Support from the council is available for people who need to self-isolate because of Covid-19

Call us on 020 7364 3030 (Monday to Friday 9am – 5pm) if you need help. We can support residents by:

Arranging deliveries of food and medication

Using our network of volunteers to help with tasks like shopping

Enable social connections during self-isolation

Provide access to financial support for people on in-work benefits

Use our Covid-19 champions network to ensure you're up to date and informed about the latest advice on Covid-19

Talk through other support available including benefits, financial support and housing advice. We can also support people to claim the government's £500 self-isolation support payment

There is also an online form you can fill out to tell us about your needs **www.towerhamlets.gov.uk/selfisolation**

We are here to support residents and keep Tower Hamlets safe.

What is self-isolation?

Self-isolating means staying at home to prevent spreading Covid-19 to other people and the wider community, including those at high risk such as the elderly and people with existing health conditions.

When self-isolating, you must remain at home. Do not go to work, school, or public areas, and do not use public transport or taxis.

Nobody should go out even to buy food or other essentials, and any exercise must be taken within your home.

You should also avoid contact as much as possible with other members of your household.

When you will be asked to self-isolate

You need to self-isolate if you:
– Test positive for Covid-19
– Live in the same household as someone who has tested positive for Covid-19
– Experience symptoms of Covid-19 and are in the process of arranging a test
– Are contacted by NHS Test and Trace and informed that you have been in recent close contact with someone who has tested positive for Covid-19
– Arrive in England from a country that requires you to self-isolate

How long to self-isolate

– If you test positive for Covid-19 you must self-isolate for **10 days**, from when symptoms began or if no symptoms, from the date you took the test.
– If you live with someone who has tested positive you must self-isolate for **14 days**.
– If you are informed that you have been in close recent contact with someone who has tested positive (who is not a household contact) you should self-isolate for **14 days** from your last contact with them and remain alert in case you develop symptoms. If you do develop any of the symptoms of Covid-19, then you must book a test.
– If you return from a country abroad which requires self-isolation on arrival in the UK, you must self-isolate for **14 days**.
– You must continue to self-isolate, even if you receive a negative test result in this time, this is because you could still be incubating the disease.

Breaking self-isolation rules if you fall into one of the above categories is **illegal.**

Public mental health

We understand self-isolation can be hard but one of the best ways to keep yourself healthy is to keep in contact with loved ones. If you need help maintaining social connections during self-isolation, speak to the council for help.