

Living Well in south east Essex

Celebrating 72 Years of the NHS
July 2020

The NHS at 72: a time to remember, reflect and say ‘thank you’

On 5 July it will be 72 years since the NHS started work.

Over the last few months, the NHS has been through perhaps its greatest test so far. We will continue to deal with the many challenges brought about by the COVID-19 pandemic for the foreseeable future. This year’s anniversary will be one of remembrance and thanks. We want to remember those who have died during the pandemic and say thank you to all the people and organisations who have supported us.

In the run-up to 5 July, you can say a personal thank-you to someone who has been a hero for you during the pandemic with the template opposite or one you can download from the [Together Coalition website](#). Colour it in, add the name of someone you’d like to thank – nurses and doctors, posties and delivery people, or maybe your mum, dad or a neighbour – and display it in your window.

Then, on the evening before the NHS anniversary, 4 July, we are encouraging people to put a light in their windows, too – perhaps an LED candle, lamp or a torch. All the lit windows will commemorate the people we have lost (if you want to use a candle, please don’t leave it unattended). National and local landmarks will also be lit up in blue as part of our collective nationwide memorial.

The following day, 5 July and the anniversary of our NHS, let’s say thank you together:

- **5pm:** Join a one-off clap for carers – the biggest yet
- **5.05pm:** Raise a glass, mug or cuppa to thank each other
- **Afterwards:** Stay outside for a socially distanced chat to your neighbours, or reach out to someone who is lonely, isolated or stuck in another household to let them know they are appreciated.



Let us know who is getting your thanks

Don’t forget to share your ‘thank-yous’ and images with your local NHS.

Twitter – find us at:

NHS Castle Point and Rochford CCG [@CPRCCG](#)

NHS Southend CCG [@SouthendCCG](#)

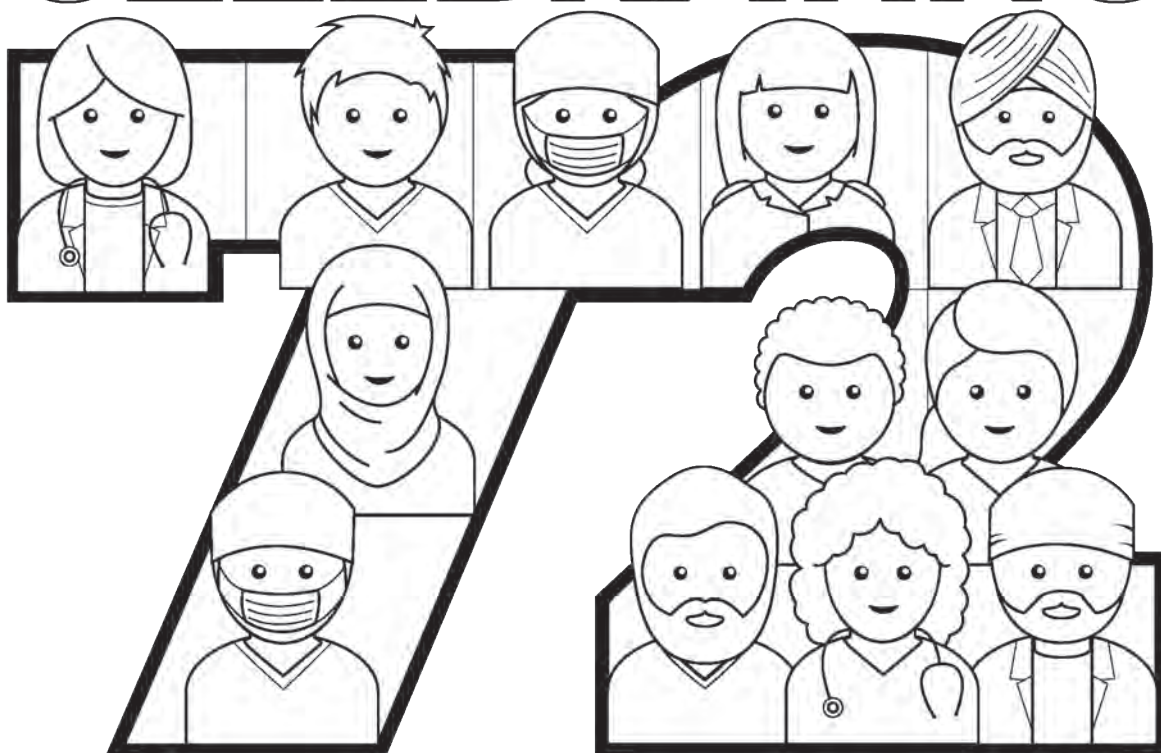
Facebook – search for [@MidSouthEssexHCP](#) on Facebook as well as your local CCG: [@nhscprccg](#), [@southendccg](#)



Mid and South Essex
Health and Care
Partnership



CELEBRATING



YEARS OF THE NHS

MY HERO IS

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BECAUSE

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The NHS response to coronavirus so far in mid and south Essex

We have all found ourselves in unprecedented times due to the impact of COVID-19 (coronavirus). It is perhaps the greatest challenge the health service has faced in its 72-year history.

Locally, the NHS has well-rehearsed procedures in place to respond to major incidents. We have been using our full emergency preparedness plans as part of the greater Essex Resilience Forum alongside local government, police and fire services from the start.

This has seen our hospitals, GPs, community services, local authorities, voluntary sector, charities and the independent sector all united. With great speed we have worked together to change and re-align how we provide services to meet our local peoples' immediate needs during this pandemic.

The scale and depth of the steps taken are exceptional. The NHS has put a wide range of measures in place to ensure people stay as safe as possible while we maintain essential health services for those who continue to need them outside of COVID-19 care.

Working alongside local authorities to identify and protect our most vulnerable residents through Operation Shield is something that will leave a positive legacy for our communities. It has helped show how we can work together in the future to support our local peoples' needs across health and social care.

One of the first things to happen in response to the outbreak was our GP practices' speedy adoption of digital consultations, from telephone triage and use of email to video consultations. These have meant people do not have to go to their GP surgery in person, and clinical staff can work remotely if needed.

Digital consultation in general practice isn't new, but its use had been fairly limited prior to COVID-19. Now, every GP surgery in mid and south Essex is offering remote consultation, with more than 25,000 appointments already held this way. Surgeries are also working together in the communities they serve to provide care for people suspected of having the virus at a single clinic away from others.

Meanwhile, our hospitals have reorganised outpatient services and planned surgery, again to offer telephone or video consultations where needed and free up capacity to care for COVID-19 patients. Each of the three main sites run by our local hospital trust – Basildon, Broomfield and Southend – has substantially increased intensive care capacity. This included buying additional ventilators to care for the most seriously ill patients and retraining staff to deliver intensive care.

Recently-retired clinical staff have been invited to return to work and the NHS has enlisted medical and nursing students to work in frontline care. Colleagues from local private hospitals and facilities have been redeployed to work among NHS teams.

And some private hospitals have opened up their facilities to NHS patients so the most urgent treatments such as cancer surgery can still take place. This is helping to keep those at greatest risk away from the main hospital sites where COVID-19 patients are being treated.

Working as a team, local NHS community services set up new wards and beds at our community hospitals in Brentwood and Braintree in just a few days. These extra beds are for patients requiring ‘step-down’ and rehabilitation bed care after a stay in one of the three acute hospitals. The additional capacity is vital in helping hospitals to free up the space to treat the most ill patients.

Mental health services in mid and south Essex have remained available, though there have been fewer face-to-face appointments to reduce the risk of spreading the virus. The people with the most urgent and severe mental health needs are being prioritised, while direct access to online support has remained available to everyone.

Vital support for all these efforts has come from our local communities – from you, your friends and neighbours. Volunteers have come forward to deliver medicines and food to people who are most vulnerable to the effects of COVID-19. They have worked side by side with other partners such as Essex Police, Essex Fire and Rescue and the British Army to help rapidly redesign our buildings to accept more patients.

As our response to the coronavirus pandemic continues, we are now starting to see the number of hospital admissions come down. So, we have begun to reschedule both inpatient planned surgery and postponed outpatient appointments within the three main hospitals at Southend, Basildon and Broomfield. These will be rescheduled and prioritised according to clinical need and length of wait.

For the moment, we continue to ask that people go to their GP surgery or hospital for planned care only when really necessary. People in need of medical help should continue to contact their surgery, use the online service at 111.nhs.uk or call 111.

GP surgeries and the 111 service will initially assess patients over the phone or online to make sure they are cared for by the right person, in the right place for their illness. Where possible, appointments will continue to be offered using remote services such as a video or phone consultation.

What is COVID-19?

COVID-19 is an infectious disease caused by a newly discovered coronavirus strain that first emerged in China late last year. Several coronaviruses are known to cause respiratory infections in humans, ranging from the common cold to more severe diseases.

The most important symptoms of coronavirus (COVID-19) are recent onset of:

- **a new continuous cough**
- **a high temperature**
- **a loss or change to your sense of smell or taste.**

The severity and duration of symptoms for people who have COVID-19 can vary. Most people who get infected have mild symptoms, and in general symptoms are expected largely to disappear within 7 days of first experiencing them. Most people who get COVID-19 will not need to go into hospital. Others may need monitoring as an inpatient and a small number will need treatment in intensive care.

Coronavirus in mid and south Essex

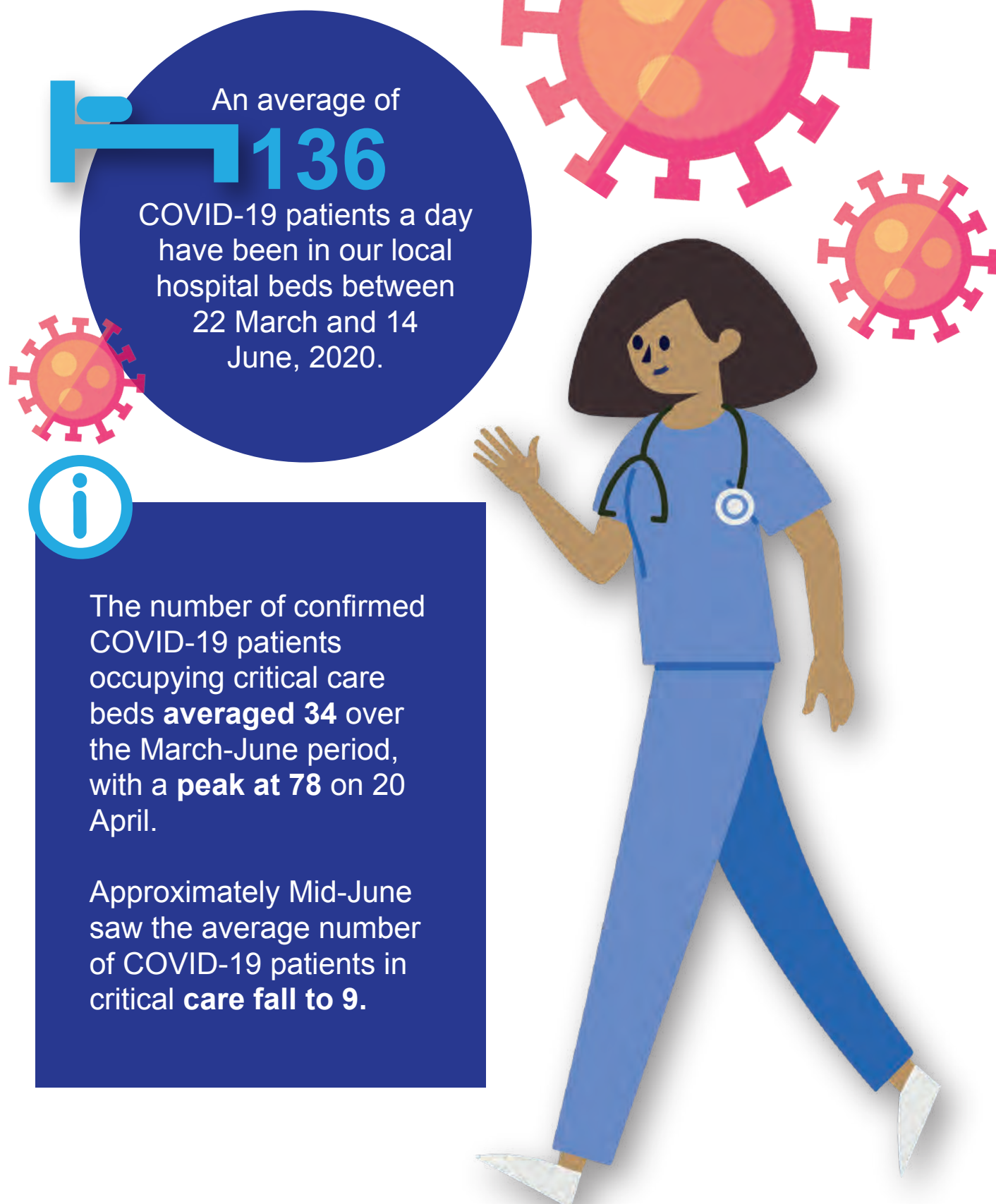
Facts and figures

An average of 136 COVID-19 patients a day have been in our local hospital beds between 22 March 2020 and 14 June 2020. The highest daily number was 276 on 8 June, with the 10 days before this article was written showing a much lower average of 62 patients with coronavirus.

Please see page. 6 for more information.

Local Hospital Facts and Figures*

*Southend, Basildon and
Broomfield Hospitals.



A message from our local GP Chairs



Dr Sunil Gupta, Chair of NHS Castle Point and Rochford CCG (left)



Dr Jose Garcia Lobera, Chair of NHS Southend CCG (right)

Our local CCG GP Chairs for south east Essex.

With Coronavirus in the news headlines every day, we have all had to adapt how we live, work or study at a rapid pace. Health and social care services have had to change and adapt how they work quickly and effectively to respond to the pandemic.

In the past few months GP practices across mid and south Essex have carried out more than 25,000 video consultations. Local hospitals have begun to offer virtual consultations with patients where safe and appropriate to do so. Digital tools have also helped identify and support the most vulnerable people in our community.

It is essential that we learn from the times we are living in and embed any positive changes in how local residents get the best possible care and support to lead fulfilling, independent lives. To help us learn, it is important that we capture information about how new services are being received as the local NHS continues to adapt, respond and reshape to current challenges.

We have recently undertaken a survey to better understand how we can continue to support local people and communities during the coronavirus pandemic and beyond. The results of this survey will be analysed and, alongside insight from our three local Healthwatch organisations, we will gather some key themes and actions that will inform our next steps. A report will be available on the CCGs websites in due course.

Finally, we would like to say a big thank-you to the many volunteers who have been supporting local people through this difficult time, and who continue to do so. When faced with a crisis like coronavirus, it is really incredible to see people come together and make such a difference. We appreciate your ongoing support in tackling coronavirus so much. Stay safe!

Hundreds of volunteers make a difference in mid and south Essex

The districts within mid and south Essex have a wealth of voluntary organisations and dedicated volunteers who support their local communities. Since the start of the COVID-19 pandemic there has been an even greater sense of pride in volunteering, with hundreds of people lending an extra hand.

The COVID-19 pandemic has had an impact on everyone, young and old, across the entire world. Here Essex, volunteers have shown that, when faced with the challenge of a national crisis, people come together and can achieve amazing things.

Professor Mike Thorne is Independent Chair of the Mid and South Essex Health and Care Partnership. He asked us to pass on his sincere thanks to all of the amazing volunteers on behalf of everyone working in the NHS in Essex.

Prof Thorne writes: **“Volunteers are often the unsung heroes in our communities, and we want to make a special effort to say thank you. Volunteers from all kinds of backgrounds with a range of valuable skills have come together to support the NHS, local authorities and providers as we deal with coronavirus.**

“It’s so humbling to see the speed with which volunteers have stepped in to help us make some major changes to health and care services in the community. Their commitment and willingness to help, often with something they’ve never done before, has been just brilliant!”

Changes have been made in community hospitals across mid and south Essex so more patients can be cared for. Volunteers from all walks of life have been helping get things ready – and whether they have been moving equipment, cleaning and setting things up, they have all played an important part.

For some people, volunteering is a regular part of their lives, but others have got involved for the first time as a result of the impact of COVID-19.

Jennifer usually works as an Ofsted registered childminder, but her business was seriously affected by the pandemic, so she took St John’s Ambulance COVID-19 Care Module training in the hopes she could help. Soon after, she was asked to volunteer at Brentwood Community Hospital.



Jennifer said: “**The work took me right back to my nursing days from 20 years ago. I met some amazing people and was treated as one of them from the very first day. The public dropped off food and snacks as well as the odd treat – I found that so lovely.**”

Volunteering had such a positive impact for her that Jennifer is now considering a change in career. She said: “**I was disappointed when my volunteering came to an end as I enjoyed it ... so much so, in fact, that I’ve made the decision to change jobs. Who knows, I may even end up working back at Brentwood Community Hospital!**”



The list of organisations and partners working with us at this challenging time is huge. St John’s Ambulance, Essex Fire and Rescue, the Territorial Army, the military veterans’ disaster response charity **Team Rubicon** and many Councils for Voluntary Service (CVS) that be found across mid and south Essex are just some of them.



If you’d like to find out more about volunteering in your area, you can start by visiting the **National Council for Voluntary Organisations** website to find a volunteering opportunity near you.

NHS Test and Trace

The NHS test and trace service aims to help control the coronavirus rate of reproduction (or 'R' rate), reduce the risk of infection and save lives. We all have an important role to play in helping to limit the spread of the virus across Essex and beyond. The NHS test and trace service aims to:

- ensure that anyone who shows symptoms that may mean they have COVID-19 can quickly get a test for the virus
- help trace recent close contacts of anyone who tests positive for coronavirus
- if necessary, tell people who have been in contact with someone carrying COVID-19 that they must self-isolate at home to reduce the virus's spread.

Here are some links to information about testing for coronavirus and what to do if you're contacted by the NHS Test and Trace service:

- Ask for a test to check if you have coronavirus
- What your test result means
- NHS Test and Trace: if you're contacted after testing positive
- NHS Test and Trace: if you've been in contact with a person who has coronavirus

How do I ask for a test?

You can ask for a coronavirus test online. The service will ask you:

- how you want to get the test – you may be able to choose between driving to a regional testing site or getting a home test kit
- for details such as your name, mobile phone number and address.



Protecting yourself and others from coronavirus



Wash your hands

frequently and thoroughly, for at least 20 seconds. Use alcohol-based hand sanitizer if soap and water aren't available.



Cover your mouth and nose

with a tissue when you cough or sneeze and then throw the tissue in the bin and wash your hands. Alternatively, cough or sneeze into your elbow



Avoid touching

your eyes, nose and mouth with unwashed hands



Avoid close contact

with people who are sick, sneezing or coughing.

How NHS Test and Trace will contact you

You will receive an email, text message or phone call. Text messages will come from “NHS Tracing” and calls will come from **0300 0135000**.

You'll be asked to sign in to the NHS Test and Trace contact tracing website at <https://contact-tracing.phe.gov.uk> (you should be sure you are logging into the right site and never give any financial information to the service).

If you cannot use the contact tracing website, NHS Test and Trace will phone you.

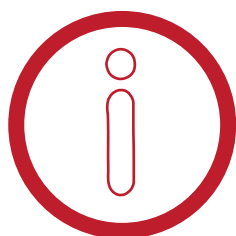
If you're identified as having symptoms of the COVID-19 infection:

You need to go home straight away and self-isolate for 7 days from when you first showed symptoms.

Anyone you share a home with will need to self-isolate for 14 days from the day you showed symptoms. If anyone else in the household starts displaying symptoms, they also need to stay at home for 7 days from when the symptoms appeared, regardless of how far into the original 14-day isolation period they are.

There is a risk that other members of your household or others that you have been in close contact with over the previous 2 weeks have been exposed to the virus, but it is possible that they have not.

Each of you should follow the **Government's isolation guidance**.



If your symptoms get worse, **visit the NHS 111 online coronavirus service** or call 111.

Call 999 if you feel very unwell or think there's something seriously wrong.

NHS Health at Home



To maintain social distancing and prevent the spread of the coronavirus, you are advised to stay at home as much as possible. While you are at home it's still easy to get NHS help and support using your smartphone, tablet or computer.

The **NHS Health at Home website** has information letting you know how to access a number of NHS services.

Contact your GP: Most GP surgeries can be contacted online. You will be able to tell your GP about your health using an online form or by speaking to someone online. This is called an online consultation.

Order repeat prescriptions: Did you know you can order repeat prescriptions online, without needing to go to a GP surgery or pharmacy? You can collect a prescription yourself, or ask a friend, relative or volunteer to collect it for you. You could also speak to your pharmacy about delivering your medicine to your home, rather than needing to collect it. The NHS App also allows you to set and change which pharmacy your prescription is sent to, so you could pick one that will deliver your medicine.

Manage long-term conditions: While staying at home, it's important to keep managing any physical or mental health conditions you may have. The **NHS Apps Library** has a wide variety of apps and online tools that can help with this, covering different conditions and categories like diabetes, pregnancy and maternity, and mental wellbeing.

Maintain your mental and physical wellbeing: From health communities and forums to eating and indoor exercise resources, there is plenty of online support out there that can help you take control of your health from home.

If you need an NHS service, try to do it online first. If you cannot get what you need this way try asking a friend or family member to help you, or speak to your GP surgery on the phone. Find out more at: **nhs.uk/health-at-home**

An update from Mid and South Essex NHS Foundation Trust

It's a challenging yet exciting time for your local hospital trust, which is now one of the largest trusts in the country following a merger on 1 April this year.

The newly formed organisation is now called Mid and South Essex NHS Foundation Trust or MSEFT for short. It takes in acute hospital sites at Broomfield in Chelmsford City, southern Basildon and Westcliff-on-Sea in Southend Borough, plus community hospital sites such as Braintree, Brentwood and Maldon. The MSEFT is determined to provide the best health services for its local population.

Improved services and care

With about 15,000 staff, the hospitals can now do more and go further in delivering excellent care to local communities across mid and south Essex. The new, larger trust size will bring more opportunities for development, research, networking and innovation, plus more specialist care region-wide.

Staff

The MSEFT team know that happy staff means better care for patients. So, the trust is also focused on ensuring its premises offers a vibrant base from where hospital staff can develop and build their careers. They will have plenty of opportunities to work across the different sites and share best practice, building new friendships in the process.

COVID-19

The strength of the new organisation has been immediately tested with the coronavirus pandemic. It has been a very challenging time and staff have worked above and beyond to care for all patients. Many frontline medical staff have undergone refresher training so they can support critical care clinicians in caring for very ill COVID-19 patients.

As the trust continues to adapt and use new technology-driven approaches to care for patients remotely, it's clear that the pandemic has played a key role in accelerating changes to the way healthcare reaches patients.



As routine outpatient appointments restart, many of the telephone and virtual consultations that have been taking place in order to reduce footfall to the hospitals will stay in place.

Tom Abell, who is Deputy Chief Executive at MSEFT, said:

“It’s hard to believe we are moving into the reset phase and restarting some of the services that were paused.

“COVID-19 has been tough, but we’ve also discovered ways to create more efficient and effective services using digital technology. The merger of our three hospitals has demonstrated that we are stronger together.

“We are also incredibly grateful for all the support we have had from local businesses and our local community. The warmth, kindness and generosity we have received has really helped to keep us all going.”

Mental health – focused on meeting your needs

Now more than ever, it's important to reflect on our feelings and mental wellbeing. The past three months have seen most people's worlds turned upside down as they cope with the coronavirus pandemic.

Unusual events like this can have a big impact on our mental health. But help is on hand. Even through the pandemic peak, local services to support your mental health continued to be available. Most are being provided in an online or telephone format at present, to meet social distancing guidelines. But if someone needs face to face support, it can be arranged.

There are a range of ways to support you and your family's mental health, whether that's responding to a crisis or working on preventing mental health from becoming an emergency. Here are some of the ways you can get help.

Increasing Access to Psychological Therapy (IAPT)

There are a range of services on offer across mid and south Essex. IAPT services provide therapy to support mental health and wellbeing, including dealing with anxiety, depression or long-term health issues that affect your everyday life. They do this through community or home-based remote therapies.

Therapy for You

Telephone: **01268 739128**, website: www.therapyforyou.co.uk, email: epunft.contactcentre.iapt@nhs.net

Opening hours: Monday, Tuesday and Thursday 9am–9pm, Wednesday and Friday 9am–5pm, Saturday 9am–1pm (telephony only).

If you working in a health or care service

Essex Partnership University NHS Foundation Trust (EPUT) is offering a new service for people working in Essex-based health and social care. If you need support with managing stress and emotional difficulties in relation to the COVID-19 pandemic, phone **01375 898837** or send an email to: epunft.staffpsychsupport@nhs.net.

The service is available seven days per week, 8am–8pm.

Mental Health Crisis? Help Is On Hand

A crisis mental health phone line has launched across Essex. The 24-hour service run by EPUT offers immediate and specialist support to adults experiencing mental health crisis.

Anyone in need can **dial 111** at any time and select the option for mental health crisis (option 2). Callers will be connected to trained staff at EPUT who can provide timely and appropriate support and advice.

The service is free from UK landlines and mobiles, and aimed at people aged 18 and over so they can access support when they need it most.

Children's mental health and wellbeing



For many children this is a worrying and unsettling time, with routines and school turned upside down, it's natural that some of our younger people need some extra support.

Children's mental health services are provided by the Emotional Wellbeing and Mental Health Service (EWMHS).

A child or young person can contact the service directly. Any parent/guardian or professional such as a teacher, school nurse or GP can contact us on the behalf of the young person.

Contact details:

In-hours mental health **0300 300 1600** (Essex SPA)

Out of Hours Mental Health **0300 555 1000** (Mental Health Direct Line) Visit: <http://www.nelft.nhs.uk/services-ewmhs> to find out about online apps like Kooth, Big White Wall and MiLife.

Keeping Essex active



Undoubtedly our lives have changed in the past few months, but we still need to think about physical activity. As we adjust to new ways of living and people spending more time at home, it could have a significantly negative impact on the county's physical activity levels. Keeping physically

active and well is being championed at the highest possible level, with the Prime Minister and Chief Medical Officer for England stating jointly: "Right now, exercise is one of the best things you can do to help fight diseases like the coronavirus and other health conditions."

A high proportion of Essex residents are inactive, meaning they do less than 30 minutes of physical activity each week. Experts recommend we should ideally be aiming for to 150 minutes (two and a half hours) a week of moderate physical exercise, at least as energetic as walking.

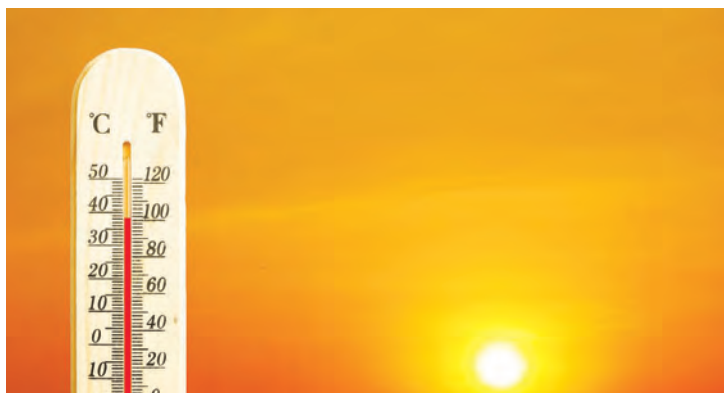
Introducing regular physical activity as part of our everyday lives will help us to support and maintain our wellbeing and offer us immediate and long-term health benefits. The physical activity partnership for our county, **Active Essex**, wants to continue to help our communities become more resilient through being active. Active Essex's **Active at Home** webpage holds tips and guidance for your mental wellbeing, gentle inclusive exercise videos and ideas to keep the whole family engaged in moving more.

On this page you will find downloadable booklets you can share with people who can't access online resources.

The Keep Essex Active YouTube channel also features free workouts delivered throughout the day by top Essex instructors. With an easy colour-coded timetable released each Sunday, you will be able to see what activities are going on to suit your needs; from tai chi and yoga to HIIT and an "abs blaster" workout. All activities are saved to the channel to create a library of sessions for everyone to continue to enjoy.

For additional information, guidance and ideas please visit:
www.nhs.co.uk/live-well/exercise that contains gentle exercises to adopt during the day whilst at home.

Summer health – our guide to staying safe when the heat arrives



The summer months are finally upon us and most of us welcome the sunshine and warmer weather. But not only must we remember to follow COVID-19 guidance, it is also important to remember the various health problems summer can bring that might affect you or your family.

Don't let your summer be ruined by sunstroke, dehydration or hay fever. Advice on avoiding the worst of their effects is all covered in our guide to summer health.

Heatwaves and very hot weather

There are some easy ways to stay safe when the heat arrives:

- Look out for others, especially older people, young children and babies and those with underlying health conditions.
- Close curtains on rooms that face the sun to keep indoor spaces cooler and remember it may be cooler outdoors than indoors.
- Drink plenty of water as sugary, alcoholic and caffeinated drinks can make you dehydrated.
- Never leave anyone in a closed, parked vehicle, especially infants, young children or animals.
- Walk in the shade, apply sunscreen and wear a hat if you have to go out in the heat, and try to keep out of the sun between 11am and 3pm.
- Take care and follow local safety advice if you are going into the water to cool down.
- Avoid physical exertion in the hottest parts of the day.
- Wear light, loose fitting cotton clothes.
- Make sure you take water with you if you are travelling.

Hay fever

Hay fever can be miserable for so many people as the different blossoms and allergies run through the whole summer.

There's currently no cure for hay fever and you unfortunately cannot prevent it.

However, you can do things to ease your symptoms when the pollen count is high including:

- putting Petroleum Jelly around your nostrils to trap pollen
- wearing wraparound sunglasses to stop pollen getting into your eyes
- showering / change your clothes after you've been outside to wash pollen off
- staying indoors whenever possible
- keeping windows and doors shut as much as possible
- vacuuming regularly and dust with a damp cloth
- buy an inga pollen filter for the air vents in your car and a vacuum cleaner with a special HEPA filter.

Hay fever is not a long-term medical condition and treatment is only required for a few months each year so it can be managed without medical input. There are lots of different medications available, most of which are available to buy from your community pharmacy.

For more advice on managing hay fever symptoms visit www.allergyuk.org

Keep hydrated



Everyone is at risk of dehydration in hot temperatures which is why it's always important to keep hydrated, but during hot weather it's even more important to drink plenty of fluids like water – especially for the elderly or if you have a health condition such as diabetes.

Some drinks can increase dehydration, including those containing alcohol or caffeine such as tea, coffee and cola drinks. Drinks high in sugar have a similar effect – so stay clear of all these.

For those reluctant to drink water, why not try homemade ice lollies made with watered-down fruit juice or squash, or adding fruits such as lemons and limes to your bottled water?

Although you may not feel particularly hungry in the heat, don't stop eating. Perhaps try to have smaller, more frequent light meals and incorporate lots of fruits and salad which are full of water and will help hydrate you.

Sun safety



We all know sunscreen is important but using the right one can be a little confusing. The NHS's general advice is a sun protection factor (SPF) of at least 15 to protect against UVB and at least four-star UVA protection. Of course, the best protection from the sun is staying out of it at the hottest parts of the day, from 11am to 3pm. Most people also don't apply enough sunscreen. Due to the huge range of different products available including lotions, mousses, sprays and gels it is always best to check the individual product for advice on how to apply.

As a general guide, adults should aim to apply around two teaspoons of sunscreen if you're just covering your head, arms and neck or two tablespoons if you're covering your entire body while wearing a swimming costume.

If sunscreen is applied too thinly, the amount of protection it gives is reduced. Areas such as the back and sides of the neck, temples and ears are commonly missed, so you need to apply it generously and be careful not to miss patches. Apply sunscreen 15 to 30 minutes before going out in the sun to allow it to dry. More is better and don't forget to reapply sunscreen at least every two hours, and immediately after swimming or sweating, or if it has rubbed off for example by towel drying.

For more sun safety tips visit: www.nhs.uk

Bugs and bites

Like sunburn and sand between your toes, insects and bites are a pretty unpleasant part of summer. Most insect bites and stings are not serious and will get better within a few hours or days. There's lots of help available from www.nhs.uk and you can also buy creams for itching and antihistamines from your pharmacy to have at home in case you need them.

If you are worried about a bite or sting then seek advice from your community pharmacist, GP or call NHS111.

Sprains and strains



When the weather is nice it is the perfect opportunity to put down the TV remote and head outdoors for some fun and games. Being active is good for your overall wellbeing. It builds confidence, social skills and improves concentration and learning. It also helps us maintain a healthy weight and aids sleep.

However, with being active and playing sports there is more risk of sprains and strains from tripping and falling. Most

minor sprains and strains are relatively minor and can be treated at home with self-care techniques, such as paracetamol or PRICE therapy.

PRICE stands for protection, rest, ice, compression and elevation:

- **Protection** – protect the affected area from further injury – for example, by using a support.
- **Rest** – avoid exercise and reduce your daily physical activity. Using crutches or a walking stick may help if you can't put weight on your ankle or knee. A sling may help if you've injured your shoulder.
- **Ice** – apply an ice pack to the affected area for 15-20 minutes every two to three hours. A bag of frozen peas, or similar, will work well. Wrap the ice pack in a towel so that it doesn't directly touch your skin and cause an ice burn.
- **Compression** – use elastic compression bandages during the day to limit swelling.
- **Elevation** – keep the injured body part raised above the level of your heart whenever possible. This may also help reduce swelling.

A community pharmacist can offer self-care advice on managing sprains and strains and advice on the short-term use of over the counter medicines until you recover from your injury.

Safer sleeping – advice for new parents

It's more important than ever to follow #safer sleep advice.

With families isolating at home, having a young baby can feel overwhelming, especially if they wake during the night. Parents with young babies may also have specific concerns about the risks posed by coronavirus.

The Lullaby Trust is an excellent source of advice and support to help keep your baby safe. Some of their top tips are below:

- Continue to breastfeed your baby if you are doing so
- Continue to follow safer sleep advice to lower the risk of sudden infant death syndrome (SIDS)
- If you show symptoms of coronavirus (COVID-19) try not to cough or sneeze on your baby
- If your baby is unwell with a cold or fever, don't be tempted to wrap them up more than usual. Babies need fewer layers to lower their body temperature
- Always seek medical advice if you are worried about your baby – either linked to coronavirus (COVID-19) or any other health issue.

There is also specific advice to follow during the COVID-19 crisis including symptoms your baby may exhibit and what medical advice you need to take in each instance.

More information is available on the Lullaby Trust's Safer Sleep webpage:

<https://www.lullabytrust.org.uk/safer-sleep-advice/>

If you have questions about safer sleep contact The Lullaby Trust information line on **0808 802 6869** or email info@lullabytrust.org.uk.

Tips for sharing the new baby love

Stay in touch with family over the internet with FaceTime, WhatsApp, Skype, Zoom or other apps.

Take lots of pictures and videos of your newborn to share with family and friends.

If you are feeling overwhelmed and you are increasingly anxious, it is important to talk about this with your Health Visitor.

Guest editor's column: Supporting LGBT communities across Essex

With Jacquie Russell, Chief Executive of Outhouse East

Outhouse East is a small charity providing vital support and guidance to lesbian, gay, bisexual, trans or gender questioning (LGBTQ+) people in Essex. The charity started 40 years ago as the Colchester Gay Switch board and today we deliver Essex-wide LGBTQ+ awareness training to public, private, and non-profit agencies across the county.

In 2018/19 we delivered 82 sessions to more than 1,300 people, focused on tackling conscious and unconscious bias and building awareness of the specific issues faced by members of the LGBTQ+ community at work, in health and throughout their lives. This work combined with strong partnerships with other organisations and individuals has enabled us to build a strong, cohesive and influential voice for Essex residents.

We currently offer a variety of service ourselves, which include a counselling service, overseen by a coordinator and a clinical supervisor. We currently have 10 counsellors who volunteer their services to us, all seeing between up to four clients each.

We run two weekly youth groups, one in Colchester and one in Basildon, with 10 to 25 young people attending each session. More than 55 young people have registered with us to access support when needed and we also offer a specific young people's counsellor service and one-to-one support too.

In addition to these services we offer:

- Saturday socials
- a support group for parents whose children are transitioning running (Colchester base)
- two Trans support groups
- a women's craft group.

We also have agreements in place with Metro (HIV support), Next Chapter (a domestic abuse charity) and Cara (centre for action on rape and abuse) who are based in our centre supporting our community.

We would like to build on our current services to become all-inclusive of any support needed, ensuring stability for our community and ourselves – so please get in contact if you need support or want to get involved!

Launch of Sunshine Baby Bank Charity

A new charity, called the Sunshine Baby Bank, was launched on 20 June to support vulnerable children and their families in Southend-on-Sea and Rochford.

The Sunshine Baby Bank has been fast-tracked for approval by the Charity Commission in response to the Covid-19 crisis.

Inspired by a network of baby banks across the UK, the Sunshine Baby Bank will buy and supply new and donated baby care items for the parents of infants (0-5 years old) who are living in poverty.

Established with an initial donation from local residents, the Sunshine Baby Bank will help to coordinate support between the NHS, local government, other third sector agencies and private companies to alleviate the suffering of an estimated 34% of children living in relative poverty across large parts of the locality. A situation which is thought to have deteriorated further since the Coronavirus lockdown.

Laura Cooper, also a local Sunshine Baby Bank trustee, said:

"As the government's support for companies and furloughed workers is withdrawn over the coming weeks, it's inevitable that many families in the locality will face impossible choices between keeping a roof over their heads, putting food on the table and providing essential items for their children.

The Sunshine Baby Bank will be a ray of light and support for these residents, providing free essential equipment in the challenging times that lie ahead."

In its first year, the charity aims to help at least 500 families, beginning with a summer campaign to supply hundreds of free bundles of new items and equipment.

The Sunshine Baby Bank will not have any direct contact with the users of its services and nor will it hold data on users. Instead it will work through health, education, children and community professionals for referrals to its services.

**For more information please refer to the website at:
www.sunshinebabybank.org.uk**

Giving patients a helping hand



Julie West, Nurse and Andy Hughes,
Occupational Therapist with the Raizer Chair.

A new chair, the Raizer chair, is being used across south east Essex to help support residents who have had falls.

The Raizer chair is being used locally to help lift patients to a sitting position if they experience a fall.

A person who has fallen and cannot get up again is lifted up comfortably to a sitting or almost standing position in a way that supports the entire body throughout the process. This way of lifting shows consideration for the importance of being helped up in a dignified and safe way.

The aim is to use the chair to support people to stand independently.

If ambulance, or hospital admission is not suitable, an urgent referral to SWIFT is made to help support residents. The chair is being used by local SWIFT teams who are formed of paramedics, occupational therapists and other healthcare professionals as required depending on the need of the patient.

SWIFT teams aim to:

- Assist patients in order to avoid admission into hospital
- Keep patients safe in the immediate future until medium/longer-term solutions can be put in place
- Help patients to maintain independence for as long as possible.

A recent case study of a patient who experienced a fall, 'Mr G', concluded that he was helped up from the floor in a safe, respectful and timely manner.

The immediate risk of fall recurrence was reduced in accordance with Mr G's preferences and equipment was delivered the same day with advice promptly given. Following this, referrals were made for medium/long-term solutions to support Mr G going forward.

Useful contacts directory

Below is a directory of local and national organisations that aim to support people to live well. Please note, this list is not exhaustive and if we have missed anything, or if it would be useful to include any other information, please get in touch. Please also note, some services may be affected due to COVID-19.

This list is not intended for individuals in an emergency. If you are in a life-threatening situation, please immediately dial 999, or go to the nearest Accident and Emergency department.

Organisation	Number	Website	Information
Age UK Essex	01245 346 106	www.ageuk.org.uk	Charity working with older people.
Dementia Community Support Team	01702 534 772	Dementiacommunitysupport@southend.gov.uk	Community support for people and their families/carers living with dementia.
Anxiety UK	03444 775 774	www.anxietyuk.org.uk	Offers support for those living with anxiety disorders.
Alcoholics Anonymous (AA)	0800 917 7650	www.alcoholics-anonymous.org.uk	The AA offer support for anyone who has drinking problems and wants to stop drinking.
BEAT	0808 801 0677	www.beateatingdisorders.org.uk	BEAT offers support for those who have or are worried they have an eating disorder, as well as others affected, such as friends and family members.
Big White Wall	0203 405 6196	www.bigwhite-wall.co.uk	Big White Wall is a digital support and recovery service for people who are stressed, anxious, low or not coping.
British Heart Foundation	0300 330 3322	www.bhf.org.uk	The British Heart Foundation is a charity that funds research to beat heart and circulatory diseases and their risk factors.
Carers FIRST	0300 303 1555	www.carersfirst.org.uk	Support, information and advice for those who look after a relative or friend who cannot manage without their help.
Castle Point Association of Voluntary Services	01268 214 000	www.castlepointavs.org.uk	Provides support and guidance to voluntary and community organisations including befriending services.

Citizens Advice	0300 330 2101	www.citizensadvice.org.uk	Provide free, confidential information and advice to assist people with money, legal and other problems.
Childline	020 7825 2775	www.childline.org.uk	ChildLine is a free counselling service for children and young people up to 19 in the UK.
Cruse Bereavement Care (Essex)	0845 266 9710	www.cruse.org.uk	A large bereavement charity, which provide free care and bereavement counselling.
Essex Victim Gateway	01206 500 584	www.essexvictimsgateway.org	Provide practical support to help you deal with the impact of a crime, even if you don't want to report it to police or it happened in the past.
HARP Southend	01702 430 696	www.harpsouthend.org.uk	Southend homeless charity supporting people to overcome homelessness.
Healthwatch (Essex)	0300 500 1895	www.healthwatchessex.org.uk	Healthwatch Essex is an independent voice for the people of Essex, focusing on health and social care services in the county.
Healthwatch (Southend)	01702 416 320	www.healthwatchsouthend.co.uk	Healthwatch Southend is an independent voice for people of Southend and offers advice and information about health and social care services locally.
KOOTH	-	www.kooth.com	Free, safe and anonymous on-line support for young people.
NSPCC	0808 800 5000	www.nspcc.org.uk	Advice and support if you're worried about a child.
RRAVS	01268 772 796	www.rravs.org	Community support, volunteering advice for the Rochford district.
Rethink	01702 330 267	www.rethink.org	Help and support for people affected by mental illness.
Samaritans	01702 611 911	www.samaritans.org	A safe place for you to talk anytime you like, in your own way – about whatever's getting to you.
Silver Line	0800 4 70 80 90	www.thesilverline.org.uk	Free confidential helpline providing information, friendship and advice to older people.
South East and Central Essex MIND	01702 601 123	www.seandessexmind.org.uk	Advice and support to empower anyone experiencing a mental health problem.
Southend Carers	01702 393 933	www.southendcarers.co.uk	Information, advice and other support for carers living in Southend.

Southend Association of Voluntary Services	01702 356 000	www.savs-southend.org	Local organisation in Southend for voluntary services.
Southend MENCAP	01702 341 250	www.southendmencap.org.uk	Advice and support for people with learning disabilities.
Southend Treatment and Recovery Service	01702 431 889	www.changegrowlive.org	Help and advice as well as structured interventions for individuals over 18 who have issues with substance misuse.
Therapy For You	01268 739 128	www.therapyforyou.co.uk	Free NHS counselling and talking therapies service for people in South Essex.
Trust Links	01702 213134	www.trustlinks.org	Local independent charity for wellbeing and mental health based in South East Essex.
Transpire	01702 668 060	www.transpiresouthend.org	Local support group for transgender people and their friends and family.
Southend YMCA	01702 301 301	www.southendymca.org.uk	Local support group for young people aged 8-24 providing support, advice and guidance including employment support, volunteering, training and education.

*Please note, the helplines listed are for referral purposes only. The NHS does not make any recommendations or guarantees regarding the quality of response and medical advice from any of the helplines or websites.

Thinking about what's next...

Why not explore a primary care career in Mid and South Essex?

Mid and South Essex Health and Care Partnership




COMPASS

Essex Domestic Abuse Helpline



Contact us via the online forms at
www.essexcompass.org.uk

0330 333 7 444



For a brighter future,
free from abuse.



CORONAVIRUS **STAY ALERT** **TO STAY SAFE**

To control the risk of infection:

- ✔ Limit contact with other people
- ✔ Keep a safe distance from others
- ✔ Wash your hands the moment you get home

For more ways to stay safe go to **gov.uk/coronavirus**

STAY ALERT ► CONTROL THE VIRUS ► SAVE LIVES

If you need a translation of this leaflet, an interpreter, or a version in large print, Braille, or on audiotape, please telephone: 01268 464 508 or 01702 215 050.

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Websites: **www.castlepointandrochfordccg.nhs.uk**
www.southendccg.nhs.uk

Telephone: **01268 464 508** or **01702 215 050**

Address: Pearl House, 12 Castle Road, Rayleigh, Essex, SS6 7QF