

# Coronavirus - advice for carers

We know this is a difficult time for friends, family and carers and hope this information will help you and your loved ones stay safe and well.

For more information and updates, please check with your usual contacts and visit [www.slam.nhs.uk/carers](http://www.slam.nhs.uk/carers) or [www.slam.nhs.uk/coronavirus](http://www.slam.nhs.uk/coronavirus)

## Advice for everyone

**Stay alert** is the current government advice. For updates, check the news or visit [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

**If you have coronavirus symptoms**, do not visit a GP surgery, pharmacy or hospital. Instead, visit [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus) for advice. Only call 111 if someone is seriously unwell.

**Looking after your mental and physical health** is important at this time. Visit the NHS Every Mind Matters website for advice about staying well [www.nhs.uk/oneyou/every-mind-matters](http://www.nhs.uk/oneyou/every-mind-matters)

## Advice for community patients and carers

We are doing our best to support patients and carers at this difficult time.

**Routine appointments** we will probably make arrangements to contact patients by phone or video call instead of in person.

**Crisis support** please check your crisis plan. Call your usual contact during office hours. At other times contact our crisis line on 0800 731 2864 (Option 1)

For other contacts and to find out more, visit [www.slam.nhs.uk/crisis](http://www.slam.nhs.uk/crisis)

**Backup plan** - please consider preparing and sharing a backup plan for us, your loved one and your key contacts so everyone knows what to do if you become unwell. The plan should include:

- Who to contact if you are unwell, such as family, friends or professionals
- Details of any ongoing treatment for the person you care for
- Details of their medication and when it should be taken

For more information about backup plans, and other subjects, visit the Carers UK website [www.carersuk.org](http://www.carersuk.org)

## Advice for our hospital patients and their carers

For everyone's safety and wellbeing, we are sorry to say visiting is suspended until further notice.

Please use other ways to **Stay in touch** with people in hospital such as phone or video calls, emails, group chats or online games.

Contact the ward or department in advance to arrange calls.

## Some local contacts

### Children and Young People

- SLaM carers lead: [Marianne.caitane@slam.nhs.uk](mailto:Marianne.caitane@slam.nhs.uk)

See also [CAMHS help for parents](#) – available at [www.slam.nhs.uk/camhs](http://www.slam.nhs.uk/camhs)

### Older Adults and Specialist Services

- SLaM carer leads: [nula.conlan@slam.nhs.uk](mailto:nula.conlan@slam.nhs.uk) and [caroline.hodge@slam.nhs.uk](mailto:caroline.hodge@slam.nhs.uk)

### Forensic and Neurodevelopmental Services

- SLaM carers lead: [nadra.gadeed@slam.nhs.uk](mailto:nadra.gadeed@slam.nhs.uk)

### Croydon Adults

- SLaM carers lead: [Elizabeth.Pine@slam.nhs.uk](mailto:Elizabeth.Pine@slam.nhs.uk)

Family Intervention and Support Service

Help and support telephone line for carers of patients in the community.

Open 9am to 12 noon Monday to Thursday on 020 3228 0411

### Lambeth Adults

- SLaM carers lead: [lee.roach@slam.nhs.uk](mailto:lee.roach@slam.nhs.uk)

Lambeth carers hub 020 7501 8970

email: [Connect@carershub.org.uk](mailto:Connect@carershub.org.uk)

### Lewisham Adults

- SLaM carers leads: [Farida.Pirani@slam.nhs.uk](mailto:Farida.Pirani@slam.nhs.uk) and [Eunice.EO.Adeshokan@slam.nhs.uk](mailto:Eunice.EO.Adeshokan@slam.nhs.uk)

Inpatient services family and carers line

Mental health professional who can offer you support and practical advice

Monday to Friday 9am to 5pm on 0203 228 2344

### Southwark Adults

- SLaM carers lead: [roslyn.walcott-cumberbatch@slam.nhs.uk](mailto:roslyn.walcott-cumberbatch@slam.nhs.uk) and [david.meyrick@slam.nhs.uk](mailto:david.meyrick@slam.nhs.uk)

Inpatients family and carers peer support group currently run online

email: [david.meyrick@slam.nhs.uk](mailto:david.meyrick@slam.nhs.uk) or call 07896 969892

### Southwark Carers

Telephone and online support during the lockdown. Support with information and advice, form filling, emotional support and strategies to manage isolation.

[www.southwarkcarers.org.uk](http://www.southwarkcarers.org.uk) e: [info@southwarkcarers.org.uk](mailto:info@southwarkcarers.org.uk) 020 7708 4497

## Concerns and complaints

If you have any difficulties contacting a patient, or other concerns, please contact our **Patient Advice and Liaison Service (PALS)** by

phone: 0800 731 2864 (Option 2) or email: [pals@slam.nhs.uk](mailto:pals@slam.nhs.uk) or visit

[www.slam.nhs.uk/pals](http://www.slam.nhs.uk/pals)