Part of
Education and childcare during coronavirus

Department of Health & Social Care

Guidance

Guidance for those under 25 who provide care for someone

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This guidance is for young carers and young adult carers (see below). It will also be helpful for those who provide services to support young people who provide care (also referred to as young carers or young adult carers).

The information and advice provided here is designed to help young carers understand the changes they need to make and signposts the help available during the coronavirus (COVID-19) outbreak.

It builds on previously published guidance for those who provide unpaid care to friends or family and is also available as an easy read version.

Young carers and young adult carers – who are they?

You are a young carer if you are under the age of 18 and look after or care for someone who needs support with daily life. A friend or family member (parent, brother, sister, grandparent or other relative) might need support because of illness, disability, serious injury, mental health condition or an addiction.

If you are over 16 but under 25 and look after or have caring responsibilities for someone else, you are a young adult carer. As you enter adulthood, you might have different needs to others who do not have caring responsibilities. You may or may not live with those you care for.

Understanding coronavirus: what you need to know to help stop coronavirus spreading and caring for others

Is there a difference between coronavirus and COVID-19?

No, during this pandemic, coronavirus and COVID-19 mean the same thing. Treat both terms as the same. Most people are talking about the same virus when they use the words ‘coronavirus’ or ‘COVID-19’.

What is coronavirus?

Coronavirus is a new virus (a type of illness) that spreads easily. Like other germs, it can spread by touching surfaces, coughing or sneezing.

Having coronavirus can feel different for different people. While many will feel unwell, some will not even notice they have been infected. Some people may need to go to hospital for treatment.

The most common signs of having coronavirus are:

- a new continuous cough. This means coughing for more than an hour or having 3 or more coughing episodes within 24 hours
- a high temperature. This means you are hot to touch on your chest or back
- a loss of, or change in, your normal sense of taste or smell

Protecting yourself and the person you care for

Personal hygiene to stop the virus spreading

Do:

- wash your hands with soap and water often – do this for at least 20 seconds. Washing your hands is one of the best ways to reduce the spread of the disease. Do this often, after you blow your nose, sneeze or cough, especially when you come home and before you make food and eat. Ask others providing essential visits or returning home to also wash their hands on arrival
- use hand sanitiser gel if soap and water are not available
- cover your mouth and nose with a tissue or your sleeve elbow (not your hands) if you cough or sneeze
- put used tissues in the bin immediately and wash your hands afterwards
- keep surfaces clean, especially in the kitchen and bathroom and the ones people touch frequently, like door handles, knobs and handrails

Avoid:

- touching your eyes, nose or mouth
- sharing items such as cups and plates with others before you have washed them

Create an emergency plan

All families should create an emergency plan for the person they care for. This is in case someone else needs to provide care. It should also include what to do if the person you care for has to go to hospital.

Talk to your family and the person you care for together about what you might do if someone becomes ill. Write this plan down, and make sure everyone knows where to find it. You could leave it somewhere everyone can see, like on the fridge door.

In the plan, you should include:

- name, address and any other contact details of the person you look after
- best people to contact in an emergency – this might include friends, family or other people you trust
- names of any medicines the person you look after is taking
- any illness or disability that the person you look after may need care for (aside from coronavirus) and how they like to receive their support
- any health treatment they receive
- details of any help needed with eating, drinking or communication
- useful phone numbers, including NHS 111, your GP and phone numbers of family, friends or your support workers

If the person you care for has a learning disability, they should have a hospital passport to take with them if they go into hospital

Make sure the plan is written and presented in a way that can be easily shared with other people. If possible, type it up on your computer, tablet or phone and email or text your plan to those who should see it.

If the person you care for has to go to hospital and that person needs support because they are autistic, has a learning disability, or other need that means they need extra help from people who know them, you can ask the hospital to let one carer go with them. They will decide if it is safe for you to visit and be with the person you care for.

For more support on emergency planning, see Carers UK guidance on practical support and planning in an emergency, including information about local carer organisations. Your family can also find information out about local services on the Carers Trust website.

Who else can help

If you have a young carers support worker, you could talk to them about what they can do to help.

Teachers at your school are still working and can help you find the right people to talk to.

You can speak to your school nurse. Your school will have their contact details. School nurses are there to support you to stay healthy and safe.

School nurses have a duty of confidentiality, to all those who receive their care. This means they will ask you for your consent to share confidential health information with others, including your parents and teachers unless they think your personal safety is at risk. If they think this might be the case, they will discuss this with you first before taking any action.

If you or someone in your family has a social worker, you can contact them to say you think you might need more help if someone becomes unwell.

You could ask friends, family or use online services like the NHS volunteer responders to see if they could help drop off shopping or support you in other ways.

If you can't think of anyone who can help you, or if nobody else knows you are a young carer, you can contact a local young carers service and tell them you think you are a young carer and you would like some help. You can find a local support group or get in touch with the Children Society's young carers services.

Social isolation, social distancing and shielding: the differences

Social isolation

Social isolation means that you or the person should stay indoors and, where possible, avoid contact with others if you or someone you live with has symptoms of coronavirus, like a cough or high temperature. It is the best way to prevent the spread of coronavirus.

You should call on the help of family and friends to help you with tasks where you would need to go outside. Take a look at the stay at home guidance for more information.

Social distancing

Social distancing is about ways to avoid catching and spreading coronavirus. It means making sure there's enough space between people who are well and those who might not be well.

From 4 July, you should limit your social interactions to 2 households (your support bubble counts as one household) in any location; or, if outdoors, potentially up to 6 people from different households. From the same date, people who do not live in the same home should stay at least 2 metres (that is about 6 feet) apart or one metre when additional measures have been put in place to reduce the spread of the virus. For example, use of face coverings.

The guidance Staying alert and safe (social distancing) gives more information about what you can and cannot do.

Shielding

Shielding applies to certain people who are at very high risk of severe illness from coronavirus. It aims to help stop them meeting anyone who might have the virus. Sometimes these people are known as 'clinically extremely vulnerable'.

The guidance for people who are shielding paused on 4 August. This means that people who are 'clinically extremely vulnerable' can go outside as much as they like but should still keep their social interactions low and keep either:

- 2 metres away from others wherever possible
- 1 metre away, plus taking other precautions

For more information on what has changed see the guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19.

You should continue to wash your hands carefully and more frequently than usual and that you maintain thorough cleaning of frequently touched areas in your home and/or workspace. For more information on staying safe see the guidance on how to stay safe outside your home.

Doctors in England have contacted people who may benefit from shielding to provide further advice. If you think the person you care for is in this group and they have not received a letter or been contacted by their GP, you should discuss your concerns with them, your family, or their GP. There is a list of people who might benefit from shielding and further information.

Caring for someone who is 'clinically extremely vulnerable' (shielding)

There are some simple steps you can take to help protect them and to reduce their risk:

- do not provide care if you are unwell and make alternative arrangements for anyone you care for
- only provide care that is essential, like preparing meals, help with washing and dressing
- wash your hands when you arrive at the person's home and often while you are there, using soap and water or hand sanitiser for at least 20 seconds
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately and wash your hands afterwards
- if you or the person you care for feel unwell, use the NHS 111 online coronavirus service. You could put the phone number somewhere so the person you care for knows who to call if they need to
- further advice on creating a contingency plan is available from Carers UK

- look after your own wellbeing and physical health during this time. Further information from Every Mind Matters

What to do if you or someone you live with or care for becomes ill

If you have coronavirus symptoms

If you have symptoms, however mild, you must follow the stay at home guidance. This states that you must self-isolate at home for at least 10 days from when your symptoms started or until you are better, whichever is the longer.

You should also get a test to check if you have coronavirus. Do not go to a GP surgery, pharmacy or hospital.

If you are not experiencing symptoms but have tested positive for coronavirus you also must self-isolate for at least 10 days, starting from the day the test was taken. If you develop symptoms during this isolation period, you must restart your 10-day isolation from the day you develop symptoms.

After 10 days, if you still have a temperature you should continue to self-isolate and seek medical advice. You do not need to self-isolate after 10 days if you only have a cough or loss of sense of smell or taste, as these symptoms can last for several weeks after the infection has gone. See the ending isolation section in the stay at home guidance for more information.

If you live with others, all other household members must stay at home and not leave the house for 14 days. The 14-day period starts from the day when the first person in the household became ill or if they do not have symptoms, from the day their test was taken. If anyone else in the household starts displaying symptoms, they must stay at home for at least 10 days from when their symptoms appear, regardless of what day they are on in their original 14-day isolation period. See the ending isolation section in the stay at home guidance for more information.

If the person you care for is not shielding, you can continue to care for that person if you feel well.

The stay at home guidance also provides useful information.

If you have symptoms and are caring for someone who is shielding

You should not continue to provide care and quickly make alternative arrangements. Where possible, ask family and friends to help.

If you cannot find anyone who can help, contact your local authority or healthcare provider. If you do not know how to do this, you can contact NHS 111. It may also be helpful to contact your local carers support organisations. You can find local carer organisations at Carers UK. Your family can also find information about local services on the Carers Trust website.

If the person you care for has symptoms

If anyone in your household, including you, has symptoms, everyone in that household should stay at home and not even go out for shopping or exercise.

If you live with other people you should all stay at home for 14 days. If someone else in the house gets ill during this time they should stay at home for another 10 days from when they start getting symptoms.

If you do not live in the same home as the person you care for, you should provide information on who they should call if they feel ill, how to use the NHS 111 online coronavirus service and leave the number somewhere so they can see or find it.

Getting tested for coronavirus

If you have symptoms of coronavirus you can get a test for yourself, to see if you have the virus, or on behalf of someone you care for. This is called an antigen test.

You will be contacted by the NHS Test and Trace service if you test positive for coronavirus. You'll be asked where you've been recently and who you've been in close contact with. This will help the NHS contact anyone who may have caught the virus from you.

If you are notified that you have been in contact with a person who has tested positive for coronavirus by the NHS Test and Trace system:

- you should self-isolate for 14 days
- follow the advice in this guidance: NHS Test and Trace: if you've been in contact with a person who has coronavirus

If transmission of COVID-19 increases

Those who were advised to shield before may be advised to shield again if the situation changes and there is an increase in the transmission of COVID-19 in the community.

NHS Digital will keep a shielded person's name securely on the shielded patient list. We will write to you if the advice changes. Any national changes will be reflected in this guidance.

Local restrictions

In some areas there are stricter rules in place because of a rise in the number of coronavirus cases in that area.

If you're clinically extremely vulnerable, you are advised not to enter any area where shielding advice is in place.

See information about which areas have local restrictions and what you can and cannot do in each area.

Staying well and keeping safe: looking after your mind and body and staying safe on the internet

Coronavirus and the changes that have been put in place to help people stay safe, will have an impact on everyone's lives. Young people and those they look after might feel more anxious, stressed or angry. It can be difficult to find time to look after yourself when caring for someone else. Even so, it is important to look after you own health and wellbeing and ask for help if you need it.

Looking after your own health and wellbeing: how to take care of yourself

Keep healthy

Keep healthy – look after your body. It is important that you try to eat well, drink enough water and do some kind of exercise every day. Daily exercise is important for health, wellbeing and can help you to manage stress, sleep better, and feel more positive.

There are some good online exercise classes and routines you can join in with - either live or in your own time. The One You website has suggestions for exercises you can do at home.

You can also exercise outside as many times each day as you wish, but you can only exercise with up to one person from outside your home, and you should still stay 2 meters apart from each other. From 4 July, you should continue to keep two metres away or one metre when additional measures have been put in place to reduce the spread of the virus. For example, use of face coverings.

Stay connected

Stay connected – keep in touch with people. We can feel lonely when we are unable to meet friends and family face to face. It is important that you talk to people about how you are feeling, including those within your house, or friends, family and those your trust via phone, text, video call, email or post.

Strike a balance

You may feel expected to do school work or study for college courses. This can cause you added worry to motivate yourself alongside everything else that is going on. Try and set aside time in your day to focus on the tasks for your education as well as ensuring you have set breaks to do the things you enjoy.

Ensuring you have balance can help you feel better.

Create a wellness plan

The booklet Looking after myself: young people's wellness plan will help you think about and develop some useful ways of coping. It can remind you where to go when things aren't going so well and realise it is OK to ask for help or support for yourself. It helps you to explore your caring role and what you feel is good and not so good about it.

It can take time to put a plan like this together, so it might help to do this with someone you feel is able to support you (this could be a project worker, teacher, family member, friend). You can also add to or adapt this plan at any time.

Look after your feelings

Visit www.youngminds.org for information about what to do if you feel anxious and how to look after your own mental health.

Further information

There is also information in the stay at home and staying alert and safe (social distancing) guidance about looking after your wellbeing, as well as more detailed guidance on self-care and sources of support for mental health and wellbeing during the outbreak.

Public Health England has also produced some mental health and wellbeing COVID-19 guidance.

Remember, it is OK to share your worries with others you trust. Sometimes we all feel stressed or down when we do not feel like speaking to people because there is so much pressure on us to be coping. When you feel like this remember that people want to talk to you and they can help.

If you feel very isolated or have difficult home relationships and want to talk to someone you do not know for advice, have a look at the organisations listed at the end of this guidance under 'where to get further support – helplines and websites.'

> If you're struggling to cope, you can contact your local authority or social worker (if you have one), school nurse or school, or young carers support worker. They will be able to advise what support is on offer.

Staying safe on the internet

There are many online resources that can help you stay safe and well. But it is also important to 'stay safe online'. Here are some resources to help you:

- Childline
- UK Safer Internet Centre - report and remove harmful online content
- Child Exploitation and Online Protection command (CEOP) – for advice on making a report about online abuse.
- Thinkuknow – advice on staying safe online.
- Let's Talk About It – advice on keeping safe from online ratification.
- The Mix – includes some helpful digital safety tips for young carers

The amount of news and information generated by coronavirus can be overwhelming, and not all the information on the internet will be accurate or helpful. Try to limit the amount of information you pay attention to and only focus on the things you can control.

Practical advice and support – concerns about money, accessing support, food and medication

Concerns about finances

If you are worried about money and your eligibility for benefits

You should talk to your family or the person you care for about your worries. You can also speak to your support worker, school nurse or social services.

Some families may be entitled to benefits such as Carer's Allowance and Universal Credit. Your family should check the latest guidance on the GOV.UK website for further details. You can also find out about financial support for young and young adult carers on the Children's Society website.

Getting support and alternative care

If you need more help to get alternative care set up quickly

Having to organise alternative care can be difficult and concerning. Where possible, you or the person you are caring for should contact their GP, social worker, friends and family who may be able to give immediate help.

If you cannot organise care, contact your local authority or health care provider. If you do not know how to do this, call NHS 111.

Support from local councils during this time

If you are under 18 and you or your family want to request an assessment for yourself or someone you care for, you can contact your local council's social services team. They will advise you on the support available to you as a young carer.

If you have a social worker, you should ask them about what support they can offer. You can also visit the Carers Trust website for more information.

Concerns about protecting the person you care for

Visits from people who provide essential care

It is OK for people who help care for someone to keep visiting, like a health worker or carer.

Friends and family should only visit if providing care such as washing, giving medication, help getting dressed and preparing meals.

All people entering the home should wash their hands with soap and water for at least 20 seconds on arrival and regularly throughout their visit.

Talk to the person you care for about the things people coming in should do, to keep everyone safe. You should not be afraid to insist that these conditions are followed.

If a paid care worker from an agency attends and you do not think they are doing the right things, you can contact their employer or provider. Everyone, including carers and paid care workers should isolate at home and stay away from others if they have any coronavirus symptoms.

The government has issued guidance to home care providers to make sure appropriate levels of hygiene are achieved to reduce the risk of infection. You can tell all carers attending they should follow this guidance.

How you can stay safe outside your home

Follow these steps to stay safe outside your home.

Keep your distance

The risk of infection increases the closer you are to another person and the amount of time you spend in close contact. You are very unlikely to be infected if you walk past another person in the street.

From 4 July Public Health England recommends trying to keep 2 metres away from others or one metre where additional measures have been put in place to limit the spread of the virus. For example, use of face coverings.

The important thing is to avoid being close to people for more than a short time, as much as you can.

Keep your hands clean

Wash your hands often using soap and water and dry them thoroughly. Use sanitiser if available outside your home, especially as you enter a building and after you have had contact with surfaces. Avoid touching your face, particularly your eyes, nose and mouth.

Avoid being face to face with people

You are at higher risk of being directly exposed to respiratory droplets released by someone talking or coughing when you are within 2 metres of them. You can lower the risk of infection if you stay side-to-side rather than facing each other.

Avoid crowds

You can lower the risks of spreading the virus by reducing the number of people you come into close contact with, so avoid peak travel times on public transport where possible

If you have to travel (to work or school, for example) think about how and when you do this

You should walk or cycle wherever possible. If you have to use public transport, you should try and avoid peak times and you must wear a face covering if you are 11 years old and over. The law says that you do not need to wear a face covering if you are under 11 years old.

Employers should consider staggering working hours and expanding bicycle storage facilities, changing facilities and car parking to help.

Wash your clothes regularly

The virus can stay on clothes for a few days so, if you are working with people outside your home, wash your clothes regularly.

Facemasks and protective clothing (PPE)

You do not need to wear personal protective equipment (PPE) when delivering care unless advised to do so by a health care professional, like a GP, or nurse. You should continue to follow advice in this guidance and the guidance on shielding and protecting people who are clinically extremely vulnerable from coronavirus on how to protect yourself and those you care for. We are keeping this position under review.

Wearing a face covering if you have to go out

In England, face coverings are now required by law to be worn in the following settings:

- shops
- supermarkets
- indoor transport hubs
- indoor shopping centres
- banks
- building societies
- post offices
- on public transport

Please be mindful that there are valid exemptions for some individuals and groups to not wear a face covering in these settings.

People are also strongly encouraged to wear a face covering in any enclosed public space where there are people they do not normally meet.

You can find the legislation here and the GOV.UK guidance has been updated in line with this and has a list of all the places face coverings are required.

You do not need to wear a face covering if you have a good reason not to. Some examples of why someone may not wear a face covering can be found on GOV.UK.

You do not need to seek advice or request a letter from a medical professional about your reason for not wearing one. Some people may feel more comfortable showing something that says they do not have to wear one. You can find exemption cards here.

Getting food

You and your family will be able to go out to buy food except if you are ill and need to self-isolate. Supermarkets and food stores will stay open during the coronavirus outbreak period.

Some shops will be giving priority (with special opening hours and online delivery times) to certain groups of people such as the elderly or designated key workers.

If you are shopping for food on your own it may be helpful to bring a young carers ID, recognition card or note from your family member. This is to explain that you are a young carer who is allowed to buy some shopping for others. You could also ask your support worker to help you with this. Include a phone number of a family member or other trusted contact if store staff want to call for further verification.

You can also buy shopping online, click and collect, ask the NHS responders service for help or have supermarket deliveries. Check if your local convenience stores offer a delivery service. You could phone in advance to find out what they have in stock and whether they can deliver.

If you cannot access food, contact your social worker or local authority.

Getting medication and prescriptions

Young carers can collect medicines with permission, unless they have coronavirus symptoms. Some pharmacists might refuse to give you the medicines if they think it is not appropriate. The person you care for may be able to get their medicines delivered if they contact the pharmacy or ask their GP.

Pharmacy delivery services will be very busy at the moment, so it is important that you order your repeat prescriptions in good time, to avoid delays. Information on repeat prescriptions and delivery services may also be available via your GP practice website or you can phone your usual pharmacy.

If the person you are looking after is shielding, an NHS Medicine Delivery Service has been specially set up from both community pharmacies and dispensing doctors to ensure delivery of medicines.

Schools and education: studying at home, resources to help, contact with school

Going to school or college during this period

Primary schools are now welcoming back children in nursery, reception, year 1 and year 6, with secondary schools, sixth-form colleges and further education colleges offering some face-to-face support for years 10 and 12, and 16-19 learners in the first year of their course (who are due to take key exams next year).

If you fall into any of these groups your school or college will, if it has not already done so, contact you with detail of when to return. In addition, if you have a social worker, have an Education, Health and Care Plan (EHCP) or a parent/carer who is a key worker, then you can go to school or college. If you do not have a social worker, an EHCP or a parent/carer who is a key worker then your school/college may still be able to offer you a place and you should discuss this with them.

If you are eligible to attend school or college, but are worried about bringing the virus home

If you have concerns about the health of someone in your household or those you provide care to, you should discuss this with your social worker, school nurse, key worker or young carers support worker (where relevant) and your school or college.

It's OK if you do not feel comfortable attending school. It is also OK for you to say you would like to go to school. Your school or college and social worker (if you have one) will help you balance the risk to you and your family.

If your school or college or other educational setting does not know you're a young carer

If you are not sure whether your school or college knows you are a young carer, you can talk to a teacher, school nurse or someone you trust and tell them you think you need extra support.

You might not want your school or college to know you're caring for someone. But if they do know, they will understand that things are sometimes hard for you, like doing school work at home. It is good idea to let at least one teacher or school nurse you trust know that you are a carer. A young carers' support worker can also help. You can also talk to your school nurse in confidence.

If you're struggling with school, college or university work due to caring responsibilities

Your school, college or university may be able to offer you support, for example, giving you extra time for work or putting you in touch with local young carers' services.

Further information can be found on the NHS support for young carers page.

What you need to know if you were due to sit GCSE or A-Level exams this summer

Students who were due to sit A level, AS level or GCSE exams this summer will receive a 'calculated grade' as the exams are no longer taking place.

This means the school will take into account a range of evidence including non-exam assessment and mock results to work out your calculated grade. Schools and colleges will try to calculate marks the same way, so they are fair for everyone.

If you are worried about how this will affect you, please speak to your school/college and visit Coronavirus (COVID-19): cancellation of GCSEs, AS and A levels in 2020 for more information.

Support to help you learn at home

Continuing to learn while you are at home is important, and there is lots of support available. You should speak to your school/college first to find out how they can help.

The support available includes the BBC's online and TV lessons, and online lessons through Oak National Academy which your school may use. More information can be found in part 7 of our advice for parents and carers.

Remember, it is important to balance your day and take breaks from your work when you need to. Get active if you can, keep talking to friends, and eat well.

If you do not have a laptop or internet connection to do your work

You should speak to your school or social worker to see what support they can offer. The government has announced it is providing laptops to young people who would otherwise not have a computer, if they are preparing for exams (in year 10) or receive support from a social worker or are a care leaver. Where care leavers, children with a social worker at secondary school, and children in Year 10 do not have internet connections, 4G dongles will be provided.

If you think you should receive a device, speak to your social worker. If you do not have a social worker, speak to your school who may be able to help you, whether or not you are in Year 10.

If you are in college or sixth form and need access to a laptop, you should speak to your college about applying through the 16 to 19 Bursary Fund.

If you were previously receiving free school meals and your school is now closed

If you usually get free school meals, schools will continue to provide meals, food parcels or supermarket food vouchers. You should speak to your school if you have not been given information about how to access support.

If you think you should be entitled to free school meals but were not accessing them before, schools and local authorities are continuing to accept school meal applications. See the eligibility criteria to apply for free school meals.

Support from your university

Universities are independent and the support they provide during this time will differ. Many universities and colleges have moved to remote learning and adapting the support they provide including mental health services.

You can find answers to frequently asked questions from university students on how the coronavirus might impact higher education in the Education in the Media blog. The blog provides information on a range of topics including exams, fees, accommodation and support.

Young adult carers – how to continue to support when you're not living at home

If you need time off work to care for a relative who has symptoms or is self-isolating

You should talk to your employer about your caring needs and what arrangements can be put in place. Information regarding statutory sick pay entitlements can be found in the Guidance for employees. Some people, 16 years or older, may be entitled to benefits as a carer, such as Carer's Allowance.

How you can keep supporting your family if you are at university or working

You should keep in regular contact with the person you are caring for. Make sure you have an emergency plan in place. You could arrange food shopping online and bills to be paid online. Prescriptions can also be delivered if you speak to your pharmacy.

If you're juggling caring with work, read the government's latest guidance for employees.

If the person you care for is in a care home

If you have no symptoms, you should keep in contact with the care home to understand any local arrangement to keep in touch with residents and follow the Staying alert and safe (social distancing) guidance. This guidance includes tips on how to maintain contact with relatives or friends such as staying in touch via phone or post where you are unable, or it is not advisable, to visit.

What it means to be furloughed

The government has introduced a temporary scheme, referred to as the Coronavirus Job Retention Scheme, to support UK employers whose operations have been significantly impacted by COVID-19. The scheme is aimed at helping employers to retain staff during the pandemic even if forced to temporarily close down.

For more details, see the Coronavirus Job Retention Scheme guidance. Answers to frequently asked questions can be found on the Working Families website.

Where to get further support – helplines and websites

Helplines

If you would like to speak to someone anonymously, you can call helplines or visit one of the websites below:

ChildLine provides a confidential telephone counselling service for any young person with a problem. It comforts, advises and protects. You can:

- call free on 0800 1111 any time
- have an online chat with a counsellor
- check out the message boards

See, Hear, Respond has been funded by the government to support young carers and other groups of children and young people during the lockdown. It can provide advice and support, including counselling, on a range of issues including return to education. It can be contacted free on 0800 157 7015 or online

The Mix provides a free confidential telephone helpline and online service to find young people the best help, whatever the problem. You can:

- call free on 0808 808 4994 – lines are open from 11am to 11pm every day
- access the online community
- contact by email

Shout provides free, confidential support, 24/7 via text for anyone at crisis anytime, anywhere. You can:

- text SHOUT to 85258 in the UK to contact a trained Crisis Volunteer
- text with someone who is trained and able to provide active listening and collaborative problem-solving

Websites

The Children's Society has information for young people and professionals about coronavirus which includes links to tools, resources and activities as well as well-being tips for young carers.

Carers Trust has information for young people about coronavirus.

Have a look at their list of organisations providing support and information and their online local directory to find out if there are any specific carers' organisations in your area.

NHS Volunteer Responders for help with shopping or collecting medication call 0808 1963646 for an NHS Volunteer (between 8am and 8pm).

Making sure to look after your own wellbeing and physical health during this time. There is more information and advice especially for young people at Rise Above and Young Minds

You may find useful information at the Children Commissioner's website.

Is this page useful? Yes No Is there anything wrong with this page?

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