

## Top Tips for Staying Safe from Abuse and Neglect while Self Isolating at Home

We want to make sure that the most vulnerable are safe when they are self-isolating. Here are some things to think about if you are offered, or need support during this time.

- Try to use existing and trusted community groups. If not, could a family member, friend or neighbour who you know and trust help?
- If someone knocks on your door and you are not sure - Don't answer the door
- If someone calls and offers to help you, ask the person to leave details and talk to someone you trust about it. If you don't have anyone to check please call the **council on 0208 430 2000**, if you are worried or frightened please dial 999
- No-one will be visiting you at home to test you for Covid-19 Corona Virus, if someone knocks to say they are providing a test you should close the door - Do not let them in
- Do not give out any information if you receive a phone call from someone saying they are from the NHS or your GP, take their details and ask someone you trust to check with you.
- There are lots of reports of about coronavirus-themed phishing emails attempting to trick people into opening malicious attachments or revealing sensitive personal and financial information, especially from research organisations and the World Health Organisation (WHO). Don't open any of these emails or links
- Online Shopping: Do not respond to emails from people or 'known' shops offering to help you with your online shopping. These are likely to be scams, if you need help to set up and use online shopping services please contact Newham council and they will arrange for a volunteer to help you.
- If you're making a purchase from a company or person you don't know and trust, carry out some research first, and ask a friend or family member for advice before completing the purchase. If you decide to go ahead with the purchase, use a credit card if you have one, as most major credit card providers insure online purchases.

For more information on how to shop online safely, please visit the [Action Fraud website](#)

- Staying in doors on your own or with family for a prolonged period can cause tensions, If you feel you are at risk of being harmed please call **0203 373 0440** or see: [Safeguarding adults](#) (always call 999 if you are in danger). If you are worried about your health contact 111

**Keeping Positive** Whilst we all need to be careful, it is important to remember that with care you will be safe and well. See here for more information on the [Corona Virus](#)

**If you are worried about a child please call 020 3373 4600, selecting option 3.**

For links to the most up to date information on Covid-19 go to [www.newham.gov.uk](http://www.newham.gov.uk)