

# Self-isolation pack

Having to self-isolate can leave you feeling scared and cut off – but it's important to remember you're not alone and support is available to help you get through it.

There are two reasons why you might be self-isolating. You may have been contacted by NHS Test and Trace as being a close contact of someone who has tested positive, or you, or someone in your family, has got the virus.

Here we'll walk you through everything you need to know about self-isolation, including what it means, why it's necessary, what you can and can't do, and how to get help if you need it.

First of all, here's a quick recap of the three main symptoms of coronavirus that we must all be aware of:

- High temperature
- New, continuous cough
- Loss or change to your sense of smell or taste

If you have any of these symptoms, get a test. If you're at work, please go straight home and start to isolate until you get your test. Don't try to finish your shift.

To book your test visit [www.gov.uk/get-coronavirus-test](https://www.gov.uk/get-coronavirus-test) or call 119 if you don't have access to the internet.

## Now for the rules:

- You will need to self-isolate straight away for **10 days** if you have any of the above three symptoms or have had an unclear test result.
- If after **10 days** you no longer have symptoms, you can stop self-isolating. You can also stop self-isolating if you just have a cough or changes to your sense of smell or taste, as these can last for weeks after the infection has gone.
- If you still feel unwell after **10 days**, you should continue to self-isolate. This includes a high temperature or feeling hot and shivery; a runny nose or sneezing; feeling or being sick and diarrhoea.
- You must self-isolate straight away for **14 days** if you live in the same household as someone who has any of the symptoms or has tested positive.
- If your test result comes back **negative**, other members of your household can stop self-isolating. You too can stop self-isolating if you feel okay and no longer have symptoms.



The other parent becomes sick with coronavirus on day 11 of their 14-day isolation period. They must therefore now start a fresh 10-day self-isolation from the day they become sick.

However, the children, who have not displayed any symptoms, can finish their isolation at the end of their original 14-day period.

The first parent who got sick can end their isolation when their 10 days finishes.

The link below contains extensive information on stay at home guidance in the case of possible coronavirus infection.

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

We know that self-isolating might be difficult, but Cornwall Council is committed to ensuring everyone receives the right support and we've pulled together a list of useful links and information to help people get through the pandemic.

## The support available and where to find it

Self-isolating clearly puts a severe limit on a person's freedoms and ability to do basic things like get food shopping.

### Help with shopping and medicines

If you can't get an online food delivery, or friends and family are unable to help you get shopping, help is available.

Volunteer Cornwall ([www.volunteercornwall.org.uk/](http://www.volunteercornwall.org.uk/)) is delivering shopping and prescriptions to residents and is also providing befriending support.

If you need to access a food bank you can find a list of all of the ones in Cornwall on the Transformation Cornwall website. <https://transformation-cornwall.org.uk/resources/update-on-cornish-foodbanks>

### Council Tax Support

Cornwall Council can help you if you are struggling to pay your council tax. Whatever your age and circumstances, residents who need help should claim Council Tax Support. Claims can be made via the [Council Tax Support webpage](#).

### Are you worried about being evicted?

People who rent their homes have been given greater protection against eviction until next year. Landlords will be required to provide tenants with 6 months' notice until at least the end of March 2021.

Anyone struggling to pay their rent is advised to seek help as soon as possible.

If you live in a Cornwall Housing managed home and are struggling to pay the rent, please call the rent management team on 0300 1234 161.

If you live in privately rented accommodation and are worried about being evicted, please get in touch with Cornwall Housing's Prevention and Engagement Team at [cornwallhousing.org.uk](http://cornwallhousing.org.uk) or by calling 0300 1234 161.

### Extra financial support

There are three discretionary funds to support you if you are in need of extra financial help. They are:

- [Discretionary Housing Payments](#) are available for residents who rent their home, are in receipt of Housing Benefit or Universal Credit and need extra help to pay their rent.
- [Exceptional Relief](#) is available for working age residents in receipt of Council Tax Support and who need further financial help to pay their Council tax.
- The [Crisis and Care Award scheme](#) can provide extra help in emergency or disaster situations.

Further details about these schemes are available on the council's [Benefits webpage](#).

### £500 government Test and Trace Support Payment

Residents who are receiving certain benefits, are unable to work from home and are told to self-isolate by NHS Test and Trace can now apply for a £500 payment.

The application form is now live on the Cornwall Council website [www.cornwall.gov.uk/testandtracesupport](http://www.cornwall.gov.uk/testandtracesupport) and applications can be backdated to 28 September 2020. Anyone who can't apply online should call us on 0300 1234 121 (option 5).

For full details see the link above.

## Further coronavirus information

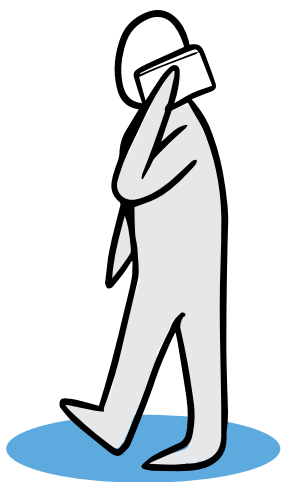
Cornwall Council has an online hub for information on different aspects of coronavirus, including business support, financial support and advice for residents, the new self-isolation grant, the local outbreak plan for Cornwall and the Isles of Scilly and local COVID-19 data.

Visit <https://www.cornwall.gov.uk/coronavirus>

Anyone who needs our support can contact our dedicated support email address at [covid19@cornwall.gov.uk](mailto:covid19@cornwall.gov.uk) or ring **0300 1231118**.

The Healthy Cornwall website contains a host of resources to support employers and employees, including an 'easy read' document covering Covid-19 guidance on isolating and contact with others, which is also available in Latvian, Lithuanian, Portuguese, Bulgarian, Polish and Romanian.

Visit: [www.healthycornwall.org.uk/organisations/healthy-workplaces](http://www.healthycornwall.org.uk/organisations/healthy-workplaces) and use the resources section.



## Mental health matters

We know this is an unsettling time and many people may be worried about the virus, school, friends, home life, jobs or money.

It's OK to not be OK. There is lots of help and support available.

If you want to talk or need help with your mental wellbeing, you can call or text:

The Cornwall and Isles of Scilly **24/7 NHS Mental Health response line**  
t: **0800 038 5300**

Call **116 123** for free to talk to **Samaritans**, or email: [jo@samaritans.org](mailto:jo@samaritans.org) for a reply within 24 hours

**Citizens Advice Cornwall (03444 111 444)** for financial advice or simply text "ADVICE" for general queries or DEBT to 78866

Children and young people can get additional support:

Text "YM" to **85258** to contact the **Shout Crisis Text Line**

Reach out on the Your way live chat service [your-way.org.uk/coronavirus](http://your-way.org.uk/coronavirus)

Find help and support at [kooth.com](http://kooth.com) which is an online wellbeing community for young people

Find more advice on how to stay mentally well on the Cornwall Council website [here](#).

**If you would like this information in another format or language please contact:**

Cornwall Council, County Hall, Treyew Road, Truro, TR1 3AY

e: [equality@cornwall.gov.uk](mailto:equality@cornwall.gov.uk) t: 0300 1234 100