

Navigating Life in North Tyneside During COVID-19

Advice, information and guidance for North Tyneside residents
on adapting and navigating life through the COVID-19 outbreak



**Local support
available**

**Your health
and wellbeing**

**Shopping and
travelling safely**

Hello and welcome



As government guidelines on shielding and measures to control the spread of coronavirus continue to change, we are all finding ourselves having to alter the way we live our lives.

Some people may find these changes easier to adapt to than others. With so much information out there it can be difficult to keep up. This magazine has been produced by VODA and North Tyneside Council to help local people to navigate a changing landscape in the borough of North Tyneside.

We're very lucky in North Tyneside to have access to a wealth of services, local charities and community organisations which have adapted to support people during the pandemic. The centre pages of this magazine are a pull-out and keep directory of some of these organisations

and their contact details. We're also lucky to have hundreds of local people who have given their time as volunteers to help their neighbours. You can read more about the Good Neighbours volunteer project on page 5 and NHS volunteers on page 7.

If you would like further information about support available from local services you can search on the SIGN Directory or contact Care and Connect using the details below:

SIGN Directory:
<https://services.northtyneside.gov.uk/sign/>

Care and Connect:
 0191 643 7474 (10am-1pm Mon, Tues, Thurs, Fri)

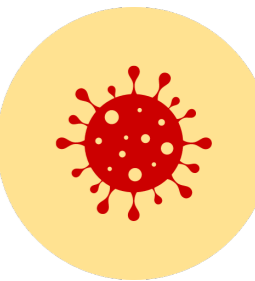
We hope you find this magazine to be a useful resource. And don't forget - it won't be like this forever.

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Help to prevent the spread of coronavirus



With infection rates fluctuating and lockdown measures continuing to change in the borough, it's as important as ever to help prevent the spread.

North Tyneside's Director of Public Health, Wendy Burke, has this message for residents as work goes on every day right across the borough to counter the virus and reduce the infection rate:

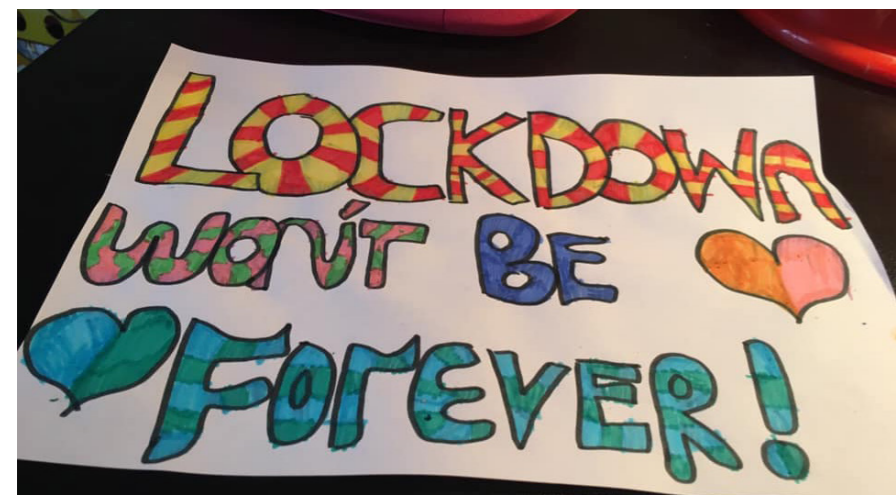
"The threat of coronavirus remains with us and it will be with us for some time to come. We all have a responsibility to prevent the spread of infection and local outbreaks of COVID-19, which could contribute to a further second peak during the pandemic.

"We are all in this together and everyone is working really hard and doing a fantastic job to help bring this terrible virus under control, both here in North Tyneside and further afield. Thank you to everyone so far for their continued efforts and sacrifices to combat this virus and stay safe."

An outbreak control plan, which aims to prevent any future localised outbreaks of coronavirus in North Tyneside and also manage any new spikes of infections, has been published. This is centred on national requirements and can be read on North Tyneside Council's website at: www.northtyneside.gov.uk

	<p>Keep your distance from other people and follow social distancing guidelines at all times</p>		<p>Cough or sneeze into a tissue, which you should bin as soon as possible, or your arm if a tissue is not available</p>
	<p>Wash your hands frequently with soap and hot water, or use hand sanitiser</p>		<p>Avoid touching your face as much as possible</p>
	<p>Wear a face covering on public transport, or in other confined spaces where social distancing is difficult</p>		<p>Use of public toilets is at your own risk, only use them if essential</p>

We can all help to prevent the spread by following the advice above. For more advice on face coverings, including where to get them, when to wear them and exemptions, see page 13.



The information in this magazine was correct at the time of going to print. For official government guidance on coronavirus please visit www.gov.uk/coronavirus.

North Tyneside COVID-19 Support Hub



The dedicated North Tyneside COVID-19 Support Hub was set up in March 2020 to offer assistance for those in need of immediate support who were unable to call on anyone else. The Hub has been part of North Tyneside Council's response to the pandemic, helping to shield the borough's most vulnerable residents by providing non-clinical help.

Consisting of Council teams, including redeployed staff, a partnership of local organisations including North Tyneside VODA and an army of volunteers (see opposite), the team has so far taken over 21,500 calls.

Requests have included the picking up of prescriptions, household supplies, grocery shopping and purchasing pet food, as well

as referrals to support services. The team has also made regular welfare phone calls, checking people have food, spending time talking to them and helping to identify any extra help they may need.

Additional support has been provided by local charities Healthwatch North Tyneside and LD:NE, both of which have helped VODA with requests. Referrals have been made to other community organisations including Dreamshine, Anxious Minds, Age UK North Tyneside and Cedarwood Trust.

Fifty-one businesses have also offered their services, helping to provide essential groceries and prepared meals, through North Tyneside Business Forum.

The Hub continues to operate at a reduced level, helping those who are most vulnerable. The council's emergency contact numbers remain available as normal.

If you need support please get in touch between Monday and Friday, 8am to 5pm, by calling 0345 2000 101 or emailing contact.us@northtyneside.gov.uk



"I want to say thanks for what has been an excellent, life-saving service. The team and Council staff have been approachable and considerate and we can't fault you!"



Support Hub volunteers are coordinated by North Tyneside based charity, VODA, through its Good Neighbours project. You can read more about this and how to get involved on page 5.

Good Neighbours support local residents

Good Neighbours is a long-standing volunteering project delivered by North Tyneside VODA. Support from Good Neighbours is carried out by local residents who have been trained and supported to volunteer in the community, assisting older and isolated residents.

During the COVID-19 pandemic, the project has massively scaled up its operation with some 300 new volunteers supporting 1,800 residents with tasks including shopping deliveries, prescription collections and other small errands.

You can access support from Good Neighbours if you are:

- ▶ A North Tyneside resident
- ▶ Unable to shop or collect prescriptions independently due to health, age, disability or other barriers
- ▶ Have no-one else in your support network that can assist

Good Neighbour volunteers can assist with:

- ▶ Delivering a click and collect order you have booked
- ▶ Enjoying a cuppa and a chat with you at your garden gate

- ▶ Carrying out shopping with or for you
- ▶ Joining you from a safe distance to go for a walk
- ▶ Helping you build your confidence and independence by accompanying you on your first few supermarket visits

For more information on how to access support from Good Neighbours, or to volunteer contact 0345 2000 101.

Below is a selection of images of Good Neighbours beneficiaries during lockdown by Katie Lee Photography.



What to expect at your GP appointment



The following information has been provided by North Tyneside Primary Care Network and VODA's North Shields Wellbeing Facilitator.

Please remember, if you have a high temperature or a new continuous cough or loss of taste or smell, please call NHS 111 for guidance on how to access specialist services for patients with suspected COVID symptoms. If you do not have any of these symptoms and have a medical need, please contact your GP practice first before going to the surgery.

Different practices may have slight variations on the following guidance so please check with your registered practice. All are trying their hardest to reduce any risks of giving or getting COVID-19.

Before you arrive

- Most practices are not letting people book consultations via their online systems.
- If you request a consultation you will be initially offered a telephone call by a clinician. Many problems can be dealt with very easily on the phone. Most practices are also offering video consultations and the reception team will usually explain how these work and check that you have the right phone etc.
- When they talk with you they may decide you need to be seen face-to-face.
- Practices are starting to offer their usual routine monitoring services again.

If you are being asked to come in for routine bloods or other long-term illness checks (such as diabetes or COPD) you will not need to have a telephone call first.

- You will be reminded that you must wear a mask for the appointment (and anyone that comes with you must as well) and to cancel your appointment and NOT attend if you develop COVID symptoms before the planned appointment.

When you arrive

- When arriving at the GP surgery you will most likely be asked to use the intercom system if available or speak to someone at the surgery door. This may be a receptionist or sometimes a volunteer. Very occasionally you may be asked to phone the surgery to say that you have arrived for your appointment.
- You will be asked if you any of the relevant symptoms PRIOR to coming into the building.

If you have a new persistent cough, high temperature, loss of taste or smell or other COVID symptoms you may need to be assessed remotely. This could also include being assessed at a hub (e.g. Battle Hill).

Inside your practice

- You will be reminded to maintain social distancing and to pay attention to any signs encouraging physical distancing, hand hygiene and masks.
- Most reception areas will have Perspex screens with microphones and other aids to support you if you are hard of hearing.
- If the waiting room is busy, and social distancing could be compromised, you may be asked to wait in the car, or outside if possible, at the appropriate physical distance.
- All attempts will be made to minimise the amount of time patients spend in waiting rooms and with clinicians.

What to do if you feel ill in North Tyneside



There are several ways to get medical help when you feel ill and it can be confusing to know which service to use when. Here, Healthwatch North Tyneside rounds up your options in the borough:

NHS 111 - medical advice over the phone and appointments can be made at other services like your GP and the Urgent Care Centre.

Your local pharmacy - can give you advice, help you look after yourself and treat minor conditions.

Your GP Practice - most are now moving to a telephone triage system, where you talk to a member of the practice staff who can then arrange any one of the following:

- a telephone appointment with an appropriate healthcare professional
- a video consultation
- a face to face appointment
- an appointment at the practice's own extended hours service (see article on page 6 for what to expect)

LIVI - a video consultation service with a trained GP who has access to your medical notes (see article on the right).

Urgent Care Centre - at North Tyneside General Hospital (Rake Lane). Ring 111 first as the NHS are asking people not to 'just turn up.'

Accident and Emergency - at the Northumberland Special Emergency Care Hospital

in Cramlington or the Royal Victoria hospital (RVI) in Newcastle – ring 111 or 999 first. Please 'don't just turn up' unless your condition is life threatening.



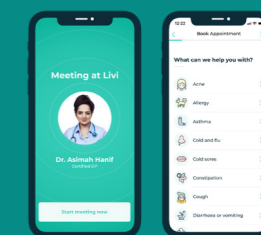
NHS Volunteer Responders

When the NHS put a call out for Volunteer Responders, there was an overwhelming response from the British public. As a result, NHS volunteers can help people by giving lifts to get to medical appointments; collecting their shopping, medicines and other important items; and by having regular contact with other people by making regular friendly phone calls.

The Volunteer Responders service can be used by anyone who lives in England and who needs to self-isolate for any reason. Volunteers can also help people who choose to stay at home as much as possible because they are cautious about going out during the COVID-19 outbreak. Check your eligibility and request support by calling 0808 196 3646 or visiting <https://nhsvolunteerresponders.org.uk/>

LIVI launches in North Tyneside

The number of GP appointments available to North Tyneside residents has recently been increased thanks to the introduction of LIVI, a digital app that lets patients book and see a GP by video using their mobile phone or tablet. All 25 practices within the North Tyneside area are now offering appointments through the app. For more information and help to register, please contact your GP surgery.



Finding local health and care information



Healthwatch North Tyneside is a local charity and the independent voice for users of health and care services. Healthwatch is there to:

- ▶ Provide information and signposting so that you get the support you need
- ▶ Listen to your views and gather feedback about the health and social care services you use

- ▶ Improve the quality of services by making sure providers and decision makers listen to your views
- ▶ Encourage people running services to involve local people in changes to care

Healthwatch has recently launched a brand new

website enabling you to find local services and leave your feedback, have your say by taking part in current consultations and read about the previous work and impact of Healthwatch. Visit www.hwnt.co.uk or call 0191 263 5321 for more information.



Share your experiences during coronavirus



As restrictions continue to change and the NHS and other providers adapt their services, Healthwatch North Tyneside wants to ensure the views and feedback of local people are heard and taken into consideration. Healthwatch is currently asking North Tyneside residents and users of health and care services in the borough to share their

experiences during coronavirus and how they would like to see services delivered in the future. Results will be shared with commissioners and service providers. Share your feedback at hwnt.co.uk or contact Healthwatch on 0191 263 5321 for a chance to win £20 high street vouchers.



“As a carer for two disabled parents I have had to postpone hospital appointments for myself due to shielding but have also had problems finding transport and care to take one parent to hospital while I care at home for the other.”

Share your own experiences at hwnt.co.uk or on 0191 263 5321.

Useful Services in North Tyneside

North Tyneside Carers' Centre

- Advice and information
- Learning sessions and workshops
- Peer support groups
- Counselling
- Breaks and activities
- Action to get carers' voices heard

0191 643 2298
enquiries@ntcarers.co.uk

Dreamshine CIC

- Telephone befriending line 7 days a week
- Chat to a friendly volunteer
- Open to all who may feel isolated

0300 365 8554
www.dreamshine.co.uk

The Cedarwood Trust

- Free meals for residents in need (North Shields)
- COVID Counselling service for anxiety and depression
- Cinema, gardening, craft clubs & coffee mornings
- Community outreach supporting residents to re-engage in physical and wellbeing activities
- Step up into care level 2 certifications
- Second Bite catering academy
- Wellbeing calls

0191 259 0245
info@cedarwoodtrust.co.uk

Good Neighbours

- Custom shopping trips and shopping buddies
- Garden chat and walking volunteers
- Click and collect pick-ups
- Prescription collections
- Wellbeing packs

0345 2000 101
www.voda.org.uk

Age UK North Tyneside

- Emergency hot meals
- Essential shopping support
- Information, advice and guidance
- Carer support and bereavement support
- Telephone befriending
- Virtual social groups
- Healthy Habits (virtual)
- Veterans support

0191 280 8484
www.ageuk.org.uk/northtyneside



NT LIFE Recovery College

- Online resources promoting positive mental health
- Face to face group sessions at Linskill Centre
- September timetable now available ali.donkin@voda.org.uk
- Limited numbers, booking essential www.voda.org.uk

Meadow Well Connected

- Well Together- a range of activities for Mental and Physical Wellbeing including 1 to 1 support from a Specialist Alcohol Worker
- Kid's Club (age 8-13 pre-booked only)
- Help to find work
- I.T. Support
- Community Café **0191 341 0033**
- Community Garden info@meadowwellconnected.org.uk

Pearey House

Supporting people who are blind and visually impaired in North Tyneside.

- Delivering meals
- Shopping
- Supporting people to get back into the community **0191 257 4388**
peareyhouse2@hotmail.co.uk

First Contact Clinical

- Social prescribing service for over 18s who live in, or are registered with a GP in North Tyneside
- Emotional support
- Video or telephone contact **0191 432 4829**
- Signposting advice www.socialprescribing.org.uk
- Wellbeing support

Linskill Centre & Battle Hill Community Centre

- Range of activities (many free) for aged 18+
- A combination of onsite and online such as coffee mornings, fitness classes, heritage talks, bike rides, monthly film club, gardening and photography groups. **0191 257 8000**
- Please book in advance. charlotte@linskill.org



Citizens Advice North Tyneside

- Advice line 9-5pm, Mon-Fri **Advice line: 0300 330 9047**
- Webchat **Universal Credit: 0800 1448 444**
- Universal Credit Helpline **Pension Wise: 0800 138 3944**
- Pension Wise service **www.ntcab.org.uk**
- Email website to request call back

Re-engage

- Call Companions telephone befriending for aged 75+ living alone or sheltered accommodation **0800 716 543**
- They will consider supporting people under 75 on a case by case basis www.reengage.org.uk

LD North East

- Support and advice to people with learning difficulties and their families **0191 262 2261**
info@ldne.org.uk

Alzheimer's Society

- Companion calls for anyone living with dementia
- Online information about dementia - factsheets, blogs, the Talking Point online forum and services **0333 150 3456**
www.alzheimers.org.uk/companion-calls
- Dementia Connect Support Line

North Tyneside Arts Studio

- Open to anyone in North Tyneside who is experiencing mental health issues **0191 296 1156**
www.northtynesideartstudio.org.uk
- Referral process available on website

Family Gateway

- Delivering free meals to families in Wallsend and Howdon **0191 643 7955**
- Over the phone and virtual support www.familygateway.co.uk
- Providing welfare checks

MumSpace

- Thursday online social for mums with preschool children **07950 426786**
www.facebook.com
MumSpace North Tyneside

YMCA North Tyneside

- Care packages, food supplies and activity packages for vulnerable families
- Online youth work sessions
- Mental health support
- Online fitness classes
- Detached outreach work and youth work on the streets

0191 257 5434

www.ymcanorthtyneside.org

Anxious Minds

- Safe online support group
- Drop-in recovery centre Wallsend
- Counselling service
- Anxious Minds radio
- Veterans & Families support

0191 262 0305

www.anxiousminds.co.uk

Live at Home Scheme

- Telephone befriending service
- Online activities
- Writing project
- Carer support

07720 680347

Barbara.Harland@mha.org.uk

Healthwatch North Tyneside

- Information about health and care services
- The independent voice for people using local services, listening to and sharing your feedback to help improve care.

0191 263 5321

www.hwnt.co.uk

Care and Connect

- Provides advice and support to stay independent and connected with the community.

0191 6437474

care&connect@northtyneside.gov.uk

Walking With in North Tyneside

- Supports asylum seekers, refugees and those without status who are in need in the North Tyneside area.

0191 649 8974

www.walkingwith.co.uk



Your Guide to Face Coverings



This information is intended as a general guide to face coverings in a coronavirus-context. Official guidance is changing and being updated regularly so please visit gov.uk/coronavirus for the latest government advice.



What is a face covering?

In the context of the coronavirus (COVID-19)

outbreak, a face covering is something which safely covers the nose and mouth. When used correctly, wearing a face covering may reduce the spread of coronavirus, helping to protect others. Coverings are not a replacement for social distancing, regular hand washing and other protective measures.

Where can I get one?

You can buy reusable or single-use face coverings from most shops and online retailers, including local suppliers. If you have trouble sourcing a covering, contact the Good Neighbours project on 0345 2000 101.

Does it have to be a face mask?

No, you may also use a scarf, bandana, religious garment or cloth covering,



but these must cover your mouth and nose and securely fit round the side of the face.

When should I wear a face covering?



Unless you have a valid reason for not wearing one, you must wear a face

covering in a number of indoor spaces, including on public transport, shops and supermarkets, banks, post offices, hair salons and places of worship. Face coverings are needed in NHS settings, including hospitals and primary or community care settings, such as GP surgeries. They are also advised to be worn in care homes. Please see the government website for a full list of when a face covering should be worn.

Exemptions

There are circumstances where people may not be able to wear a face covering such as due to a physical or mental health condition, age or the nature of their job.

Children under the age of 11 do not need to wear face coverings. Public Health England (PHE) do not recommend face coverings for children under the age of three for health and safety reasons. PHE has also produced a toolkit including printable exemption badges and posters for those who, for reasons regarding health or disability, are unable to wear face coverings: <https://coronavirusresources.phe.gov.uk/>

How to wear a face covering

A face covering should cover your nose and mouth while allowing you to breathe comfortably, fit comfortably but securely against the side of the face and be secured to the head with ties or ear loops. Clean your hands with soap and water or alcohol based hand sanitiser before putting it on. Dispose of single use masks carefully and wash reusable masks regularly.



For the latest guidance visit www.gov.uk/coronavirus

Staying well in body and mind



The COVID-19 outbreak means life has changed for us all. It may have caused you to feel anxious, stressed, worried, sad, bored, lonely or frustrated.

It's important to remember it is okay to feel this way and that everyone reacts differently – for most of us, these difficult feelings will pass.

The Every Mind Matters website from the NHS offers a range of useful resources that help spot the signs of common mental health concerns, provide practical self-care tips and guidance and, importantly, explain when to seek further support.

There are some simple things you can do to help you take care of your mental health and wellbeing, including:

- ▶ Look after your body. Try and eat healthily, drink plenty of water and exercise regularly. Visit www.nhs.uk/oneyou for useful apps to help you eat better, be more active and manage your alcohol intake. If you're a smoker, get support to quit (see page 17).
- ▶ Try and maintain regular sleep routines. If you're not sleeping well, try avoiding screen time before bed, cut down on caffeine and create a calm sleeping environment.
- ▶ Connect with other people and talk about your worries. They may be feeling the same way.
- ▶ Do things you enjoy. If you can't do the things you normally would, think about how you could adapt them, or try something new. There are lots of free tutorials and courses online, along with things like online quizzes, virtual museum tours and concerts.
- ▶ The Every Mind Matters website includes videos on mindfulness and relaxation, exercise workouts and advice on mental wellbeing while staying at home.

Practical and peer support from NT LIFE

NT LIFE is the Recovery College for the borough of North Tyneside. Recovery Colleges offer educational courses about mental health and recovery, which are often led by people with lived experience. Courses are designed to increase people's knowledge and skills and to help them feel more confident in the self-management of their own health and wellbeing.


NT LIFE Recovery College's provision moved swiftly online so that it could still provide sessions and courses during the COVID-19 lockdown, with lots of useful resources around mental health and wellbeing support available online.

To support its members during this time, NT LIFE also distributed a number

of 'Little Boxes of Hope' - packages of resources, exercises, tips and advice on how to look after your mental health during the crisis, including the Positive Thought exercise below.

The team has now returned to its home at the Linskill Centre in North Shields and are delivering socially-distanced sessions. For more information, to enrol or volunteer with NT LIFE Recovery College visit: www.voda.org.uk/north-tyneside-recovery-college.

"I was very emotional receiving the box and felt very cared for. I'll be trying out the techniques, I'm hopeful something will be helpful in managing my moods. The box has helped remind me of the kindness of others, and to keep my mind on track to what matters."



Little Box of Hope recipient

Free mental health online support

North Tyneside Talking Therapies have made Silvercloud, an online therapy tool, free to use for the next 12 months for all North Tyneside residents. To access Silvercloud please complete the online referral form at: www.northumbria.nhs.uk/our-services/mental-health-services/talkingtherapies/get-help/ or call on 0191 295 2775 to ask for CBT for Covid19.

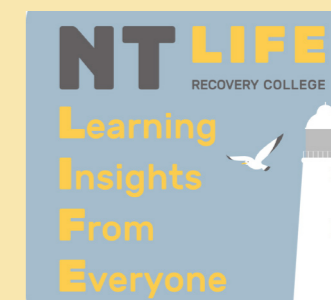
NT LIFE: Positive Thought Replacement Exercise

Make two columns on a piece of paper. On the left side, write down automatic negative thoughts that come into your mind - see opposite for examples. When you've finished, take the time to challenge these negative thoughts by finding a positive, truthful replacement and then write it on the right side.

The purpose of this activity is to help you get into the habit of finding the positive in all things. It also helps you get in touch with the things you are telling yourself. Remember, by changing your thoughts, you will change the way you feel.



Negative Thought	Positive Thought
I always get things wrong	I never give up trying
I feel fat and ugly	I am beautiful inside and out
It's too complicated and I can't do it	I'll try again and tackle this from another angle
Nobody likes me and I'm worthless	I am loved and valuable, and true to myself



For more exercises and resources visit voda.org.uk/north-tyneside-recovery-college

Supporting everyone to 'Better Health'



Public Health England recently launched a new adult health campaign called 'Better Health' which aims to use this unique moment in time to help kick start our health – to eat better and get active.

The Better Health campaign provides a variety of tools and apps that can help you make healthier food choices, become more active and kickstart your health.

We're lucky here in North Tyneside to have a variety of parks, green spaces and beaches, and a number of community walking groups and 'walking sports' that make use of these facilities.

COVID-19 has affected everyone and life has had to change for most people. Many people in North Tyneside have had time to reflect and think more seriously about their own health and wellbeing over the last few months, and want to make improvements.

Search the SIGN Directory for details of clubs and activities near you at: <https://services.northtyneside.gov.uk/sign>

For more information visit nhs.uk/BetterHealth and Active North Tyneside.



Help for domestic abuse victims

National and local lockdowns to help tackle coronavirus has raised concerns for the welfare of adults and children who may be confined to their homes with abusive or controlling partners.

In North Tyneside, the local authority is keen to reassure people that they are not alone and that help and support is available for anyone who is experiencing, or at risk of domestic abuse. Search 'domestic abuse' on the Council website for full details.

If you or someone else is in immediate danger, dial 999. If you are in danger but unable to talk on the phone, dial 999 and listen to the questions from the operator, respond by coughing or tapping the phone if you can and when prompted, press 55.

You will then be transferred to your relevant police force who will assist you without you having to speak.

North Tyneside's domestic abuse support service, Harbour, has a live chat facility on its website at www.myharbour.org.uk. The service is available between 9am and 6pm, Monday to Friday.

Harbour can be contacted for advice and support by telephone on 0191 251 3305.



Support to Quit for COVID



Evidence so far suggests people who smoke may be at increased risk of severe disease if they get COVID-19.

Smoking tobacco damages the lungs, weakens the immune system and causes a range of severe respiratory problems. It is never too late to see the health benefits of quitting smoking and you're never too old to quit. Many smokers try several times before they succeed, but getting the right support gives you a much better chance of success.

The #QuitforCovid campaign was developed by a GP and is supported by the Smokefree Action Coalition, led by Action on Smoking and Health (ASH). North Tyneside Council is also supporting the campaign.

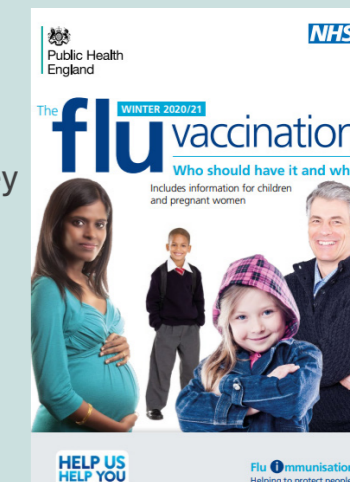
Visit www.activenorthtyneside.org.uk and search 'stop smoking' to find out more. If you aren't online, call (0191) 643 2510. Details of pharmacies offering personalised quit plans and discounted or free stop smoking medications, including patches and gum are listed opposite.

Flu Vaccinations 2020/21

It's very important that people who are at increased risk from flu have their free vaccination every year. This includes people:

- ▶ aged 65 years or over
- ▶ living in a residential or nursing home
- ▶ who are the main carer of an older or disabled person
- ▶ who are frontline health or care workers
- ▶ who are pregnant
- ▶ children of a certain age
- ▶ who are the household contact of someone on the NHS Shielded Patient List

The information leaflet pictured outlines everything you need to know about the vaccination and where to get it - look out for it in your community, pharmacy, GP surgery or read it online at www.gov.uk. To check if you are eligible and for more information visit: nhs.uk/flu vaccine.



What to expect when you're shopping



The Coronavirus pandemic has had a huge impact on the way we buy things, with all UK supermarkets introducing new shopping rules and restrictions on an almost weekly basis. Whichever supermarket you shop at,

it's important you understand the requirements before you head out. See below for some general advice and guidance - the latest rules from each major supermarket can be found on their websites.

Wear a face covering

Unless you are exempt, you should wear a face covering while shopping. If you are unable to source a face covering please contact North Tyneside COVID-19 helpline on 0345 2000 101 and ask to be referred to the Good Neighbours project who can assist.

Be prepared to queue

Queuing in line outside supermarkets is becoming the norm, as many chains introduce caps on the number of people allowed in store at one time, and 'one in one out' systems when stores are at capacity.

Shop smart and early

Go grocery shopping early so you have access to the most options at the store. But also note that this may be a busy time. If you're an older person or considered vulnerable find out when the priority shopping hours are so you can shop in a clean, less crowded store.

Keep your distance

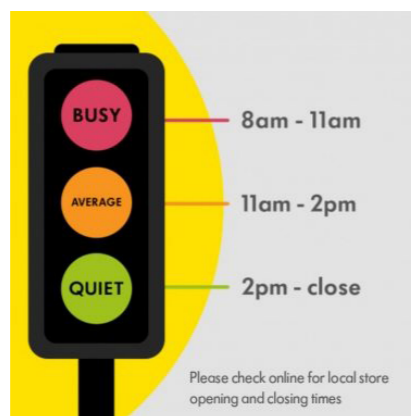
Keep your 2m distance as best as you can in aisles and at the register. Be mindful of other shoppers and try to take what you touch when picking out groceries.

Bring disinfectant wipes and sanitiser

Many stores have hand sanitising stations or wipe down carts for customers as they enter the store. Be prepared with wipes in case you need to clean the cart yourself. Use hand sanitizer as soon as you get back to your car to go home.

Checking out

Use a credit or debit card instead of cash if possible but make sure you disinfect



your hands after touching the pin pad. Use Apple Pay or a store payment app, if you're able. Give the cashier and bagger space for their safety, too. Using a cloth or reusable bag is okay as long as you wash it when you get home.

Unpacking

Experts are split on whether it's necessary to wipe packages after the store. But whether you do or not, wipe down surfaces where you unpack your groceries.



Remember to check local restrictions, and that there is shopping support available from Good Neighbours and NHS volunteers - see pages 5 and 7 of this magazine for full details.

Getting around and socialising safely



You can help control coronavirus and travel safely by walking and cycling, if you can. However, where this is not possible, you can use public transport or drive. If you do use public transport, you must wear a face covering and you should follow the safety travel guidance for passengers.

Nexus, bus operators and local authorities in North East England are providing COVID-secure travel, however this is subject to local and national restrictions changing so always check with your travel provider before you make a journey.

Metro has returned to a normal, high-frequency timetable throughout the day to help you maintain social distancing. Trains are now being treated with a new anti-microbial sanitiser throughout the passenger areas - in addition to regular and thorough daily cleaning regimes. This protects surfaces for up to 30 days.



You'll find hand sanitisers near the entrances of the busiest stations, and cleaning teams regularly treating ticket machines, handrails and other touch points around the stations. New limits on the number of passengers allowed to travel on a bus have been introduced.

Transport users are asked to:

- ▶ Follow guidance on your journey, such as floor and wall markings, to help maintain distance.
- ▶ Travel outside the busy peak periods if you can - from 7am to 10am and in the afternoon from 4pm to 6pm.
- ▶ Stand back and let others depart before boarding public transport.
- ▶ Pay contactless where possible.
- ▶ Wear a face covering on public transport - this is now compulsory, except if you have an exemption for health reasons.
- ▶ Wash or sanitise your hands regularly.
- ▶ Note that some areas have localised restrictions. You should follow local advice when travelling in and out of these areas.

Out and About

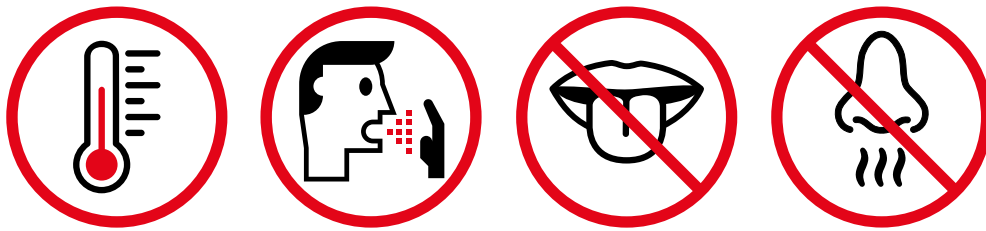
When eating or drinking out with people you do not live with, you should keep to the latest guidance on group sizes - this can be found on the Government's website in the FAQ section on COVID-19.

If you are eating in or outside of a venue, you may be asked for your name and telephone number as part of the NHS Test and Trace service. You may also be asked to look at online menus and to pay contactless.

You can currently travel to outdoor areas, such as National Parks or beaches - just make sure to follow any guidance around social contact restrictions. Many indoor venues are now open but operating reduced hours and limited capacity. It is advisable to check ahead to ensure the venue is open to visitors.

Look out for this consumer mark showing that the business or venue adheres to Government and public health guidance. Visit www.gov.uk/coronavirus for full details.





CORONAVIRUS

STAY ALERT TO

THE SYMPTOMS

**HIGH TEMPERATURE
OR NEW CONTINUOUS COUGH
OR LOSS OF TASTE OR SMELL?**

No one in your household should leave home if any one person has symptoms.

Find out how to get a test, and how long to isolate, at [nhs.uk/coronavirus](https://www.nhs.uk/coronavirus)

STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES