

# Guidance to Clinically Extremely Vulnerable (CEV) Individuals and Local Support Offer



# Introduction



- During the first wave of COVID-19 pandemic (March 2020), the clinically extremely vulnerable (CEV) people were told to remain in their homes and strictly limit contact with other people. This was called shielding. This led to an unprecedented local response where all CEV residents were contacted, and their medical, social care and activities of daily living needs rapidly identified. Identified need was then met by a combination of NHS/council and voluntary joint working.
- In August 2020, the national shielding support programme paused and CEV residents were advised not to shield anymore.
- Full definition of clinically extremely vulnerable can be found [here](#)
- In Tower Hamlets there are 8100 residents in the CEV category.
- In November, Government announced a one-month lockdown ending on the 2<sup>nd</sup> of December. How this has impacted the CEV residents and the council's response is detailed in the next few slides.



# Current guidance for CEV individuals during second lockdown



Formal shielding as implemented in the first wave has not been reintroduced; however Clinically Extremely Vulnerable (CEV) residents have been advised to minimise their contact with other people

Formal letter from central gov has been sent to all CEVs. The letter advises residents to go to council website for support available and also promotes NHS volunteers helpline.

- CEV individuals are advised not to attend work if they cannot work from home
- CEV individuals who cannot work will be eligible for SSP or ESA and government issued letters can be used as proof of eligibility
- CEV individuals are advised not to go to pharmacies or shops, only travel for essential purposes.
- CEV individuals can go out to attend medical appointments.
- CEV individuals are advised that they can leave their home to exercise outdoors or meet with other members of their support bubbles



# Local support offer – actions to date



## Communication:

- The council webpage has been updated, and new CEV guidance included in the Resident Newsletter and the Covid Champions Newsletter and content has been shared with stakeholders
- Texts and emails have been sent to CEV individuals. Letters being sent by primary care where mobile numbers are unavailable.
- Primary Care will also facilitate proactive contact of individuals new to the CEV list, and those deemed most in need.

## Access to Support – 3030 Line/Contact Centre:

- Contact centre is mobilised and surge plans are in place for increased demand
- Pathways have been established for food, meds, hardship, housing and psychosocial support (including mental health, domestic violence etc)
- Alignment of the pathways and scripts is underway with primary care

## Food Delivery:

- Pathways established to support CEV residents with accessing supermarket priority delivery slots or for urgent food needs, the LBTH click and collect volunteers
- Pathway established through the food banks for CEV residents who do not have the means to pay for food
- Food delivery drivers for CEV residents are being recruited by Volunteer Centre Tower Hamlets to support the food banks

## Medication Delivery:

- LPC have confirmed the NHS England Community Pharmacy contract for the CEV delivery service has been mobilised and activated – this pathway has been established with the 3030 contact centre



# Reporting on CEV support as of 18 Nov



## Contact

- **All** CEVs have been sent formal letter by Government. To compliment this:
- **7100** CEVs contacted by the Council by text and email.
- Another 750 CEVs will be sent letters by primary care this week

## Access to Food

- **3** CEVs directly supported to access food
- **46** CEVs redirected to other sources to access food e.g. supermarket slots, voluntary organisations



# Moving Forward



Once the lockdown ends on 2<sup>nd</sup> of December, local areas will go back to the three-tiered system of local restriction. London before 5<sup>th</sup> of November was in Tier 2.

At a glance

- **Medium / Tier 1:** Rule of six if meeting indoors or outdoors; pubs and restaurants shut at 10pm
- **High / Tier 2:** No household mixing indoors; rule of six applies outdoors; pubs and restaurants shut at 10pm
- **Very high / Tier 3:** No household mixing indoors or in some outdoor spaces; pubs and bars not serving meals are closed

This week it is expected government will announce tougher tiered system including moving most areas in higher tiers. There might be changes to the CEV guidance, to which the council will respond in a timely manner.

