

Possible or Confirmed Coronavirus (Covid-19)

For most people, COVID-19 will be a mild illness. Treating symptoms with paracetamol and keeping well hydrated is often effective.

If you have symptoms of COVID-19 however mild, **self-isolate for at least 10 days** from when your symptoms started. You should arrange to have a test (see below) to see if you have COVID-19. Do not go to a GP surgery, pharmacy or hospital.

If you are not experiencing symptoms but have tested positive for COVID-19, self-isolate for at least 10 days, starting from the day the test was taken. If you develop symptoms during this isolation period, restart your 10-day isolation from the day you developed symptoms.

From 28 September, you could be fined if you do not stay at home and self-isolate following a positive test result for COVID-19 or if you are contacted by NHS Test and Trace and instructed to self-isolate.

After 10 days, if you still have a temperature you should continue to self-isolate and seek medical advice. You do not need to self-isolate after 10 days if you only have a cough or loss of sense of smell or taste, as these symptoms can last for several weeks after the infection has gone.

If you live with others, **all other household members need to stay at home and not leave the house for 14 days**. The 14-day period starts from the day when the first person in the household became ill or if they do not have symptoms, from the day their test was taken. If anyone else in the household starts displaying symptoms, they need to stay at home for at least 10 days from when their symptoms appear, regardless of what day they are on in their original 14-day isolation period. The ending isolation section below has more information.

If you have symptoms, try and stay as far away from other members of your household as possible. It is especially important to stay away from anyone who is clinically vulnerable or clinically extremely vulnerable with whom you share a household.

Consider alerting people who you do not live with you and have had close contact within the last 48 hours to let them know you have symptoms of COVID-19. Following a positive test result, you will receive a request by text, email or phone to log into the NHS Test and Trace service website and provide information about recent close contacts. If you develop COVID-19 symptoms again at any point after ending your first period of isolation (self or household), follow the guidance on self-isolation again. The section below has further information.

Wash your hands often

Clean your hands frequently by washing them with soap and water for 20 seconds or using hand sanitiser. This will help protect you and the people you live with. This is one of the most effective ways of reducing the risk of passing infection to others.

Cover your coughs and sneezes

Cover your mouth and nose with disposable tissues when you cough or sneeze. If you do not have a tissue, sneeze into the crook of your elbow, not into your hand. Dispose of tissues into a rubbish bag and immediately wash your hands with soap and water for 20 seconds or use a hand sanitiser. If you have a carer, they should use disposable tissues to wipe away any mucus or phlegm after you have sneezed or coughed. Then they should wash their hands with soap and water for 20 seconds.

Face coverings

Used correctly, a face covering may help to protect others by reducing the transmission of COVID-19. If you have symptoms of COVID-19 or a positive test result and you live with others, consider using a face covering inside your home when spending time in shared parts of the household, in addition to avoiding contact with other members of the household as much as possible. Stay at home for at least 10 days from when the symptoms started or from the date of your test, wearing a face covering does not replace this.

There are things that you can do to help make self-isolation easier. These include:

- planning ahead and thinking about what you will need in order to be able to stay at home for the full duration of isolation eg. food and supplies,

Testing

If you have symptoms, get a test as soon as possible. You need to get the test done in the first 5 days of having symptoms. Anyone with coronavirus symptoms can get a test. Coronavirus symptoms are:

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

You can get a test for someone you live with if they have these symptoms. Do not get tests for people you live with who do not have these symptoms. Contact:

<https://self-referral.test-for-coronavirus.service.gov.uk/antigen/name> or Call 119

What Shall I Do If I Feel Unwell?

If you feel you cannot cope with your symptoms at home, or your condition gets worse, then use the NHS 111 online COVID-19 service. If you do not have internet access, call NHS 111. For a medical emergency dial 999.

Symptoms to look out for:

- Increased shortness of breath
- Unable to walk or talk due to shortness of breath
- Persistent fever
- Drowsiness/Confusion
- Chest pain/Chest tightness

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day. If you are unable to understand this leaflet, please communicate with a member of staff.

For additional medical advice, if your symptoms or condition worsens:

Contact your GP

NHS 111:

Get help with your symptoms, NHS111:
Information to help you manage your health:

Telephone 111

<https://111.nhs.uk/>
www.nhs.uk

In an emergency telephone 999

Emergency Department (A&E)
Alexandra Hospital
Woodrow Drive
Redditch B98 7UB

Tel: 01527 512030

Minor Injury Unit
Kidderminster Hospital
Bewdley Road
Kidderminster DY11 6RJ

Tel: 01562 513039

Emergency Department (A&E)
Worcestershire Royal Hospital
Charles Hastings Way
Worcester WR5 1DD

Tel: 01905 760743