

Public Health

– Isolation Information Pack

You have been given this pack as you have been asked to self-isolate for a period of 10 days.

Please note the following symptoms as a sign of potential, if not already diagnosed, COVID-19 infection:

- A fever (with a high temperature)
- The onset of a new dry cough
- A chesty/ phlegm cough
- Shortness of breath
- Malaise/ feeling unwell
- Fatigue
- Runny or blocked nose
- Sore throat
- Head and/or body ache
- Loss of taste/ smell / appetite
- Loose stools / diarrhoea
- Nausea / Vomiting
- Dizziness
- Burning/ hot eyes

To ensure Public Health are aware of your health requirements and that you are followed up accordingly, please call **111** and relay your symptoms if you haven't already.

This pack contains information as to how to best care for yourself or others in home isolation.

This pack contains the following:

- Advice sheet – Home Isolation - pgs. 2-6
- Advice sheet - Caring for your Flu – pg. 7

To help yourself, please ensure you practice frequent and regular handwashing. Smoking has been seen to be an aggravating factor, so trying to give up (perhaps in favour of vaping) would be good to consider at this time. You can obtain advice on www.covid.gi or ring 111 on a Gibraltar phone for symptom queries or ring 200 41818 for any other coronavirus related information.

Advice sheet

Home Isolation

Updated 1 June 2020

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1. Stay at home

You or the person you are caring for should remain in your home, except for getting medical care (see sections 3 and 9 before getting medical care). Do not go to work, school, or public areas, and do not use public transport or taxis until you have been told that is safe to do so. You will need to ask for help if you require groceries, other shopping or medications; alternatively, you can order by phone or online. The delivery instruction needs to state that the items are to be left outside, or in the porch, or as appropriate for your home. **Useful Contacts** are provided on page 5.

Please note, this advice only applies to the infected person, or their close contacts who have been identified as high risk of potential infection.

2. Separate yourself from other people in your home

You should stay in a well-ventilated room with a window to outside that can be opened, separate from other people in your home. Keep the door closed. Use a separate bathroom from the rest of the household, if available. If you have to share these facilities, regular cleaning is advised.

If a separate bathroom is not available, consideration should be given to drawing up a bathroom rota for washing or bathing, with the isolated person using the facilities last, before cleaning the bathroom themselves (if able or appropriate). Ensure the isolated person uses separate towels from other household members, both for drying themselves after bathing or showering and for hand hygiene purposes.

If you share a kitchen with others (such as university halls of residence or similar), if possible avoid using it whilst others are present. Take your meals back to your room to eat. Use a dishwasher (if available) to clean and dry your used crockery and cutlery. If this is not possible, wash them by hand using detergent and warm water and dry them thoroughly, using a separate tea towel.

You can use an online grocery delivery service to avoid having to leave the house, for example vepo.gi or eroski.gi see point 8. Ordering groceries for more.

If you have difficulty following these recommendations, call **200 41818** for further advice.

3. Call ahead before visiting your doctor

All medical appointments should be discussed in advance with your designated medical contact, using the number **111**. This is so the surgery or hospital can take steps to minimise contact with others. If it is an **emergency**, you should call **190** as always but specify you may potentially be infected with COVID-19.

4. Wear a facemask if advised to

If you have been provided with facemasks, then you should wear the mask when you are in the same room with other people and when you visit a healthcare provider.

5. Cover your coughs and sneezes

Cover your mouth and nose with a disposable tissue when you cough or sneeze. Carers of others undergoing testing for COVID-19 infection should use disposable tissues to wipe away any mucus or phlegm after they have sneezed or coughed.

Dispose of tissues into a plastic waste bag (see note below for managing rubbish), and immediately wash your hands with soap and water for at least 20 seconds, rinse and dry thoroughly. Carers should wash their hands, as well as helping the person they are caring for, following coughing or sneezing.

6. Wash your hands

This should be done often and thoroughly with soap and water, for at least 20 seconds, rinse and dry thoroughly. The same applies to those caring for anyone that is being tested for COVID-19. Avoid touching your eyes, nose, and mouth with unwashed hands.

7. Avoid sharing household items

You should not share dishes, drinking glasses, cups, eating utensils, towels, bedding or other items with other people in your home when you have used them (or after your child or the person you are caring for has used them). After using these items, wash them thoroughly with soap and water; dishwashers may be used to clean crockery and cutlery.

Laundry, bedding and towels may be washed as usual.

8. Ordering groceries

Ordering food to the home may be necessary in order to maintain self-isolation. There is only 1 supermarket providing an online purchase service at present:

- Eroski- <https://supermercado.eroski.es/en/>

Companies offering free home delivery on fruit and vegetables:

- Sosi's vege - contact via email: patrikgib100@gmail.com or call/ whatsapp 54067688 – deliveries between 11am-4pm.
- Fruteria David - contact via email: davidcadosh1@gmail.com or Tel 200 44417

You may also see the 'Market' category for various options on www.rockhero.gi

Supermarkets that deliver to the house, but the order has to be made in store (in person; by a friend or relative):

- Coviran - 00350 200 70188 – Ask for Home delivery at the till (only for orders over £30)
- Morrisons – [00350 200 41114](tel:0035020041114) –Ask for home delivery at the till or at Customer Services, this has a £10 charge and is offered by an outside company Vepo.

There are various fast food delivery options including

www.hungrymonkey.gi

www.rockhero.gi

www.nomnoms.gi

- *N.B. This list has been compiled to the best of the knowledge of the public health department. The Public Health Department do not endorse any suppliers/ businesses listed or not listed above.*

Please ensure anyone delivering goods remain outside your home environment. Remember the ideal distance between yourself and anyone else is 2 metres.

For those who require shopping to be carried out on their behalf, and do not have a family member or friend to do so, please provide your name and contact details (email and telephone number) to the advice line 200 41818 or to the email covid.info@gibraltar.gov.gi with “Home Help Required” written as the subject line.

9. Monitor your symptoms (or the person you are caring for, as appropriate)

Seek prompt medical attention if your illness is worsening, for example, if you have difficulty breathing, or if the person you are caring for has symptoms that are worsening. If it’s not an emergency, you should call 111 for advice or a GP for a telephone consultation (see point 13.).

If it is an emergency and you need to call an ambulance, inform the call handler or operator that you/ the people you are caring for are being isolated for a potential COVID-19.

10. Do not have visitors in your home

Only those who live in your home should be allowed to stay. Do not invite or allow visitors to enter. If you think there is an essential need for someone to visit, then discuss it with your designated medical contact first. If it is urgent to speak to someone who is not a member of your household, do this over the phone (for the 10-day isolation period inclusive).

11. Seeking Advice on Your Symptoms

Only those who live in Gibraltar can use the local **111** service for advice/support. This line provides 24hour health advice. For those living in Spain you must contact the Spanish Public Health Authority as you are subject to their regulations; call 900 400 061 for symptom advice, in an emergency call 112 or 061.

12. Finishing home isolation

Once your isolation period has finished (as indicated by your healthcare professional), if you remain symptom free you are clear to return to your normal routine. If you remain in good health (asymptomatic) and have not required further investigations you may continue, without further isolation, as usual.

13. Useful Contacts

- If you require a letter for your employer to cover your home isolation email COVIDsicknote@gha.gi (Ensure you include your personal information, the details of your employer including their email address, and highlight that you have already spoken with the 111 team as this is checked).
- Sick note line – 200 07888
- Repeat prescription line – 200 07909 or email prescriptionrepeats@gha.gi (Monday to Friday only)

NOTE: Prescriptions may be collected from pharmacy by a patient representative. Patients can also request the pharmacy for collection during the working week.

- GP appointments and telephone consultations (Mon - Fri 8:30 - 7pm, and weekends 8:30-12:30 & 5-7pm) - 200 52441
- Emergency dental appointments (only) – 200 07809/ 07962

For general advice that is not related to symptoms:

- Call 200 41818 or email covid.info@gibraltar.gov.gi

Advice sheet – Caring for your Flu

Why am I being given an advice sheet for the Flu when I am being tested for the Coronavirus?

Viral illnesses can usually be cared for within the home environment, and the self-isolation for a confirmed or suspected COVID-19 infection is no different. Medication such as antibiotics do not work, and the best way to aide recovery is to treat any symptoms as you would with the Flu.

RECOMMENDATIONS

- Drink plenty of fluids. Hot drinks can have a soothing effect, if you don't feel like eating try soup.
- Take paracetamol tablets every 6-8 hours in the recommended dose for your age. This will ease your sore throat and muscle aches.
- Treat the symptoms with the usual over-the-counter remedies; for example, honey and lemon drinks to sooth a sore throat.
- Don't do strenuous exercise.
- Avoid spreading viruses; *Catch it, Bin it, Kill it*. Use a tissue to cover your mouth when you cough and sneeze, bin it as soon as you are able and clean your hands immediately after to kill any remaining germs.
- Wash your hands regularly.
- Wear a face covering if passing someone in the same household and unable to maintain physical distancing.
- Keep your bedroom well ventilated.
- Take it easy. Ensure that you get plenty of rest. Take time off work or school for a full recovery.

QUIT SMOKING

If you are a current smoker it is important to note that symptoms of viral infections worsen when actively smoking; studies for COVID-19 suggest this to be the case.

Smoking increases the chance of flu-like infections and chest infections. It also further reduces your respiratory defences. Children have a greater risk of several infections if they live in a house where parents smoke. Consider using this opportunity to give up smoking altogether. Speak with a pharmacist or call the Primary Care Centre to enquire about the free smoke cessation service.

YOU ONLY NEED FURTHER MEDICAL ADVICE IF:

- Your symptoms persist longer than expected
- Your symptoms become more severe
- You have difficulty breathing

In these cases, it is important you call ahead. Call **111** if reporting any flu symptoms. If it is an emergency, call **190** for an ambulance as you usually would, but be sure to inform the operator that you or the person you are caring for is undergoing isolation for the coronavirus.