

Self-management support in Leeds for older people and people living with long term conditions who are clinically at high risk of Covid-19

Older people and people with long-term health conditions are at an increased risk of severe illness from Covid-19. Therefore, it's vital that they are able to access support and information to help them manage their own health and care.

Information on online resources, virtual groups as well as digital support available in Leeds are listed below. This document will be continually updated (as and when information becomes available), for further information please contact: Jessalyn.mahony@leeds.gov.uk

Last updated: April 2020

Cancer

Support available	What is it?	How to access
Facebook cancer support	The service is available for everyone affected by cancer: patients, those supporting them and their families	For more information please see our Facebook page at https://www.facebook.com/LeedsCancersupport/
Cancer Support Helpline	A dedicated Cancer Support Helpline has been set up for patients and or carers to contact if they are worried or have any questions about COVID-19 following receipt of a letter from the hospital about changes to their appointment or treatment.	<p>The helpline 0800 923 0014 will be operated by Leeds Teaching Hospitals NHS Trust in partnership with Maggie's Yorkshire; and will offer a 7 day a week (including bank holidays) telephone support service 9am - 5pm.</p> <p>This will enable timely and appropriate response to incoming calls and enquiries from patients and their carers. The service is for anyone being treated at Leeds Teaching Hospitals for cancer.</p> <p>The helpline will be staffed by the clinical team from the Maggie's centre who are experienced Clinical Nurse Specialists, working alongside the Corporate Cancer Team.</p>

Cardio Vascular Disease

Support available	What is it?	How to access
Leeds Community Healthcare – Cardiac service	Provides specialist care, education and support for adult patients who are registered with a Leeds GP who have the following heart conditions	Tel: 0113 843 4200 lchcardiac.service@nhs.net
Leeds Heart Watch Members Support Group (HWMSG)	Helps people recovering from a cardiac event or surgery to start and maintain activity levels	Contact the Chair of the HWMSG Committee on 0113 278 8042

Heart Failure: Information and Practical Tips	Information and advice for heart failure patients and Covid-19	https://www.heartfailurematters.org/en_GB/General/COVID-19-Virus-and-Heart-Failure-Information-and-Practical-Tips
British Heart Foundation	General information for people affected by heart and circulatory diseases	Signpost your patients to the BHF website bhf.org.uk/coronavirus or to the heart helpline on 0300 330 3322 / hearthelpline@bhf.org.uk

Diabetes

Support available	What is it?	How to access
Leeds Diabetes Group	The group aims to provide support, help, companionship, education and information for people and their families living with all types of diabetes.	For more information please see our Facebook page at https://www.facebook.com/events/503853927089705/
Diabetes Leeds Service	<p>Diabetes Leeds Service will continue to run on a remote basis. Patient appointments will be carried out over the phone or Skype with high risk and our most vulnerable patients being our priority.</p> <p>Leeds Teaching Hospital will no longer accept any new routine referrals. This excludes any newly diagnosed T1 patients, pregnant patients or anything deemed as urgent.</p> <p>Leeds Community Healthcare will not accept and will discharge any T2 patients that are stable with a HBA1c lower than 70. Unstable patients at risk, such as those having frequent hypoglycaemia episodes, will be assessed and considered for the service</p> <p>Delivery of the LEEDS programme has been suspended until further notice, however we will still accept referrals for newly diagnosed T2 which will be added to a waiting list to be offered a service when we are able to resume full service delivery.</p>	<p>Email: lchdiabetes.service@nhs.net Tel: 0113 843 4200</p> <p>LTHT Diabetes Centre at St James's University Hospital please telephone: 0113 206 5066</p>
My Diabetes Booklet	Information and resource booklet for people living with diabetes in Leeds	https://71633548c5390f9d8a76-11ea5efadf29c8f7bdcc6a216b02560a.ssl.cf3.ra.cdn.com/content/uploads/2018/08/My-Diabetes-2018-final1.pdf

Diabetes and COVID-19

Coronavirus can cause more severe symptoms and complications in people with diabetes. If patients become unwell or have a high fever, they should be asked to follow **sick day rules advice**.

Diabetes UK has useful [patient information](#) as well as specific advice during the [coronavirus pandemic](#)

Respiratory

Support available	What is it?	How to access
Leeds Breathe Easy Groups	These groups provide peer support and information for people living with a lung condition, and for those who look after them.	Groups can be directly contacted below. West Leeds Contact tel: 07957570550 Email: derek.hawkhead@ntlworld.com pudseygeoff@gmail.com Seacroft Contact tel: 07786778830 / 0113 2868193 Email: pat.goodacre@talktalk.net Middleton Email: Breathe.easy@blf.org.uk Space 2 Breathe Email: Breathe.easy@blf.org.uk Yeadon Email: desmond.brashier@aol.com <i>These groups are currently not meeting face-to-face, however, some already have virtual social groups and meetings.</i>
MyCOPD app in Leeds	App that helps people with COPD to better manage their condition. It can be used to support inhaler technique, improve breathing, reduce exacerbation, track medication and more.	See 'digital support' section.
British Lung Foundation – Coronavirus advice	Find information about coronavirus and useful links when living with a lung condition	https://www.blf.org.uk/support-for-you/coronavirus
Asthma UK - coronavirus advice for people with asthma	Health advice for people with asthma	https://www.asthma.org.uk/advice/triggers/coronavirus-covid-19/

Stroke & Neurological Conditions

Support available	What is it?	How to access
Dementia support	Support for adults with dementia in Leeds	https://www.leeds.gov.uk/residents/health-and-social-care/adult-social-care/dementia-care
BME Dementia Service	Touchstone's BME dementia service is still open and providing much needed support to people with dementia and their families.	Contact: 0113 291 2727 Email: ripaljeetk@touchstonesupport.org.uk
Stroke Association – Coronavirus advice	Information and advice on coronavirus for people affected by stroke	https://www.stroke.org.uk/finding-support/coronavirus-covid-19-and-stroke Contact no: 0303 3033 100
My Stroke Guide	Support and advice for those affected by stroke, can link to others through online community and help with: Advice, information, videos and support	https://mystrokeguide.com
Parkinson's UK – Coronavirus advice	Provides information and support to understand Parkinson's and Coronavirus	https://www.parkinsons.org.uk/news/understanding-coronavirus-and-parkinsons
Parkinson's UK Forum	Online forum is a space for you to chat to people who know what you're going through. Whether you have been newly diagnosed with Parkinson's, are a carer or have been living with the condition for longer, the forum is a place for you chat about the things that are important to you... and sometimes share a virtual cup of tea. We hope you enjoy using the forum.	https://forum.parkinsons.org.uk/?_ga=2.221868509.439995692.1587132409-489473793.1587132409

Older people

Support available	What is it?	How to access
Neighbourhood Network Schemes	Neighbourhood Network Schemes are community based, locally led organisations that enable older people to live independently and pro-actively participate within their own communities by providing services that reduce social isolation	Contact details of each group can be found here . An example is the <i>Cross Gates Virtual Morning Coffee</i> - people can be referred through their online form .
One-to-one telephone support for video calling	Age UK Leeds are offering over the phone support to elderly individuals to assist them with video calling on WhatsApp, Facebook or Skype. They must have a landline and have a reasonable basic understanding of how to use a tablet or smartphone. They can have an Android or Apple product and can live anywhere in the Leeds area.	An Age UK Digital Champion will call the older person at a pre-arranged time to try and assist them to get connected. If needed, each session can last for up to one hour (if the service user wants or needs that amount of time). More than one session can be available. The Digital Champion will absolutely do their best, but cannot guarantee success due to the challenges of training over the phone.

To refer someone, book an appointment, or for more details, contact Sarah at digital.champion@ageukleeds.org.uk or 07562 437042.

Falls Prevention

Falling isn't a normal part of ageing – there are simple steps you can take to keep you on your feet. In Leeds we are committed to supporting people to age well and making Leeds the Best City to Grow Old in.

Online resources available [here](#) with resources to download and print for those not able to access online.

Physical activity for older adults

Keeping physically active is good for our bodies and minds and if you are active, your body can fight infection and illness better. This is why we should all aim to move more regularly and do exercises to keep strong, healthy and balanced.

Active Leeds [website here](#)

BBC Sounds exercise programme for older people found [here](#)

SWIFt Service

Supporting Wellbeing and Independence for Frailty (SWIFt) Project is aimed at older people living with frailty or who have complex medical needs and are a high risk of being socially isolated.

If you or someone you know would like to get connected, please contact Age UK Leeds and ask for the SWIFt service contact:

Contact Tel: 0113 389 3001

Email: swiftcitywide@ageukleeds.org.uk

Digital support

Support available	What is it?	How to access
Digital Champions training	<p>If your organisation, staff, or volunteers support service users with no/low digital skills this training will enable you to promote the benefits of being online to your members and support with adapting your services in the face of COVID.</p> <p>The team is able to offer telephone and video conferencing support to help you identify the best platforms to use, make the best use of the tools available, and support you to help your service users stay connected.</p>	<p>This training is being delivered by the 100% Digital Leeds team in Leeds City Council.</p> <p>Email: Rachel.benn@leeds.gov.uk</p>
Loan of equipment	<p>If a lack of equipment is stopping you from being able to support your service users, let us know and will do what we can to help. We may not be able to help straight away but are looking at how we can adapt the delivery of our Tablet Lending Scheme so that we can get equipment to you over the coming weeks. If you are working with someone who may benefit from having access to one so that they can get online, please let us know and we will do our best to accommodate where</p>	<p>This service is being offer by the 100% Digital Leeds team in Leeds City Council.</p> <p>Email: Rachel.benn@leeds.gov.uk</p>

possible. We may also be able to help with other equipment requests.

MyCOPD app

An app that helps people with COPD to better manage their condition. It can be used to support inhaler technique, improve breathing, reduce exacerbation, track medication and more.

GP practices in your area can find out more about access to myCOPD with e-training on offer to provide this free app for patients across Leeds; enabling them to access pulmonary rehab at home and self-manage their conditions.

Contact Rachel.benn@leeds.gov.uk for further information.

Additional information

Covid-19 support

What is it?

The COVID-19 Line has been set up in response to the current pandemic. It can be used by people who need either food or wider support, including those who are self-isolating and do not have friends or family nearby who can help.

How to access

Helpline: **0113 378 1877**

Support can include help with shopping, transport to medical appointments, or a phone call to check how people are.

<https://digitalinclusionleeds.com/tools/staying-well/>

Leeds Directory

What is it?

A resource that can support people to live well by connecting them to checked and vetted local services and tradespeople as well as local activities and events..

How to access

Access via their website:

<https://www.leedsdirectory.org/>

Or call the team on **0113 378 4610** (weekdays 9am – 5pm)

Mental Health

Support available

What is it?

How to access

Leeds Mind (online support)

Phone support is available for clients. They are also delivering support using virtual platforms such as Zoom and Teams to make their service even more responsive.

Contact tel: 0113 503 5800

Email: info@leedsmind.org.uk

Mindwell

Mindwell has created a hub of resources, videos and information to help people in Leeds take care of their mental health

[Website](#)

Leeds Survivor-Led Crisis Service (LSLCS)

Dial House

This service provides place of sanctuary and emotional support and information.

Dial House is offering telephone and video based support (using Zoom) with no visitors allowed in Dial House at the moment due to the threat of spreading COVID-19.

Dial House is [open](#) for telephone and Skype/Zoom crisis support only.

Friday–Monday and Wednesday (6pm–2am)

Contact tel: 0808 800 1212

Dial House@Touchstone is [open](#) for telephone crisis support only, to people from BAME groups.

Tuesday and Thursday (6pm–12am)

Contact tel: 0113 249 4675 or **text** 07763 581 853.

Any Dial House/Dial House@Touchstone visitors who feel they'll be really affected by not having access to face-to-face support can email survivor.led@slcs.org.uk. A manager will contact you to talk about alternative ways we can support you through this period of public health crisis.

Connect Helpline

The service provides emotional support and information for people in distress.

Open as normal, every night 6pm-2am but is experiencing high demand so a call back cannot be 100% guaranteed every night. Please be patient, they will always do their best to get back to you.

To access the Connect service call **0808 800 1212**

Teen Connect

A helpline for 13-18 year-olds living in the Leeds area. We can offer up to an hour of support either by phone or online chat. You can have up to an hour with one of our trained staff each night to talk about what you're going through.

Open as normal, Mon–Fri 3.30pm–2am; Sat/Sun 6pm–2am.

Tel 0808 800 1212 or text 0771 5661559

Well-bean Hope in a Crisis Cafe

The cafe is open 7 nights a week from 6pm-12am. The service is currently operating all one-to-one support over the phone and face-to-face support via **Zoom** which can be downloaded free of charge on any android phone. Zoom is like face time or skype, you can download it from the App store/play store for your phone, tablet or computer. (The team can talk you thorough this when you call).

The Crisis café staff will assess your needs at the point of referral to the "Touchstone Loves Food Project" if you are unable to access food.

If you wish to make a referral please call:

Self referral (07760 173476)

Professional referral (07760 173505)

Leeds Mental Health Drop-in

This service run by Touchstone and Leeds and York Partnership NHS Foundation Trust in Beeston, Chapelton, Armley and Seacroft has been cancelled until further notice.

Email: annas@touchstonesupport.org.uk

Leeds Mental Wellbeing Service

Provides support and psychological therapies for common mental health problems, such as anxiety and depression, for adults in Leeds.

[Website](#)

Online video courses to support mental wellbeing accessed [here](#)

Live Well Leeds

This community-based mental health service has been trialling lots of different ways of working including developing a virtual art room and a virtual café.

[Website](#)

PHE Every Mind Matters

PHE have launched a new campaign to support people to manage their mental wellbeing during this difficult time, using Every Mind Matters self-care resources.

[Website](#)

Physical Activity

Support available	What is it?	How to access
<i>We Are Undefeatable</i>	For those managing a long term condition We Are Undefeatable offers inspiration and ideas to help people get active by finding what works for them.	Website here
<i>Active Leeds</i>	For exercise suggestions and tips from a local provider with qualified exercise professionals visit the Active Leeds YouTube Channel. Alternatively visit Move More from One You or download the Active 10 or Couch to 5K app.	YouTube Channel here
<i>One You Leeds</i>	Free local healthy living service designed to support Leeds residents to start and maintain a healthy lifestyle. Community classes have now been postponed.	Website here
<i>Sport England</i>	Sport England's new campaign Join the Movement has its own online hub, giving free access to a range of home workout options. As well as free tips and advice from organisations such as the NHS.	Online hub accessed here Find what works for you, stay connected and share your workout with friends and family using the hashtag #stayinworkout
