

Protecting extremely vulnerable people

<https://www.devon.gov.uk/document/extremely-vulnerable-people/>

The NHS has identified people who have a high risk of getting severely ill if they catch coronavirus (COVID-19). This is because they have an underlying disease or health condition that means they are more likely to be admitted to hospital if they catch the virus.

The NHS has contacted these extremely vulnerable people by letter or text message. They may also have been contacted by their GP.

Who is extremely vulnerable?

The latest advice from the government explains the range of medical conditions that make people extremely vulnerable:

Guidance on shielding and protecting people defined on medical grounds as extremely vulnerable from COVID-19

If you think that you, or someone you care for, has one of these conditions but you have not been contacted by the NHS or your GP, you should speak to your GP or hospital doctor.

What is shielding?

The NHS is advising these extremely vulnerable people to stay at home at all times and avoid face-to-face contact for at least twelve weeks, with the exception of carers and healthcare workers who they must see as part of their medical care. This is "shielding". This will protect them by stopping contact with the virus. The letter from the NHS has detailed advice on the precautions that extremely vulnerable people should take.

These precautions could make it difficult for some extremely vulnerable people to meet their basic needs like food, medicine and social support. If people don't have family, friends or neighbours who can help them, they can ask for help.

Local help for people in shielding

**Extremely vulnerable people who don't have anyone to help them to get food and household essentials can register on the government website or call 0800 0288327.** The government will arrange free weekly delivery of food direct to their doorstep. Through the website and helpline, they can also ask for other help apart from food delivery.

Devon County Council and Devon's District Councils have created a local support hub in each district. When people have asked for help on the government website or helpline, our hub team will call them to find out what help they need.

Devon helpline for people who are in shielding

**If you have asked for help on the government website or helpline but you have not received a food delivery or you need some other help, please call us on 0345 155 1011.**