

Easy read letter



Llywodraeth Cymru
Welsh Government

From: Dr Frank Atherton
Chief Medical Officer and Medical Director NHS Wales

To: <Mr/Ms A N Other>
<XX Any other Road/Street>
<Any Town>
<Any City>
<POSTCODE>

Date: November 2020

Information for Adults with Down's Syndrome in Wales about keeping safe during coronavirus



This letter is in Easy Read. You can get this letter in the original format or in different languages. To ask for this letter in a different way, e-mail: Shielding@gov.wales

Personal Data

The guidance around protecting yourself and answers to questions can be found here: www.gov.wales/shielding

Some people are at a higher risk of getting very ill from coronavirus.



So we made a list of people at risk called the **Shielding Patient List**.

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We have decided to **add** adults (18 years and over) with **Down's Syndrome** to this list. Because we think they might become very ill from coronavirus.



This decision has been made from advice given by the medical experts across the whole of the UK.

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Earlier this year people on this list were asked to stay at home more than other people to help keep them safe. This is called **shielding**.

We are not asking people on the shielding list to stay at home all the time like before.

This is because people said they felt very lonely when they were shielding before.

We also know more about coronavirus than we did before.



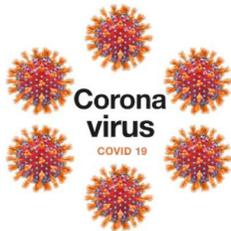
But it is really important that you follow the rules to help keep you safe.

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You can show this letter to your friends and family so they can:

- help keep **you** safe
- and keep themselves safe

We will write to you again if we change our advice about shielding.



There is more coronavirus in Wales than before, but we know now there are more ways to keep safe.

Things you can do to keep safe

You can reduce the risk of catching coronavirus by carefully following these rules:



Wash your hands often with soap and water for 20 seconds. If there is no soap and water, you can use hand sanitiser instead.

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Stay at least 3 steps away from people you do not live with.



Wear a face mask inside public places. For example, shops or your doctor's surgery.

Regularly clean the surfaces in your home.

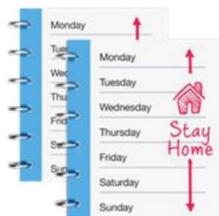
Use home delivery services if you are not ready to go to the shops yet. You will get first choice of delivery times in main supermarkets. If you do go to the shops, go at quieter times.

Personal Data

Keep contact with other people to a minimum.

Things you should not do

You should try **not to** touch things that other people have touched.



You should **not** meet with anyone who should be **self-isolating**.

People who are **self-isolating** have been asked to stay at home because:

- they have coronavirus
- are showing symptoms of coronavirus
- or have been in contact with someone with coronavirus.

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What if I get coronavirus?

You must **self-isolate** if you get one of the following coronavirus symptoms:

- A new continuous cough
- A high temperature
- Loss of, or change to your sense of smell or taste



If you start getting coronavirus symptoms you should book a coronavirus test straight away.

To do this go to website:

www.gov.wales/check-if-you-need-coronavirus-medical-help

Flu Vaccine

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This winter there will be flu and coronavirus around at the same time.

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Flu is more risky for people who have some illnesses or conditions.

So it is really important that you have the free NHS flu vaccine this Autumn. The flu vaccine is an injection that protects you from the flu.

People in your household should also have the flu vaccine. This will help to keep you safe.

Ask your GP or local pharmacy about getting the flu vaccine.

How will I get support?

If you have a carer or support worker they can still visit you to support you as before.

But they must not visit you if they have symptoms of coronavirus.



They must wash their hands often when in your house with soap and water.

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It is a good idea to make a plan for what you would do for support if your carer or support worker became ill with coronavirus.

You might like to talk to family and friends about this.

You could also contact a local community group. Or your local authority. Please see the end of this letter for contact numbers.

How we will keep in touch

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You do not need to shield now but you are now on the [shielding](#) list. This means we will write to you if the advice about coronavirus changes.

We will tell people about keeping safe through:

- TV and radio,
- Welsh Government website
- Social media

Further information

If you need further support to understand this letter please contact the **Wales Learning Disability Helpline**:

Personal Data

By e-mail: helpline.wales@mencap.org.uk

Or by phone: Irrelevant & Sensitive

The Wales Learning Disability Helpline is open every day between 9am and 5pm, Monday to Friday and Bank Holidays.



Down's Syndrome Association Helpline

E-mail: info@downs-syndrome.org.uk

Helpline - phone: Irrelevant & Sensitive (Lines operate Monday-Friday, 10am-4pm)

Going to work and school

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You should try to work from home. If you cannot work from home, you will need to have a conversation with your employer to talk about ways to keep you safe.



Make sure that you and others you work with are following the rules and advice that have been agreed.

Personal Data

If you are worried, you can talk to your employer about it. For more advice visit the Welsh Government website at:
www.gov.wales/workplace-guidance-employers-and-employees-covid19

If you are worried about health and safety at work you can contact:

- a union safety representative
- the **Health and Safety Executive** at www.hse.gov.uk/contact/concerns.htm
- or your local council

If you are worried about going to school or college speak to them. Or contact your local authority for advice.

Support with day to day life and money

Please talk about your care and support needs with your carers, family, friends, neighbours or local community support groups.

If you do not have anyone who can help you, contact your local council. Your local council knows that you are on the [shielding](#) list. Their contact details are at the end of this letter.



If you do not have enough money to pay your bills get help as soon as possible. Contact **Citizens Advice** for free:

Phone: Irrelevant & Sensitive

Website: www.citizensadvice.org.uk



If you need help with **benefits** contact:

Website: www.gov.uk/universalcredit

Universal Credit Helpline: Irrelevant & Sensitive

For Welsh speakers call:



You can apply for the **Welsh Government's Discretionary Assistance Fund** payment. This is money to help you if you are struggling. You do not have to pay it back. To apply:

Go to the website: www.gov.wales/discretionary-assistance-fund-daf/how-apply

Or call: Irrelevant & Sensitive

Personal Data

If you feel that you have been treated unfairly by:

- Your employer
- or someone who gives you a service

you can get free advice from **the Equality Advisory and Support Service**.



Call:

Irrelevant & Sensitive

Text:

Website: www.equalityadvisoryservice.com

Your mental health and wellbeing



You can find information about staying well on the **Public Health Wales** website:

www.phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/how-are-you-doing/

Personal Data

CALL is a helpline that gives support and information. It is open every hour of every day.

Phone:

Irrelevant & Sensitive

Text:

Irrelevant & Sensitive

You can contact your local council to discuss what other help is available from voluntary and community organisations in your area.

Personal Data

You can also talk to your GP and ask them what support you can get if you are feeling unhappy or worried.

Getting your medicine

If you are unable to pick up your prescription and haven't got family, friends or carers to collect your medicines you can contact your local pharmacy for help.

How we use your information

Your doctor or hospital shared your information with us. This is so we can contact you about information and advice for keeping safe..

To support you and help you keep safe we have shared your information with:



- your local council
- water companies
- pharmacies
- supermarkets.

Personal Data

We have done this to make sure you can get the support you need such as deliveries of food or medication to your home. We have not given them any personal information about your health.



We will always keep your information safe. After coronavirus we will safely delete your information when we no longer need it.



There is more information on our website about how we use and keep your information. You may need support to read and understand it:
www.gov.wales/coronavirus-covid-19-supporting-vulnerable-people-privacy-statement-html



This update was made into easy read by **Easy Read Wales** using **Photosymbols**.

Contact details for your local council / Manylion cyswllt eich cyngor lleol

Blaenau Gwent County Borough Council
Cyngor Bwrdeistref Sirol Blaenau Gwent

Irrelevant & Sensitive

www.blaenau-gwent.gov.uk

Bridgend County Borough Council
Cyngor Bwrdeistref Sirol Pen-y-bont

Irrelevant & Sensitive

www.bridgend.gov.uk

Caerphilly County Borough Council
Cyngor Bwrdeistref Sirol Caerffili

Irrelevant & Sensitive

www.caerphilly.gov.uk

Carmarthenshire County Council | Cyngor Sir Gaerfyrddin

Irrelevant & Sensitive

www.carmarthenshire.gov.uk

Ceredigion County Council | Cyngor Sir Ceredigion

Irrelevant & Sensitive

www.ceredigion.gov.uk

City & County of Swansea | Dinas a Chyngor Abertawe

Irrelevant & Sensitive

www.swansea.gov.uk

City of Cardiff Council | Cyngor Dinas Caerdydd

Irrelevant & Sensitive

www.cardiff.gov.uk

Conwy County Borough Council | Cyngor Bwrdeistref Sirol Conwy

Irrelevant & Sensitive

www.conwy.gov.uk

Denbighshire County Council | Cyngor Sir Ddinbych

Irrelevant & Sensitive

www.denbighshire.gov.uk

Flintshire County Council | Cyngor Sir y Fflint

Irrelevant & Sensitive

www.flintshire.gov.uk

Gwynedd Council | Cyngor Gwynedd

Irrelevant & Sensitive

www.gwynedd.gov.uk

Isle of Anglesey Council | Cyngor Ynys Môn

Irrelevant & Sensitive

www.anglesey.gov.uk

Merthyr Tydfil Council | Cyngor Merthyr Tudful

Irrelevant & Sensitive

www.merthyr.gov.uk

Monmouthshire Council | Cyngor Sir Fynwy

Irrelevant & Sensitive

www.monmouthshire.gov.uk

Neath Port Talbot Council | Cyngor Nedd Port Talbot

Irrelevant & Sensitive

www.npt.gov.uk

Newport City Council | Cyngor Dinas Casnewydd

Irrelevant & Sensitive

www.newport.gov.uk

Pembrokeshire County Council | Cyngor Sir Penfro

Irrelevant & Sensitive

www.pembrokeshire.gov.uk

Powys County Council | Cyngor Sir Powys

Irrelevant & Sensitive

www.powys.gov.uk

**Rhondda Cynon Taf County Borough Council
Cyngor Bwrdeistref Sirol Rhondda Cynon Taf**

Irrelevant & Sensitive

www.rctcbc.gov.uk

Torfaen County Borough Council | Cyngor Bwrdeistref Sirol Torfaen

Irrelevant & Sensitive

www.torfaen.gov.uk

Vale of Glamorgan Council | Cyngor Bro Morgannwg

Irrelevant & Sensitive

www.valeofglamorgan.gov.uk

**Wrexham County Borough Council
Cyngor Bwrdeistref Sirol Wreccsam**

Irrelevant & Sensitive

www.wrexham.gov.uk
