

Shopping

Many people will need support with picking up groceries or other essential items from the shops during this time.

Here are a few basic precautions for handling shopping;

1. Follow social distancing protocol and don't take unnecessary risks.
2. Don't go into the house of the person you're supporting.
3. Leave food / goods outside on the doorstep.
4. Communicate to the person in isolation that you have delivered via message or phone call. Get confirmation that the person has received it before you leave.
5. Check any packaging is sealed and the temperature of product on delivery e.g. If it's meant to be frozen, is it still frozen?
6. Recommend that recipients wash shopping wherever possible and wash their hands after touching it.
7. Remember to wash hands before and after deliveries for at least 20 seconds.
8. When out and about keep a bottle of alcohol hand sanitiser to hand.
9. Face coverings must be worn in all indoor public places.
10. Public transport should be avoided where possible. In cases where taking public transport is unavoidable, disinfect the items before being delivered

11. Take care when handling any items which may be given to people who may have compromised immune systems. The virus can live on inanimate surfaces for up to 24 hours.

12. Disinfect any surface that will be touched by the person you're delivering to.

If you're not able to go out to the shops for the person who needs supporting you can help them access this support through local organisations. You can use the contact information below.

For information on how to safely pay for goods see: **Paying for goods and services**

If the person you're supporting needs further help and is aged 50 or over they can contact Age Cymru Advice on **0300 303 44 98**, available 9:00am to 4:00pm, Monday to Friday, or email **advice@agecymru.org.uk**

If the person you're supporting needs further help and is aged under 50, they can call Citizens Advice on **0800 702 2020**, available 9am to 5pm, Monday to Friday, or visit **www.citizensadvice.org.uk/wales/**