

### **National Test and Trace Scheme**

The Government announced that the new NHS Test and Trace service will launch across England on 28 May 2020.

From Thursday, anyone who tests positive for coronavirus will be contacted within 24 hours by the NHS Test and Trace service via text, an email alert or a call and will be asked to share information about their recent interactions. This could include household members, people with whom they have been in direct contact, or within 2 metres for more than 15 minutes. They will be given instructions on how to share details of people they've been in close, recent contact with and places they have visited and will be asked to provide this information online via a secure website or over the phone with an NHS contact tracer.

Anyone identified to have been in close contact with someone who has tested positive for coronavirus will be alerted by the NHS Test and Trace service via text or email. They will then need to log on to the NHS Test and Trace website. If this isn't possible, a trained call handler will contact the identified person about what they need to do.

If people are contacted and told to isolate they will be referred to their local council. We're waiting to see what impact this has locally and would appreciate any information you can share with us as this rolls out in Maidstone.

Resources you may find helpful:

### **Free Business Webinars**

The Department of Business, Energy and Industrial Strategy (BEIS) are hosting free webinars on how to make a workplace coronavirus secure. Guidance for businesses to help ensure workplaces in England are as safe as possible during the coronavirus pandemic are already available.

Guidance: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

The webinars cover a range of different types of workplace settings which are allowed to be open. Many businesses operate more than one type of workplace, such as an office, factory and fleet of vehicles. Businesses may need to use more than one of the guides/webinars as they think through what they need to do to keep people safe.

Register: <https://www.eventbrite.co.uk/o/department-for-business-energy-and-industrial-strategy-18685150848>

### **Silverline Telephone Befriending Service**

#### **24 Hour befriending service.**

Free, confidential service to share worries and fears. A good sign posting service. The Silver Line is a helpline and friendship service for people aged 55 and over.

Tel: 0800 470 80 90

### **Release the Pressure**

A new text service which is provided by SHOUT and the Crisis text line. All texts are free on all major mobile networks. By texting the word "Kent" or Medway to 85258 you will start a conversation with one of many trained and experienced volunteers who can give support at any time no matter your location. It is a place to go if you're struggling to cope and need immediate help.

### **NatWest Companion Card**

NatWest has launched a new 'companion card' that allows carers to pay for essential goods on behalf of vulnerable and isolated customers amid the coronavirus (Covid-19) pandemic. The new card acts as a supplement to the existing current accounts and can be recharged by up to £100 every five days. The card is given to a trusted person or carer, whose account will be associated with the customer's existing bank account but kept separate on the backend to ensure security. Moreover, the companion card is subject to NatWest's fraud monitoring systems. It does not share a PIN or card number with customer's existing debit cards and ATM withdrawals capped at £50.

**CROP (Citizens Rights for Older People)**

CROP offers telephone, email and video chat support to Older People within Kent. The dedicated team of staff and volunteers are on hand to take referrals and support anyone over the age of 55 with benefit checks, blue badge, attendance allowance, personal independence payments, capability for work assessments, housing, general information, advice and guidance as well as advocacy. CROP also offer a free telephone befriending service.

Call 01622 851200 between 10:00am and 15:00pm.

Email: [enham@cropkent.org.uk](mailto:enham@cropkent.org.uk)

Website: [www.cropkent.org.uk](http://www.cropkent.org.uk)