

Update on what the NHS in Norfolk and Waveney is doing to respond to coronavirus (18 May 2020)

Mental Health Awareness Week



- Looking after our mental health and wellbeing is hugely important right now. This week is #MentalHealthAwarenessWeek, here are some tips to keep on top of your mental wellbeing:
 - Talk about your worries
 - Look after your body
 - Have a regular routine and goals
 - Try something new
 - Limit news and social media intake
- These five ways to wellbeing can really help support your mental health. For more tips and advice for you to look after your mental wellbeing during this time visit www.everymindmatters.co.uk.
- If you are worried about your own mental health and wellbeing call First Response, a free 24/7 helpline offering immediate support, on 0808 196 3494.
- 11 to 25 year olds in Norfolk and Waveney can get support and online counselling via www.Kooth.com. The service provides support or advice on any topic, from managing your feelings during the pandemic or coping with exam stress to seeking help for an eating disorder, dealing with suicidal thoughts or handling sexual abuse.



Safeguarding children and young people

- We are continuing our campaign to encourage families finding things difficult not to struggle alone but to come forward and access help. Please provide any support you can to the campaign.
- This week thousands of postcards have been sent to families in Norfolk and tens of thousands of text messages will also be sent in a 'TextBlast', all aimed at reinforcing the message that everyone is finding things difficult and it's OK to come forward and ask for help.

In Norfolk:

- Parents and carers can contact the Just One Norfolk support and advice line on 0300 300 0123 or visit www.justonenorfolk.nhs.uk.
- Young people can call 0344 800 8029 or text 07480 635060 if they feel unsafe, scared or need help.

In Suffolk:

- Parents and carers can visit the [Parent Hub](#).
- Young people can call 0345 600 2090 or text 07507 333356 if they are worried about their emotional wellbeing or need advice.

Coronavirus sucks, and so does being away from your friends...

Are your friends all safe at home?

If a friend is unsafe or scared

Encourage them to contact us

Text 07480635060 or call 0344 800 8029

Norfolk Safeguarding Children Partnership

Young carers – our Heroes at Home

- A new campaign aimed at Norfolk's young carers launches this week. Heroes at Home recognises the vital role young carers play in supporting their loved ones at home and highlights the range of support available to help them.
- The effects of the coronavirus pandemic have seen increased pressure on young carers providing essential support to a family member in their household, with previous opportunities for a break from their responsibilities, such as meeting friends at school or through social groups currently not available.
- Heroes at Home highlights that now more than ever we need to say thank you to these young carers, and signpost them to support that's available.
- In Norfolk, young carers can get support and advice or live chat online at www.youngcarersmatternorfolk.org or call the Carers Matter Norfolk Advice Line on 0800 083 1148.
- In Suffolk, young carers can call the Suffolk Young Carers helpline on 01473 835430 or visit <https://suffolkfamilycarers.org/contact-us/> for more information or to live chat.

Norfolk Safeguarding Children Partnership

Carers Matter Norfolk

Caring Together

MY HERO... HELPS ME WITH MY MEDICATION

HEROES AT HOME

© Carers Trust (photo posed by models)

NUUH joins fight against coronavirus in ground-breaking new study

- The Norfolk and Norwich University Hospital has enrolled its first patients onto a ground-breaking study researching the genomes of patients who become critically ill with COVID-19.
- Researchers from the University of Edinburgh's GenOMICC project (Genetics Of Mortality In Critical Care), will work together with Genomics England and over 170 NHS hospitals including the Norfolk and Norwich University Hospital. The study aims to sequence the genomes of 20,000 people who are severely ill with COVID-19. 2,000 patients have been recruited to the GenOMICC study already.
- The data collected by NNUH and others will be compared to that from a further 15,000 COVID-19 patients who experienced only mild symptoms. This data will be collected from participants in the 100,000 Genomes Project and UK Biobank.
- This ground-breaking research may help explain why some patients with COVID-19 experience a mild infection, others require intensive care and why for some it is sadly fatal. By discovering why some people are predisposed to developing life-threatening symptoms, the initiative will enable novel insights into the virus, as well as possible human factors that influence the effects of the disease, and whether a combination of both shape outcomes for NHS patients.

Local organisations delivering PPE to GP surgeries across Norfolk and Waveney

- Local charity Norwich Door to Door has stepped in to deliver vital PPE supplies to GP practices across Norfolk and Waveney.
- With a reduced need to travel in the current climate the charity has turned its hand to helping the community in other ways by providing volunteers and vehicles to deliver PPE to frontline staff during the coronavirus (Covid-19) pandemic. They join a growing army of local volunteers and organisation who have donated their time and resources to help get supplies to those who need it.
- This delivery service is separate from and in addition to the national PPE online ordering process.
- Locally, the Norfolk Resilience Forum (NRF), made up of local public sector organisations including the NHS, has received offers of PPE from 180 companies following a successful campaign.
- In addition, CCG staff have been redeployed to support frontline services and a small team has managed to buy more than half a million items of PPE such as gloves and masks.
- Practices in Norfolk and Waveney have been asked to order from national supplies if possible but if they begin to run short, the CCG delivers. As well as Norwich Door to Door, there's a small army of CCG staff and relatives who are driving out PPE when its needed as well as other organisations including Norwich City Community Sports Foundation.
- If you are a local business and interested in manufacturing PPE please complete the simple contact form at <https://newanqlia.co.uk/data-capture-for-ppe-supply-during-covid/>.

Local testing available for key workers, including care home staff

- **Key workers** (including NHS, care home staff, teachers and household members if eligible) can use a dedicated local arrangement or the national booking system. The local arrangement and the national system offer appointments in different places. Please see below for more details.
- **Members of the public** (who are not key workers) who are eligible according to the latest government criteria should use the national booking system.
- Find out [who can be tested](#).

Key workers

- All key workers are invited to apply for testing, if eligible, at one of three sites in Norfolk and Waveney. Their household members may also be eligible. The sites are at:
 - James Paget University Hospital
 - The Centrum Centre near Norfolk and Norwich University Hospital
 - Queen Elizabeth Hospital, King's Lynn
- The service is by appointment only. Appointments for these locations cannot be booked using the national portal, they must be booked using our local system:
 - **NHS acute hospital staff:** Use your organisation's existing booking arrangements.

- **All other NHS employees** can email NHScovidtesting@nuh.nhs.uk.
- **All other essential workers, including care home staff:** Ask your employer/line manager to email NorfolkRegistercovidtesting@nuh.nhs.uk with their name, job title and contact number to obtain a unique code for your organisation. Once you have that, please ask for an appointment by email: covidtesting@nuh.nhs.uk.
- If you choose to book via the national booking system, you will be directed to centres at Ipswich, Peterborough or Stansted, or a mobile testing centre if available.

Members of the public

- Members of the public who are not key workers must book using the national booking system. You will be offered a choice of a home testing kit or travelling to a regional testing centre. The nearest regional testing centres are at Ipswich, Peterborough or Stansted, but from time to time mobile testing centres will also be set up. Appointments for these will be shown on the national booking system when available.

People's experience of care

- Healthwatch in Norfolk and in Suffolk are asking for people to share their experience of accessing information, care and support during the coronavirus outbreak. People are being asked to complete a survey which can be found at www.healthwatchnorfolk.co.uk/hwn-covid-19-survey, or <https://healthwatchesuffolk.co.uk/news/covidsurvey>.