nhs.net

5. Keep up to date on the latest guidance.

You can check [national guidance](#) about measures to take and the latest news. Use only trustworthy and reliable sources and be wary of fake news and rumours which can confuse and worry people. You can also limit guidance checking to once a day to help reduce stress.

6. Practice good hygiene

One of the most effective activities for protecting yourself and others is following [good hygiene practice](#).

7. Understand the guidance on self-isolation

If you have symptoms of COVID-19, however mild, current guidance states that you should stay at home for 10 days from when your symptoms started. If you live with others and you are the first in the household to have symptoms of coronavirus, then you must stay at home for 10 days, but

all other household members who remain well must stay at home and not leave the house for 14 days. For full guidance, see [here](#).

8. Take care of your general health and wellbeing.

The organisation Mind has put together some [useful resources](#) and advice for people staying home during this time. Eating well, moving around if you are able to and trying to get good sleep can all help.

9. Structure your days at home

If your routine has changed or if you are self-isolating, it can be helpful to structure your time at home. Try to get up, eat and sleep at your usual times. If you are working from home or self-isolating and feeling lonely, suggestions [here](#) might be useful.

10. Stay connected

It may become difficult for us to live our normal lives but do what you can to keep in touch with people. Make the most of technology that can keep you in touch with people and reduce anxiety.

11. Please be aware of service changes

Over the next few weeks we may make changes to services and to patient care. We will only do this to protect essential NHS Services so that the whole NHS System can work together to continue protecting those whose needs are greatest. Please check the [CNWL website](#) to see the latest information about changes to services.

Please keep appointments: we will contact you if anything changes but if you'd like to talk about an appointment contact your local team by phone or email.

12. Don't panic.

Try not to worry. The NHS is working hard to manage this and remember that for the majority of people who contract the virus, symptoms will be mild.

