

Frequently Asked Questions for groups supporting residents – 23 April 2020

Q. I'm an informal carer and I am struggling to cope – is there any support to help me look after the person I care for?

If you're providing unpaid care for a family member or friend, you might be worried about the effects of COVID-19 on both you and the person you're caring for. It is important to us that you get the help and support you need during these unprecedented times - for example, someone to help with your shopping or household chores, someone to talk to if things get too much, or how to manage if you or the person you're caring for develop COVID-19 symptoms. Cambridgeshire County Council is keen to support you – please [fill in their 'I need help' form](#).

There are also a number of community organisations that are commissioned by the County Council that may be able to help. Find details of Cambridgeshire organisations via the [County Council's directory](#).

Q. Can residents receive prescriptions from hospital without visiting the hospital in person?

A. Yes. Residents who are shielding should not be travelling to the hospital only to collect prescriptions.

At Addenbrooke's, although the outpatient pharmacy is open as normal, prescriptions are being posted as much as possible to reduce footfall. If anyone has a specific question they should call the Patients' Medicines Helpline: 01223 217 502 or email medinfo@addenbrookes.nhs.uk

At Royal Papworth, collection is the most reliable method, so asking a relative, friend, or community volunteer to collect is the preferred option. Once the individual has been informed that a prescription has been written for them they will need to contact the hospital by calling 01223 638700 to provide the following information:

- Their name, date of birth and hospital/NHS number
- The medication they are due to collect

- The name of the person who will be collecting the medication and estimated collection time.
- The address to which the medication will be delivered.

Relatives or friends should come to the pharmacy hatch with the patient's name and either their date of birth or hospital/NHS number. Community volunteers should come to the pharmacy hatch in the main reception area with the patient's name and address to which the medication will be delivered.

The pharmacy will only use postal/courier services when there is no other option, to avoid overloading services and the risk of delayed delivery. If anyone has any questions, contact the pharmacy: 01223 638700 or email

papworth.pharmacyoutpatients@nhs.net

Q. Can residents pay for their prescriptions online to avoid residents and volunteers having to exchange money?

Prescription prepayment certificates (PPCs) are already well established and in addition to enabling online payment, allow people to have as many NHS prescriptions as they need for a fixed price. The quickest way to [buy a PPC](#) is to buy it online. Volunteers may still need to provide evidence to the pharmacy that the person for whom they are collecting the prescription has made the prepayment. This is usually an email confirmation that the prepayment is in place.

Q. If someone is caring for someone with learning disabilities, or autistic adults and children, is there any advice and information tailored to that situation?

A. Yes, the Social Care Institute for Excellence has published advice and guidance for carers and family supporting people in these situations, which you can [access on the SCIE website](#).

Q. Where can we signpost people who are suffering financially and need help with big, unexpected expenditure, such as with replacing white goods?

There are limited options for help with replacement of white goods:

- [Cambridge Local Assistance Scheme \(CLAS\)](#), funded by Cambridgeshire County Council, can support residents in crisis by providing a CLAS award, which could be in the form of emergency funding for white goods. Applicants must have lived in Cambridgeshire for six months (unless they have fled to the area for their own safety), have no savings, and receive one of the following means tested benefits: Income Support; income based Job Seekers Allowance (JSA); income related Employment and Support Allowance (ESA); Pension Credit; Universal Credit. If they are working, their total household must be below the HMRC low income threshold.
- [DWP's budgeting loans](#) for people receiving certain benefits. Applicants must have been receiving one of the following benefits for six months: Income Support; income based Job Seekers Allowance (JSA); income related Employment and Support Allowance (ESA); Pension Credit. For people who moved from Universal Credit to Pension Credit, any time spent claiming Universal Credit will count towards the six months. You cannot get a Budgeting Loan if: you are currently claiming Universal Credit (apply for a [Budgeting Advance](#) instead); you're involved in industrial action; or you owe more than £1,500 in total for Crisis Loans and Budgeting Loan.

Q. Is there any help for residents seeking food vouchers?

[Cambridge Local Assistance Scheme \(CLAS\)](#), funded by Cambridgeshire County Council, can support residents in crisis by providing a CLAS award, which could be in the form of a supermarket voucher. Food vouchers are administered as electronic vouchers. Residents can call, email or text direct for support. Alternatively, [Cambridge Aid](#) is another possibility. Cambridge and District Citizens Advice Bureau can help people access both these funds to obtain emergency food vouchers. They can be contacted on 0344 848 7979..

Q. What support is available to help people look after their mental health during the pandemic?

It is important for everyone – volunteers and those you are supporting – to remember to care for your mental health. The Public Health England [Every Mind Matters](#) campaign, spearheaded by the young royals, has some expert advice and practical tips to help people look after their mental health and wellbeing.

Q. Can you signpost us to some support for people who are bereaved?

We understand that losing a loved one can feel overwhelming, especially if the death was untimely and unexpected. The government has published a [bereavement support leaflet](#) to help those who have lost a loved one. The leaflet shares information to help bereaved families, friends or next of kin make important decisions during this national emergency, sets out what to expect next, and signposts the extra help and support that is available. There are a number of organisations that can support you and your family during this distressing time, including:

- [The Good Grief Trust](#)
- [Cruse Bereavement Care](#)
- [NHS](#)