

## Coronavirus (Covid-19) Information and advice 23 March 2020

### Commonly asked questions

Symptoms	
<p>What are the symptoms of Coronavirus?</p>	<p>The <a href="#">symptoms</a> of Coronavirus are:</p> <ul style="list-style-type: none"> <li>• a cough</li> <li>• a high temperature</li> <li>• shortness of breath</li> </ul> <p>But these symptoms do not necessarily mean that you have the illness.</p> <p>The symptoms are similar to other illnesses that are much more common, such as colds and flu.</p> <p>Generally, Coronavirus can cause more severe symptoms in people with weakened immune systems, older people and those with long term conditions like diabetes cancer and chronic lung disease.</p>
<p>When do symptoms show?</p>	<p>It appears that most people who develop symptoms do so on or around day 5.</p> <p>Anyone who is symptom-free by day 12 is unlikely to get symptoms, but they may still be infectious carriers.</p>
<p>Does everyone show symptoms?</p>	<p>Experts believe most people who get the infection will only have mild symptoms. Some will be asymptomatic, i.e. carry the virus but experience no symptoms.</p>
If you have symptoms	
<p>What do I do if I think I might have Coronavirus?</p>	<p><b>Stay at home</b></p> <p>If you have symptoms of Coronavirus infection (Covid-19), <b>however mild</b>, stay at home for 7 days if you have either:</p> <ul style="list-style-type: none"> <li>• a <b>high temperature</b> – you feel hot to touch on your chest or back</li> <li>• a <b>new continuous cough</b> – this means you’ve started coughing repeatedly.</li> </ul>

	<p>After 7 days:</p> <ul style="list-style-type: none"> <li>• if you do not have a high temperature, you do not need to stay at home</li> <li>• if you still have a high temperature, stay at home until your temperature returns to normal</li> </ul> <p>This will help to protect others in your community while you are infectious.</p> <p>You do not need to stay at home if you just have a cough after 7 days. A cough can last for several weeks after the infection has gone.</p> <p><b>Do not go to a GP surgery, pharmacy or hospital with symptoms of coronavirus.</b></p> <p>You do not need to contact NHS 111 to tell them you're staying at home. The NHS will not be testing those self-isolating with mild symptoms.</p> <p>Stay at home guidance has now been produced and is available by clicking <a href="#">here</a>.</p> <p>Self-isolation advice can be found here:  <a href="https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/">https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/</a></p>
<p>What do I do if my symptoms worsen?</p>	<p><b>After 7 days contact NHS 111</b></p> <p>If your symptoms worsen during home isolation or are no better after 7 days contact NHS 111 online.</p> <p>If you have no internet access, you should call NHS 111.</p> <p>For a medical emergency dial 999</p> <p>In summary contact NHS 111 if:</p> <ul style="list-style-type: none"> <li>• you feel you cannot cope with your symptoms at home</li> <li>• your condition gets worse</li> <li>• your symptoms do not get better after 7 days</li> </ul> <p>Only call 111 if you cannot get help <a href="#">online</a>.</p>

## If you live with someone who has symptoms

Someone else in my house has symptoms – what do I do?

If you live with someone who has symptoms, you'll need to stay at home for 14 days from the day their symptoms started. This is because it can take 14 days for symptoms to appear.

If more than 1 person at home has symptoms, stay at home for 14 days from the day the first person started having symptoms.

If you get symptoms, stay at home for 7 days from when your symptoms start, even if it means you're at home for longer than 14 days.

If you do not get symptoms, you can stop staying at home after 14 days but still practice social distancing to protect yourself and others.

## Protecting yourself and others

How can I avoid catching or spreading Coronavirus?

Do the following more often than usual:

- wash your hands with soap and water often – do this for at least 20 seconds
- always wash your hands when you get home or into work
- use hand sanitiser gel containing at least 60% alcohol if soap and water are not available
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin straight away and wash your hands afterwards
- practice social distancing

Try to avoid close contact with people who are unwell. If possible, stay away from work and other events if you feel unwell.

## Treatment

Is there a specific treatment for Coronavirus?

**There is currently no specific treatment for Coronavirus.**

Current treatment options aim to relieve the symptoms while your body fights the illness. You are advised to stay in isolation and away from other people until you've recovered.

Do I need antibiotics?

**Antibiotics do not help**  
They do not work against viruses.

## Seeing my GP/doctor /dentist

Should I still visit my GP?	<p><b>No. Do not visit your GP if you have symptoms of Coronavirus – high temperature, cough or shortness of breath</b></p> <p>For other conditions or medical checks etc. ring your GP, do not go to the surgery unless you have an appointment. They may arrange a telephone or online consultation instead. Call your GP practice to ask.</p>
Should I still attend my dental appointment?	<p><b>Please call your dental practice to check</b>, or look online, and follow their advice. Your appointment will probably be cancelled until further notice.</p>

## Attending hospital for other appointments

Should I still attend the hospital if I have an appointment booked?	<p><b>Yes.</b></p> <p>Patients with outpatient and inpatient appointments should still come to hospital unless they have a new-onset cough or fever, in which case they should follow National Guidance on self-isolation and contact the number on their appointment letter to cancel.</p> <p>The hospital will notify you should they need to change your appointment.</p>
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## Visiting family and friends in hospital

Should I continue to visit friends and family who are in hospital at United Lincolnshire Hospitals?	<p><b>No.</b> ULHT have made the difficult decision to suspend all visiting on the wards at Pilgrim Hospital in Boston, Lincoln County Hospital and Grantham and District Hospital with immediate effect.</p> <p><a href="https://www.ulh.nhs.uk/news/patient-visiting-suspended-with-immediate-effect/">https://www.ulh.nhs.uk/news/patient-visiting-suspended-with-immediate-effect/</a></p>
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## Visiting family and friends in a Care Home

Should I continue to visit friends and family who are in Care Homes?	<p><b>No.</b> Care Homes have stopped all visiting and are working on ways to contact relatives by phone or Skype.</p> <p>This is to protect vulnerable Care Home residents.</p>
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Accident and Emergency department	
Should I visit the Accident and Emergency Department?	<p>Do not visit the Accident &amp; Emergency Department at our Hospitals if you have symptoms of Coronavirus.</p> <p>Follow the advice above if you have symptoms.</p> <p>Please also note that anyone attending the A&amp;E Department or for an outpatient appointment is expected to attend alone. Please only bring a maximum of only one other person if assistance is required.</p>
NHS 111 / CAS (Clinical Assessment Service) has advised me to attend A&E, where do I go?	Lincolnshire Hospitals have assessment pods in operation. NHS 111 / CAS team will direct you to the closest pod.
Terms being used	
What is the difference between Coronavirus and Covid-19?	<p>Coronaviruses are a large family of viruses that can cause illnesses ranging from the common cold to more severe diseases such as SARS (Severe Acute Respiratory Syndrome)</p> <p>Covid-19 is a new strain of coronavirus that has not been previously identified in humans.</p>
What is self-isolation and how do I do it?	<p><a href="#">Self-isolation</a> is about protecting others and slowing down the spread of Covid-19. It is very important that anyone who has the virus, or might have been exposed to it, limits the number of people they come into contact with. This is the most effective way of preventing the Coronavirus from spreading.</p> <p>Some further information is available <a href="#">here</a> including what to do if you share a home with others, or have pets.</p> <p>If you are self-isolating ask a neighbour or friend to shop for you or order food online. There is help available with food shopping and collecting prescriptions etc. The best place to contact to find out what is available in your area is with your District/County Council.</p>
What are Contain and Delay phases	<p>There are 4 stages to the Government's planned response to Coronavirus:</p> <p>Stage one is 'contain' which proved effective at identifying individual cases and tracing close contacts.</p>

	<p>Moving to the second 'delay' phase involves trying to slow the spread of the virus and push wider transmission to the summer months when there is less pressure on the NHS.</p> <p>More information about the Government's planned response can be found <a href="#">here</a>.</p>
<p>What is social distancing?</p>	<p><b>The Government is telling everyone to practice social distancing. Many people are not doing this. It is important to keep your distance from others.</b></p> <p><a href="#">Social distancing</a> is reducing socialising in public places such as entertainment or sports events, reducing use of non-essential public transport and shops or working from home. If you have to go out, keep a distance of two metres between yourself and others.</p> <p>Please do not visit friends; family; older relatives, including those in Care Homes or people in isolation, contact them via phone, skype or facetime. Not face to face. This is to ensure not only your safety but theirs too.</p>
<p><b>Travel and further advice for employers including small businesses and language schools</b></p>	
<p>What should I do if I have returned from holiday?</p>	<p>If you have returned from overseas please refer to this <a href="#">page</a> for more information</p>
<p>Is there guidance for employees, employers and businesses</p>	<p>Yes. Guidance is available <a href="#">here</a> for employees, employers and businesses in providing advice about Coronavirus.</p>
<p>Is there guidance for the English language sector?</p>	<p>Yes. Guidance has been produced by English UK and is available <a href="#">here</a></p>
<p>Please see below information and advice that relate to community action against Coronavirus (Covid-19), the information below comes as a consequence of engagement with members of the public, organisations who are offering advice and County Councillors.</p> <p>All up to date information will be made available here  <a href="https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection">https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection</a></p>	

## **Advice for individuals and groups**

If you are looking to support members of the community who are vulnerable and self-isolating, the advice is as follows:

For individuals who want to volunteer – please contact either the British Red Cross, Age UK, your local Town or Parish Council, Community Emergency Planning Group or other local charity to find out how you can get involved.

For people who have set up a new group (either on Facebook or through other methods) – the most effective thing to do is to coordinate your activity through either your local Town or Parish Council, local community hub or another local charity (such as British Red Cross, Age UK etc.). By working with your local Parish Council or existing group (mentioned above), the coordination of the support will be more effective within your community which can help reduce the risk to your volunteers and to local residents (existing bodies will have insurance and protocols in place already). <https://reserves.redcross.org.uk/>

## **Promotional material**

If you are producing leaflets or posters that you would like to distribute throughout your local community, please send a copy to [CEC\\_CVC@lincoln.fire-uk.org](mailto:CEC_CVC@lincoln.fire-uk.org) where we can ensure that any advice or information is up to date.

## **Local activities**

If you are collecting information about activities in your local area (such as Facebook groups, local volunteer groups, support groups etc.) Please share by sending to [CEC\\_CVC@lincoln.fire-uk.org](mailto:CEC_CVC@lincoln.fire-uk.org) who are currently collating all this information in order to help coordinate a county-wide response in the coming days, weeks and months. By working together and sharing this information we will all be able to support those vulnerable people within the community who need it most.

## **Scams**

Whilst there are lots of people and groups who are doing amazing work in local communities, we need to be aware that there are people who will use the current situation to exploit others for their own benefit.

Scams can come in the form of people knocking on your door, fraudulent emails, phone calls, text messages or posts via social media. Fraudsters will attempt to get recipients to disclose personal or financial information or click on links that may contain malware - which then will be used for their own fraudulent purposes. If you receive any such fraudulent contact please report via:

- Lincs Police 101
- Action Fraud <https://www.actionfraud.police.uk/> or Tel 0300 123 2040
- Citizens Advice Scam Advice helpline 0808 250 5050 from 9am – 5pm

For more info see websites:

<https://takefive-stopfraud.org.uk/>

<https://www.friendsagainstscams.org.uk/>

A Key Message to remember is **Take Five STOP - CHALLENGE – PROTECT**

- **STOP** - Take a moment to stop and think before parting with your money or information.

**Could Keep you safe**

- **CHALLENGE** - Could it be fake? It's ok to reject, refuse or ignore any requests.

**Only criminals will try to rush or panic you**

- **PROTECT** - Contact your bank immediately if you think you've fallen for a scam and report it to Action Fraud on 0300 123 2040.

**Stay Safe and Well.**