



Robert Courts MP

Witney & West Oxfordshire

Coronavirus (COVID-19) Advice & Support Information



“ It is right that the government has taken these unprecedented decisions and these extraordinary measures.

Unless we get coronavirus under control then the danger is it will overwhelm all of our vital services and cause much greater loss of life.

NEW RULES ON STAYING AT HOME AND AWAY FROM OTHERS

Every citizen must comply with these new measures. The relevant authorities, including the police, will be given the powers to enforce them – including through fines and dispersing gatherings. The Government will look again at these measures in three weeks, and relax them if the evidence shows this is possible.

You should only leave the house for one of four reasons.

1. Shopping for basic necessities; food and medicine as infrequently as possible.
2. One form of exercise a day; a run, walk, or cycle - alone or with members of your household.
3. Any medical need, or to provide care or to help a vulnerable person.
4. Travelling to and from work, but only where this absolutely cannot be done from home.

These four reasons are exceptions - you should be minimising time spent outside of the home and ensuring you are 2 metres apart from anyone outside of your household. These measures must be followed by everyone.

If you work in a critical sector or your child has been identified as vulnerable, you can continue to take your children to school.

Keyworker definitions can be found by searching www.gov.uk for “keyworker definitions”.

CLOSING NON-ESSENTIAL SHOPS, BUSINESSES AND PUBLIC SPACES

All non-essential retail stores - such as clothing and electronics stores; hair, beauty and nail salons; and outdoor and indoor markets, excluding food markets, libraries, community centres, youth centres, indoor/outdoor leisure facilities, playgrounds, sports courts and outdoor gyms, places of worship, except for funerals attended by immediate families, hotels, hostels, bed and breakfasts, campsites, caravan parks, and boarding houses for commercial/leisure use.

STOPPING PUBLIC GATHERINGS

The Government is stopping all public gatherings of more than two people. The two exceptions to this rule are:

- Where the gathering is of a group of people who live together - this means that a parent can take their children to the shops if there is no option to leave them at home.
- Where the gathering is essential for work purposes

Also, the Government is stopping social events, including weddings, baptisms and other religious ceremonies. This will exclude funerals, which can be attended by immediate family.

The above is for three weeks from 23 March, at which point the Government will review and relax these measures if the evidence shows this is possible.

Stay home, stay safe and save lives. ”

Robert Courts MP
Member of Parliament for Witney & West Oxfordshire

CORONAVIRUS

PROTECT YOURSELF & OTHERS

NHS HEALTH INFORMATION AND ADVICE

For the most up to date guidance please visit:

www.nhs.uk/conditions/coronavirus-covid-19/

Everyone must stay at home to help stop the spread of coronavirus. This includes people of all ages – even if you do not have any symptoms or other health conditions.

What to do if you have coronavirus symptoms

Continue to stay at 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)
- To protect others, do not go to places like a GP surgery, pharmacy or hospital. Stay at home.

Use the 111 online coronavirus service to find out what to do: <https://111.nhs.uk/covid-19/>

Only call 111 if you cannot get help online

If you need medical help not related to coronavirus, do not go to places like a GP surgery, pharmacy or hospital.

- For health information and advice, use the NHS website or check your GP surgery website.
- For urgent medical help, use the NHS 111 online service. Only call 111 if you're unable to get help online.
- For life-threatening emergencies, call 999 for an ambulance.
- Read more advice about getting medical help at home.

Advice for people at high risk

If you're at high risk of getting seriously ill from coronavirus, there are extra things you should do to avoid catching it. These include:

- not leaving your home – you should not go out to do shopping, visit friends or family, or attend any gatherings
- avoiding close contact with other people in your home as much as possible

Read the full advice on protecting yourself if you're at high risk from coronavirus on www.gov.uk/coronavirus

Who is at high risk?

- have had an organ transplant
- are having certain types of cancer treatment
- have blood or bone marrow cancer, such as leukaemia
- have a severe lung condition, such as cystic fibrosis or severe asthma
- have a condition that makes you much more likely to get infections
- are taking medicine that weakens your immune system
- are pregnant and have a serious heart condition

If you're at high risk, you will be contacted by the NHS by Sunday 29 March 2020. Do not contact your GP or healthcare team at this stage – wait to be contacted.



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[@robertcourts](https://twitter.com/robertcourts)

www.robertcourts.co.uk/coronavirus

Local Advice & Support

LOCAL AUTHORITY LATEST INFORMATION



WEST OXFORDSHIRE
DISTRICT COUNCIL

West Oxfordshire District Council

- Main Switchboard: 01993 861000
- Out of Hours: 0151 34 32 945
- www.westoxon.gov.uk/coronavirus
- Twitter: @WodcNews
- Facebook: @westoxfordshire



OXFORDSHIRE
COUNTY COUNCIL

Oxfordshire County Council

- Main Switchboard: 01865 792422
- www.oxfordshire.gov.uk/council/services-affected-covid-19
- Twitter: @OxfordshireCC
- Facebook: @OxfordshireCountyCouncil



CHECK YOUR LOCAL AUTHORITY WEBSITE TO FIND YOUR COUNCILLOR:



Find your councillor info: <https://cmis.westoxon.gov.uk/cmis/Councillors.aspx>

Find your councillor info: www.oxfordshire.gov.uk/council/about-your-council/oxfordshire-councillors/your-councillor

The following social media accounts are posting the latest factual advice and information related to COVID-19

- Public Health England: @PHE_UK
- Department of Health and Social Care Facebook & Twitter: @DHSCgovuk
- NHS Facebook: @NHSwebsite
- NHS Twitter: @NHSuk
- Robert Courts Facebook: [fb.com/RobertCourts](https://www.facebook.com/RobertCourts)
- Robert Courts Twitter: @robertcourts

BEWARE OF CORONAVIRUS SCAMS - TRADING STANDARDS ADVICE

- Always follow government advice.
- Use local council websites, local council services and trusted charities like Age UK.
- Contact your local councillors or MP if urgent.
- Be careful on social media, especially with coronavirus response groups springing up.
- Be as careful as you would normally be... don't be side-tracked or rush into decisions.
- Don't purchase items from your doorstep or respond to surveys.
- Don't draw attention to the passer-by that you are self-isolating (signs in windows).
- Don't give bank details, cash, credit or debit card information to strangers to do shopping etc.
- Don't buy cures and medicines online.
- Don't buy soaps and sanitizers from unknown sources.
- Buy all products from known sources.
- Trust and seek help from family and friends.

 Please pass these messages to your friends & family - by phone, internet or social media - and ask them in turn to make sure that anyone they know who might need supporting knows where to turn.

STAY CALM



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[@robertcourts](https://twitter.com/robertcourts)

VOLUNTEERING

Only volunteer for registered organisations

Volunteer for the NHS:

www.goodsamapp.org/nhs

Red Cross Community Reserve Volunteers:

<https://reserves.redcross.org.uk/>

Oxfordshire All In:

www.oxfordshireallin.org/local-support-groups

Community Connect:

community.connect@nhs.net

Citizens Advice West Oxfordshire:

info@citizensadvicewestoxon.org.uk

As advice & guidance is being updated daily please visit www.robertcourts.co.uk/coronavirus

There are now several support services for the vulnerable locally. If you are elderly and struggling to get food, or you have another problem, please contact the local branches of Age UK.



Age UK Oxfordshire

9 Napier Court
Barton Lane
Abingdon
OX14 3Y

Free Telephone Support: 01865 411288
Email: admin@ageukoxfordshire.org.uk
Donate to Age UK Oxfordshire here:
<https://www.justgiving.com/campaign/auko>

My office continues to support and assist constituents with all enquiries and casework. However, following Government advice on tackling coronavirus our ways of working are changing.

Enquiries will be responded to as soon as possible and we ask for your patience as it may take longer than usual to reply.

We will be prioritising casework and enquiries to help those most in need and vulnerable as well as doing what we can to support national and local efforts to tackle the coronavirus outbreak.

Please make all contact electronic via emails, as we cannot guarantee that we will be able to respond to letters or telephone calls in a timely manner.

Constituents can contact me by email, please send to: robert@robertcourts.co.uk

USEFUL NUMBERS

West Oxfordshire District Council: 01993 861000

Oxfordshire County Council: 01865 792422

Citizens Advice West Oxfordshire: 03444 111 444

Age UK Oxon Free Telephone Support: 01865 411288

Volunteer Link-Up: 01993 776277

Crime Stoppers 0800 555 111

UK Visas & Immigration – 0300 123 2253

Citizen Advice Bureau- 0300 330 1175

Shelter- 0808 800 4444

Police- Emergency- 999 Non-Emergency-101

Debt Advice (Stepchange) - 0800 138 1111

Law Society (Find a solicitor service) - 020 7320 5650

If you require legal advice, please call the CLA to establish if you are entitled to Legal Aid - 0345 345 4345

HMRC 0800 015 9559

School Closures 0800 046 8687

Government response to Coronavirus (COVID-19)

WHAT YOU NEED TO DO

For practical advice and help around issues such as employment, financial support, business, healthcare workers & carers, travel, how you can help etc please visit:

www.gov.uk/coronavirus



Government Business Support Hotline
0300 456 3565

Universal Credit Hotline
0800 328 5644

The breakdown of all the financial support currently available for individuals and business can be found here: www.gov.uk/government/publications/support-for-those-affected-by-covid-19

Protecting the most at risk



Strictly **avoid** contact with anyone with COVID-19 symptoms



Do not leave your house



Do not attend any gatherings



Food or medication deliveries should be left at the door



Keep in touch with phone, internet, and social media



Use the **phone** or go **online** to contact your **GP** or other essential services

Getting assistance with foods and medicines if you are reducing social contacts

Ask family, friends and neighbours to support you and use online services. If this is not possible, then the public sector, business, charities, and the general public are gearing up to help those advised to stay at home. It is important to speak to others and ask them to help you to make arrangements for the delivery of food, medicines and essential services and supplies, and look after your physical and mental health and wellbeing.

If you receive support from health and social care organisations, for example, if you have care provided for you through the local authority or health care system, this will continue as normal.

Disposal of waste

If you're self-isolating, please ensure you keep used tissues separate from your household waste in sealed bags for 72 hours before fully disposing. This is to contain the spread of the virus both in and out of your home other household waste can be disposed of as normal.

Laundry

To minimise the possibility of dispersing virus through the air, do not shake dirty laundry. Wash items as appropriate in accordance with the manufacturer's instructions. If you do not have a washing machine, wait a further 72 hours after your 7-day (for individual isolation) or 14-day isolation period (for households) has ended when you can then take the laundry to a public launderette.

Cleaning

When cleaning you should use your usual household products, like detergents and

bleach, as these will be very effective at getting rid of the virus on surfaces. Clean frequently touched surfaces such as door handles, handrails, remote controls and table tops. This is particularly important if you have an older or vulnerable person in the house.

Shopping and Groceries

All the UK's major supermarket chains are now providing Elderly & Vulnerable Priority Shopping Hours. Please check with your local stores and online for more information. Food shops and pharmacies will remain open and stores have also reassured customers they are doing all they can to ensure their shelves remain full and their supply chains running smoothly.