All NHS services for coronavirus are free for everyone – whatever your immigration status. This includes coronavirus testing and treatment, even if the result is negative. You will not be reported to the Home Office for coronavirus testing or treatment.

The Government have told everyone to practice ‘social distancing’ to limit the risk of catching or spreading coronavirus, this is difficult if you are homeless. Social distancing means you should only go outside:

1. **To shop for essentials** – food and medication, only when you really need to
2. **To do one form of exercise a day** – alone or with other people you live with
3. **For any medical need** – for yourself or to provide care/help to a vulnerable person

- You must always **stay 2 metres apart** from anyone you aren’t living with - this includes people you do not share living spaces with in your accommodation
- **Do not gather in groups of more than two people when outside** - the police can fine you if you do not follow these rules

Coronavirus or COVID-19 is an illness that can affect your lungs and airways. The symptoms include:

- a high temperature – you feel hot to touch on your chest or back.
- a new, continuous cough – this means you’ve started coughing repeatedly

In almost all cases people will make a full recovery. However, **it is particularly important for the following people to be extra careful:**

- People aged 70 or over
- People with a long-term health condition
- Pregnant women
- People with a weakened immune system

Version 2: The information in this document is correct as of the 26/03/2020. Guidance keeps changing, will update as frequently as possible.

All NHS services for coronavirus are free for everyone – whatever your immigration status. This includes coronavirus testing and treatment, even if the result is negative. You will not be reported to the Home Office for coronavirus testing or treatment.

NHS 111 is a free service you can contact if you are unsure about your symptoms. You can contact it through: 111.nhs.uk or call 111. You can call NHS 111 free from a mobile or a pay phone. There may be a wait to speak to someone.

Using day centres & support services

Most day centres and support services across the country are impacted by the coronavirus so they are changing how they work. Each local area will have different support in place for people who are homeless, so you will need to speak to a support worker, the outreach team or your local authority to find out more information.
How do I look after myself and my community?
To limit the risk of catching or spreading coronavirus follow these steps:
- Follow the social distancing rules (as explained on previous page)
- Wash your hands with soap and water often for at least 20 seconds. If there is no soap in the hostel talk to a member of staff immediately. Turn the tap off with a tissue.
- Always wash your hands when you go in or out of your hostel and other buildings.
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze. Toilet paper will do - if this is not available in your accommodation, then ask staff.
- Put used tissues in the bin immediately and wash your hands
- Do not touch your eyes, nose or mouth unless your hands are clean.
- Do not have visitors to your room – if you need something get them to leave it at the door
- Do not shake dirty laundry – this can spread the virus.
- Use your elbows, arms and shoulders to open doors instead of your hands.
- If you have a dog or another pet, keep it away from other people and other pets.
- Don’t share cigarettes, pipes or drink from the same bottles and cans

Self-isolation means you cannot leave your accommodation, other than to exercise once a day – staying 2 metres away from other people at all times.

What should I do if I have coronavirus symptoms?
If you have the following symptoms the NHS say you must self-isolate:
- a high temperature – you feel hot to touch on your chest or back.
- a new, continuous cough – this means you’ve started coughing repeatedly.

Do not go to a GP surgery, pharmacy or hospital.
- Let staff in your hostel or temporary accommodation know if you are feeling unwell. Staff should make arrangements for you to isolate yourself in your accommodation or help you to find alternative arrangements.
- Where possible, stay in a separate area behind a closed door, with an open window for ventilation
- If someone you live with has symptoms you must self-isolate for 14 days (because it can take time for symptoms to appear)
- Do not have visitors to your room – ask people to you leave things at the door
- If you have a shared bathroom/kitchen speak to staff about how best to use these spaces. Could you assign slots to avoid coming into contact with others? Make sure the bathrooms/kitchen are cleaned after using them with normal cleaning products.
- Stay in contact with friends and family by phone or through the internet.
- Can someone bring food and drink to you? Could you ask a support worker?
- Do you need alcohol or drugs? Can someone bring them to you?
- Can your pharmacy or prescriber make arrangements to get medication or script to you? Could a support worker collect for you?
- Can someone bring you books, music or a newspaper to entertain you?