

Coronavirus - advice and support

Healthwatch Oxfordshire and Oxford Community Action

(<https://oxfordcommunityaction.org/>) have come together to bring this information to you in your language- with generous support of community translators we have tried to make it as accurate as possible. It gives trusted sources where you can check for information and support during the coronavirus outbreak.

All NHS services for coronavirus are free for everyone. NHS hospitals have been advised that no immigration checks are required for people receiving testing or treatment for coronavirus.

Be careful where you get your advice about coronavirus. Always use government or local council information which you can trust.

Healthwatch Oxfordshire our friendly staff are here for you to help answer questions or give you information on health and care services in Oxfordshire. If you need more information or advice call us on **01865 250 250** from 9-4 p.m. Monday to Friday

Visit our website www.healthwatchoxfordshire.co.uk (with translation facility) email us on hello@healthwatchoxfordshire.co.uk

UK Government information to everyone is:

- Stay at Home- you can spread the virus even if you don't have symptoms
- Only go outside for food, exercise, health reasons or work (only if you cannot work at home)
- If you go out, stay 2 metres away from other people at all times
- Wash your hands as soon as you get home
- Do not meet others, even friends or family

Coronavirus symptoms

Do not leave your 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)

If you cannot cope with your symptoms, if your condition gets worse, or your symptoms do not get better after 7 days then telephone 111 NHS service (dial 111) or use the online coronavirus service <https://111.nhs.uk/service/COVID-19/>

For every other illness, accident or emergency please:

- telephone your GP surgery or 111 to speak to a doctor, do not visit the surgery unless asked to
- in an emergency or following an accident telephone 999 or go to your nearest Accident & Emergency Department either at JR hospital in Oxford or Horton Hospital in Banbury

Coronavirus information

Some useful and trusted sources of information can be found on the following websites:

<https://www.gov.uk/coronavirus> including advice in some language translations

<https://www.nhs.uk/conditions/coronavirus-covid-19/> NHS England for advice on protecting yourself and what to do if you need medical help

Doctors of the World Advice latest NHS information about coronavirus in **45 languages** <https://www.doctorsoftheworld.org.uk/coronavirus-information/#>

UK Government Department of Work and Pensions- information on benefits support, housing support, claiming benefits, or what to do if you lose your job <https://www.understandinguniversalcredit.gov.uk/coronavirus/>

Need help? Want more information? The organisations below can help you.

Oxford City Council

Telephone **01865 249 811** 9am to 5pm or visit website

www.oxford.gov.uk/CommunityAssistance for help with paying rent, if you need help, are on your own, need foodbank, have physical or mental health needs

Advice on support in Oxford and information on council services

<https://www.oxford.gov.uk/coronavirus>

Oxford Together are providing a network of community support in your area including help with food. Telephone **07957 105129** between 9am to 5pm Monday to Friday.

Living outside Oxford? Need help? Call 01865 89 78 20 or email shield@oxfordshire.gov.uk

Oxfordshire and Buckinghamshire 24/7 Mental Health Helpline

For adults and older adults call **01865 904 997**. For children and young people call 01865 904 998. When someone is seriously ill or in an acute confused state call 999. **Oxfordshire Mind** Information line **01865 247788** for wellbeing information

Oxfordshire Domestic Abuse Service Helpline telephone **0800 731 0055** open 10am to 7p.m. Monday to Friday

Oxford Citizens Advice Bureau (CAB) phone **0300 3309 054** for help with advice on benefits, universal credit, housing, employment and debt. Language interpretation will be provided if you ask. Or you can get advice online <https://citizensadviceoxford.org.uk/advice/>

Agnes Smith Advice Centre telephone **01865 770206** if you live in or around Blackbird Leys/ Greater Leys and need free advice and help. Leave your number and we will get back to you. Or email asac.reception@agnessmith.co.uk