

## Personal concerns about the impact of Coronavirus – Guidance

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**1. Worries about finances**, especially if members of your family are self-employed or work in an industry directly affected by coronavirus (e.g. leisure services, hospitality sector)



### Advice and Tips

- Review areas of spending where you might be able to reduce costs such as tariffs for electricity / gas / TV / phone / broadband. If any insurance is due for renewal, look around for cheaper quotes, including police related organisations such as Police Mutual;
- Take advantage of discounts such as the Blue Light Card and sites such as MoneySavingExpert.com;
- If you have difficulty paying your monthly costs, you may be able to agree some flexibility with paying your council tax – phone 01286 682706 for North Wales;
- Anyone who is self-employed and has to stop work due to coronavirus can now get statutory sick pay from day one as long as they usually earn at least £118 a week;
- Read the factsheet 'Making Ends Meet' downloaded from gingerbread.org.uk to get more advice and tips:



Factsheet - Making Ends Meet.docx



### Relevant Support Services

**Money Advice Service** – Free and impartial money advice including debt, budgeting and benefit (<https://www.moneyadviceservice.org.uk/>)

**UNISON** – if you're a member, financial support is available including a Debtline (0800 389 3302) and possibly financial assistance (020 7121 5620 or email 'thereforyou@unison.co.uk')

**Police Federation General Fund** – this fund is used to provide support and financial assistance to serving police officers and their families at times of need. You need to be a member and contribute £2 a month to seek assistance from the fund. Contact a Police Federation Rep for information

**Police Mutual** – free debt line for anyone working in the police (0800 197 8433) and lots of information is available on their website about managing money

**Pay Plan** - Free and confidential debt help for police officers, police staff and their families (<https://www.payplan.com/police-federations/>)

**National Debt Line** – free debt advice online through [mymoneysteps.org](https://mymoneysteps.org)

**No. 1 Copperpot** – Savings and loans (<https://www.no1copperpot.com/>)

**Spillane & Co** – Provides financial advice for those in the police service

(<https://www.spillaneandcompany.co.uk/police.html>)

**Food Banks** – there are several food banks in North Wales who help those in crisis and unable to afford food. Many of these are run by The Trussell Trust and you will need a voucher to obtain food, which you can get from a Citizens Advice Bureau. Details of food banks in North Wales:

- Conwy Food Bank (01492 471793)
- Abergele District Food Bank (01745 826570)
- Flintshire Food Bank (01352 757235)
- Anglesey Food Bank (07557 333498)
- Arfon Foodbank Caernarfon (07482 235754)
- Barmouth Foodbank (07973 914599)
- Wrexham Foodbank (07538 547971)
- Holyhead Foodbank (01407 764947)

**2. Concern about isolation of family members**, including elderly relatives and those with vulnerabilities meaning they have had to self-isolate



### Advice and Tips

- Agree with family members how often you'll stay in touch to ensure that people who are isolated receive regular contact either over the phone or online;
- Check with those self-isolating whether they have all the food and supplies that they need; if not offer to help – you can drop off groceries at the door, or order an online delivery through one of the main supermarkets;
- If you know your family members neighbours, see if you can get their support to keep an eye on your relative;
- Create an emergency plan in case you become ill and are unable to look after your family member. The plan should include details of medication required, contact details and details of anyone else who can step in if you are unwell;
- Encourage your family member to stay active. Even if they don't have a garden they should ensure that they move about regularly rather than sitting for long periods;
- Make sure that anyone who has to visit your family member, such as carers or home help, washes their hands properly before and after their visit;



## Relevant Support Services

**COVID 19 Mutual Aid groups** – these are springing up around the UK, set up by individuals to provide support to those self-isolating. Details of those in North Wales are in the document below which includes the link to the UK list. Please note that none of these groups have been officially verified in any way.



COVID 19 Mutual Aid  
Groups.docx

**Neighbourhood Watch** - Find out if your area, or the area that your family members live in, have a Neighbourhood Watch Scheme as this is a useful way for neighbours to stay in touch and look out for one another <https://www.ourwatch.org.uk/get-involved/find-my-local-neighbourhood-watch/>

**Carers Trust North Wales** – provides emotional and practical support to unpaid carers in North Wales (01492 542212 or <http://www.nwcrossroads.org.uk/>)

**Carers Outreach Service North Wales** – provides help and support for unpaid adult carers (01248 370797 or <https://www.carersoutreach.org.uk/index.html>)

**Age UK Cymru** – offers support groups and networks plus information and advice on a range of topics including loneliness, benefits, pensions and health services. <https://www.ageuk.org.uk/cymru/>

## 3. Feeling anxious yourself about coronavirus and how it will affect you and your family



### Advice and Tips

- Stay in touch regularly with family and friends by phone / internet / social media etc.;
- If you're self-isolating then create yourself a new daily routine that prioritises looking after yourself and doing things that you enjoy;
- Try and see any positives in self-isolation such as having the time to read a book or start a new hobby;
- Try to avoid speculation by referring to trusted sources of information such as Public Health Wales and Gov.uk;
- Acknowledge any feelings of vulnerability, anxiety or distress as these feelings are normal in the current situation;
- Make sure that you are looking after your physical and mental health by exercising, eating healthily, stretching, paying attention to your breathing, relaxation exercises and ensuring you have time to rest;
- Make sure that you get some fresh air each day if possible;
- Bear in mind that everybody reacts differently in response to a pandemic – you may experience a change in your eating or sleeping pattern, or difficulty concentrating;
- If watching the news is causing stress or anxiety, try to limit your news intake and achieve a balance of being informed but not overwhelmed;
- Consider your social media feed – is anyone you're following causing you anxiety by the way they are talking about coronavirus? If so, consider temporarily unfollowing them;
- Let people know if you feel uncomfortable having a discussion about coronavirus so you can opt out;

- Focus on the things that you can control;
- Read our self-help factsheet about anxiety:



82596 Anxiety  
Booklet.pdf



## Relevant Support Services

**Self-Help** – our Health and Wellbeing site has a [Healthy Mind Resources Library](#) with information about anxiety, resilience and lots of other topics.

**Mental Health Peer Support** – we have over 70 trained peer supporters within NWP who can provide a confidential and informal listening and signposting service. See our [Mental Health Peer Support Page](#).

**Welfare Support Team** – we have a team of two individuals who can provide one to one welfare support and information about healthy mind topics. Email them at 'WelfareSupportTeam@nthwales.pnn.police.uk'

**Counselling** – if you are really struggling to stay mentally well and need more expert support you can access free counselling through OHU: 'OccHealthAdminstrators@nthwales.pnn.police.uk'

**Every Mind Matters** – an organisation created by Public Health England to help you manage and maintain your mental health (<https://www.nhs.uk/oneyou/>)

**MIND** – read information about coronavirus and your wellbeing (<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>)

**SHOUT** - NEW free 24/7 crisis text line, providing support for anyone, anytime, anywhere in the UK, whatever their crisis. (Text SHOUT to 85258 or find details at: <https://www.crisistextline.uk/>)

**PFEW Welfare Support Programme** – 24/365 telephone support line for officers and their families, including advice from mental health first aiders. (<https://www.pfoa.co.uk/support/welfare-support-programme>)

## 4. Support with illness or bereavement, particularly if you or your family are ill



### Advice and Tips

#### Illness of you or your family:

- If you suspect that you or your family have Coronavirus then follow this link <https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/what-to-do-if-you-have-symptoms-of-coronavirus/>. If you have to self-isolate then this will be Special Leave – Coronavirus and paid.
- If you develop Coronavirus then this will need to be confirmed by a health professional and will be recorded as Sick Leave – Coronavirus which will be paid.

## Bereavement:

Following a bereavement, you might experience any of the feelings below:

Shock / numbness	It may take a while for what has happened to sink in and you may feel disorientated / dazed or find it hard to believe that someone is not coming back.
Fluctuating emotions	You may have days when you struggle with your emotions and feel overwhelmed and other days when you may feel a bit better. You may feel your emotions are chaotic and out of control and that you burst into tears for no obvious reason.
Anger	You might feel angry towards the person who has died or at yourself for things you did or didn't do/say to the person before their death.
Guilt	You may feel to blame in some way for the person's death.
Tiredness / lack of concentration	You may feel overwhelming tiredness and have difficulty in concentrating, perhaps feeling more forgetful than usual.
Depression / withdrawal	You may feel that life has lost its meaning and perhaps withdraw from people around you or the things you normally do.
Longing / yearning for the person	You may think you hear or see the person who has died or keep thinking about things that happened before the person died. You may have distressing dreams about them.
Other people's reactions	Other people may not be sure what to say or avoid talking about what has happened because they don't want to say the wrong thing.

## Suggestions that may help:

- Acknowledge your pain and understand there are stages to your grief.
- Don't bottle up feelings – express emotions in an appropriate environment;
- Understand that your grieving process will be unique to you and let yourself grieve;
- Seek support from people who care about you and talking about what has happened;
- Don't expect memories to fade immediately;
- Do take time to rest and be with family and friends;
- Do remain fit and active and take care of your physical health;
- Do try and keep your life as normal as possible following a bereavement;
- Do take a balance between work and home life;
- Move forward with your life using your memories to define the person you are and focus on the positive aspects of your life.

**Signs that you may need help to move on:** If you are experiencing the following feelings and they continue for a long period of time:

- You can't get out of bed;
- You neglect yourself or your family e.g. you don't eat properly;
- You feel you can't go on without the person you have lost;
- The emotion is so intense that it's affecting the rest of your life e.g. you can't face going to work, or take your anger out on others.



## Relevant Support Services

**Police Federation Group Insurance** – open to all police officers and police staff who pay in to the scheme. Offers a variety of benefits including **24/7/365 counselling** and information phone service to provide support with stress, anxiety, bereavement and more; **Access to GP24 service** – 24/7 access to a practising UK-based GP from wherever you are in the world; **Medical advice line** providing support on any medical condition; hospitalisation benefit; **Online portal and smartphone app**. Read more in the document below or go to the website. (<http://www.nwpolfed.org/group-life-insurance/>)

**Occupational Health** - may be able to signpost appropriate support or refer you for counselling. Phone ext. 04060 / 04673 or email <mailto:occhealthadministrators@nthwales.pnn.police.uk>

**Force Chaplain** - our chaplain Gerald Williams is available to offer support on 07971 254151, irrespective of religious background.

**Cruse Bereavement Care** - Provide a UK Freephone helpline if you need to talk after the death of someone close. Phone 0808 808 1677. Lines open 9:30am - 5:00pm on Monday and Friday and 9:30am – 8:00pm on Tuesday, Wednesday and Thursday. They also offer face to face group support by trained bereavement volunteers.

There is a branch of Cruse in North Wales (27 Princes Drive, Colwyn Bay) Contact details:  
[www.crusenorthwalesarea.btck.co.uk](http://www.crusenorthwalesarea.btck.co.uk) / Telephone: 01492 536 577 / Email: northwales@cruse.org.uk