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Llywodraeth Cymru
Welsh Government

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IMPORTANT ADVICE TO KEEP YOU SAFE FROM CORONAVIRUS

You are receiving this letter because you have an existing health issue – or you care for someone who does. This means it is very important you take extra steps to avoid catching coronavirus (also known as COVID-19).

For most people coronavirus will be a mild illness. Some people with existing health issues can get seriously ill if they get the virus.

We want to do everything we can to keep you safe. But we need your help.

It is important you stay safe and keep getting the treatment and care you need. We also need you to follow some important advice.

This letter tells you how to look after yourself and about the help you can get.

The best way to avoid getting coronavirus is to stay at home for the next 12 weeks. You should not have any visitors apart from your carers and healthcare workers.

You, or the person you care for, should:

- Avoid any contact with anyone who has a high temperature (above 37.8 °C) or a new and continuous cough. These are symptoms of coronavirus.
- Stay at home for the next 12 weeks.
- Stay away from people, even friends and family. Do not go out at all.
- Arrange for food and medicine to be delivered to your home. It should be left at the door so you don't come in to contact with anyone.
- Keep in touch with people using the phone, the internet and social media.
- Use the phone or internet to contact your GP or the other services you need.
- Wash your hands regularly with soap and warm water for at least 20 seconds. Make sure carers and healthcare workers do the same when they visit.



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INVESTOR IN PEOPLE

Irrelevant & Sensitive

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If you live with someone, or care for someone with an existing health issue, you should:

- Try to keep away from them as much as you can. Try not to be in the same room. If you have to be in the same room try and keep a window open.
- Keep three steps away from other people. Do not sleep in the same bed if you can avoid it.
- Do not share towels. Use different bathrooms if you can. If you share a bathroom, clean it after every use.
- Avoid using the kitchen at the same time as others and eat your meals in separate rooms. Clean all cups, plates and cutlery thoroughly.

Ask friends, family or neighbours to bring you food and medicine. Please ask them to follow the advice in this letter.

If you do not have people who can help, you should call your local council. You can find the number at the end of this letter.

You will continue to get the healthcare you need during this period. Your GP practice and hospital care team know you are at a higher risk. They will be in touch if any changes are needed to your care.

If you or the person you care for develops symptoms of coronavirus – a high temperature (above 37.8 °C) or a new and continuous cough – you should use the online coronavirus service (<https://gov.wales/check-if-you-need-coronavirus-medical-help>) or, if you do not have access to the internet, call 111.

Please see the following detailed, advice:

1. Carers and support workers who come to your home

Carers or support workers who support you with your everyday needs can continue to visit you, unless they have symptoms of coronavirus.

All carers or support workers must wash their hands with soap and warm water for 20 seconds when they enter your home and often while they are in your home.

It is a good idea to speak to your carers now and make a plan about what would happen if one of them becomes unwell.

If you don't have friends or family who can help, contact your local council. Contact details for each local council are included at the end of this letter.

2. Your medicines

If you do not have your prescriptions collected or delivered, you will need to arrange this.

1. Ask someone who can pick up your prescription from your local pharmacy to help (this is the best option).