

Stay at home guidance

Following your confirmed positive result for COVID-19, you will now need to stay at home and self-isolate **for 10 days** from when your symptoms started. If you did not have symptoms you need to stay at home for 10 days from the date of your test.

NHS Test and Trace

Your positive result will automatically be sent to NHS Test and Trace. You will receive a text; use the link to access the contact tracing website where you can enter the details of all those you have been in contact with: <https://contact-tracing.phe.gov.uk>

Household contacts

Any members of your household will need to self-isolate **for 10 days**. If they develop symptoms of COVID-19 (cough, temperature or change/loss in taste or smell) they should get a test by **calling 119** or **booking online**:

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

They should only have a test if they develop symptoms, and they will still

need to continue to isolate for the full 10 days if their results are negative.

If any members of your household **work in the NHS or a care setting**, it is vital that they inform their employer and are especially careful to stay at home and isolate.

Self-isolation for people with COVID-19 and their contacts is now a legal requirement. It means not leaving home, even to buy food. It also means not going to work, to public areas, or using public transport or taxis. Any exercise must be taken at home.

Other close contacts

Anyone else who you have had close contact with since the two days before you developed symptoms (or before the date of your test if you did not have symptoms) will also need to self-isolate **for 10 days** from the date they last had contact with you.

What 'close contact' means

- Face-to-face contact within one metre for any length of time, including a face-to-face conversation

- Physical contact (skin to skin)
- Being within one metre for one minute or longer without face-to-face contact
- Being within two metres for more than 15 minutes
- Travelling in a vehicle together

Help and support

If you live outside of Torbay

Please visit www.devon.cc/covid-19

Or call 0345 155 1015

Monday to Friday 8am - 8pm

Saturday 9am - 1pm

Torbay Community Coronavirus Helpline

This provides befriending, collection of pensions, prescriptions and food, family support, financial advice and mental health support.

Use the online form at:

www.bit.ly/torbayhelpline

Or call 01803 446022

Monday to Friday 10am - 6pm

Saturday 9:30am - 12:30pm

Torbay Help Hub

Further information about support available across the Bay may be found at: www.torbayhelphub.com

Financial support

If you are in receipt of benefits and self-isolating results in a loss of income, you may be eligible for a £500 payment to support you financially during your isolation period. To apply please visit:

www.torbay.gov.uk/benefits/other-help/test-and-trace-support-payment/

If you or your household need medical advice

Seek prompt medical attention if your illness or the illness of someone in your household is worsening.

If it's not an emergency

Call NHS 111 or contact NHS 111 online service at: www.nhs.uk/111

If it is a medical emergency

Call 999 and inform the call handler that you or your relative have COVID-19 symptoms.

Your wellbeing

Staying at home for a long period can be difficult, frustrating and lonely. If you need help with your mental health:

- Your **local GP** can advise about helpful treatments and access to mental health support
- The **Mental Health Matters Devon Helpline** provides 24/7 mental health help on 0800 470 0317
- **MIND** provide emotional and listening support to anyone experiencing mental distress. Call 0300 123 3393 (Monday to Friday 9am - 6pm) or visit www.mind.org.uk
- **Healthwatch Torbay** - visit www.healthwatchtorbay.org.uk to find out more about local mental health services for issues such as anxiety and depression, and details of helplines, phone apps and self-care tools.

To receive this information in a different format ☎ 0300 456 8373.
For further advice ☎ 01803 656705

PATIENT INFORMATION

COVID-19

Advice for outpatients who are confirmed COVID-19 positive



Self-isolation for people with COVID-19 and their contacts is now a legal requirement. Please read this leaflet carefully.

Working with you, for you