



“SILVER LININGS” COVID-19 Coronavirus Advice

10 Top Tips for Tackling Loneliness and Isolation (more to follow, over the next 12 weeks!)

1. **Stay in regular touch with older Corps members, relatives and neighbours by phone, email or video calls. It is important you obtain verbal consent to pass on numbers to ensure compliance with GDPR regulations.**
2. **Do not forget the ‘snail mail’ - everyone loves getting letters and postcards, or just a note through the door. Encourage all ages to write a note to a relative or a fellow Corps member.**
3. **Check if someone needs repeat medication picking up. Be aware there are huge delays at the moment with Pharmacists working hard on severe backlogs. Here is a common question we have been asked about Corps members collecting prescriptions answered by our Infection Control Manager in Older People's Services.**

Q. Collecting Prescriptions - Is it wise for a 'third party' (i.e. a member of a Corps) to be collecting prescriptions and delivering them to a house? What about the rules for carrying or transporting drugs?

A. Anyone can collect a prescription on behalf of another person as long as the recipient completes the relevant section on the prescription form itself. In terms of infection control there are risks and you might want to put some control measures in place. These should include:-

- If someone is self-isolating or tested positive for Covid 19 you should think about handless drop off (leave the prescription at the door and stand well back, call and wait for them to be picked up whilst at a safe distance)
- Wash your hands before and after 'contact'
- Use a hand sanitiser wipe or gel after touching any hard surfaces, door bell, handles etc.
- Consider what will happen if medications are dispensed but not delivered by the third party or there is a dispute - this is unlikely, but worth considering
- Extra care should be taken with controlled drugs.

4. **If someone is self-isolating, offer to pick up groceries or other essentials and leave them on the doorstep.**
5. **Find out if someone would like help to set up an online delivery, or do it on their behalf. However, you will have seen these deliveries are overwhelmed so be patient!**
6. **Make sure the person has plenty of entertainment such as books, magazines or puzzles.**
7. **Consider if you can offer help with pets (dog walking etc.)**
8. **Try agreeing to watch the same TV programme and calling for a chat about it afterwards.**
9. **Encourage people to stay active if they are self-isolating - whether that is moving around the house or a walk away from crowded areas.**
10. **Find out the services available in your area from local councils, charities and other organisations and post them in a note or online to your isolated older people.**