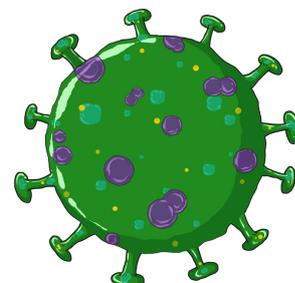


# CHSAB SERVICE USER NEWSLETTER

## Covid- 19 Vaccinations



The Covid-19 vaccination programme has been progressing well in the City and Hackney. Although studies show that the majority of people in London are ready and willing to get the vaccine, there are some people who are worried about it and want more information before they make their minds up about it.

Director of Public Health for City & Hackney, Dr Sandra Husbands, who has been a doctor for 33 years has written a blog to answer some of the most common questions from residents about the vaccine. Some of the main points of the blog are outlined below.

### **Why is it important to get your vaccination?**

- The vaccine will make it less likely that you will become seriously ill from Covid-19. Getting your vaccine as soon as you can should protect you, and might help to protect your family and the people you are close to. The vaccine should help reduce the number of people seriously ill with Covid-19, and will save lives and reduce the pressure on the NHS and social care services

### **Why are some people worried about the vaccine?**

- Some people feel that the vaccine was rushed and was not tested properly, but this is not true. The approved vaccines have gone through the same testing processes as other vaccines, and been tested on hundreds of thousands of people worldwide. The approved vaccines are safe according to European Medicines Agency and the World Health Organisation.

### **Are there side effects from the vaccine?**

- There are some reported side effects, but these are short lived and not everybody gets them. Common side effects include soreness where the needle went in, tiredness, headaches and feeling sick. There is no concern that any of the vaccines cause anything more serious.

### **The full blog is available online.**

<https://news.hackney.gov.uk/dr-sandra-husbands-your-questions-answered-on-the-coronavirus-vaccine-rollout/>

If you have questions about the vaccine, or you need support getting to your appointment, Age UK East London can help, you can call them on 020 8981 7124, or email [vaccine.support@ageukeastlondon.org.uk](mailto:vaccine.support@ageukeastlondon.org.uk).

# MS Safeguarding Adults Review (SAR)

This year the Board has worked on a SAR for the case of MS, a 63 year old Turkish Kurdish man with a history of homelessness, self neglect and drug use. MS passed away at a bus stop where he had been sleeping.

There were concerns about the care that MS had received before his death. Many different teams were working with MS to help him find somewhere to live and to help him with his health problems. Sadly, these staff were not able to help MS before he died.

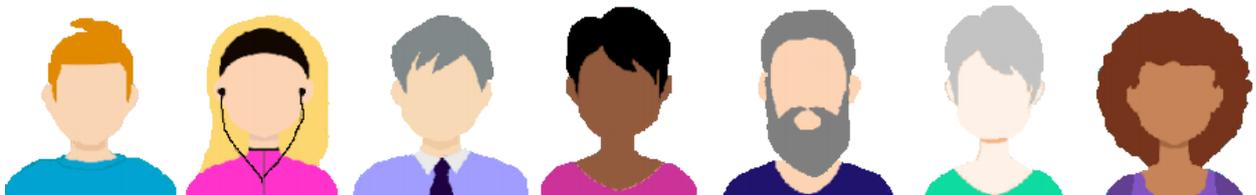
The review was undertaken to find out how organisations in Hackney can work better to support people like MS. The key findings from the review were:

- Staff did not feel confident to take the lead in complicated situations
- Assessments of someone's ability to make decisions should be undertaken more frequently, especially when people are known to neglect themselves or have addiction problems, which can affect their ability to make decisions.
- Staff should try and understand the person's past experiences, which includes their upbringing, cultural experiences and past trauma. This helps build an understanding of why people act the way they do
- Using advocates and interpreters is very helpful to understand the person's wishes

There were 12 recommendations made in the report. The Board will create an action plan to take these recommendations forward. The author of the review has been asked to come back in one year to check that these recommendations have been progressed.

## Safeguarding Champions

Our Safeguarding Champions are available to deliver 90 minute virtual bitesize sessions on safeguarding awareness. If you would like a safeguarding champion to deliver to any community or voluntary group that you are part of you can contact: [chsab@hackney.gov.uk](mailto:chsab@hackney.gov.uk)



## TEXT MESSAGING SCAMS



Over lock down there have been lots of reports of people being scammed out of their money through Covid-19 related text messages.

Here a list of scams to look out for (<https://hackney.gov.uk/scams/#coronavirus>)

- Emails offering a Covid-19 vaccination for a small fee. The NHS will never ask for banking information.
- Official looking emails that copy organisations like Ofcom or HMRC, which ask you to click on a link or ask to provide bank details
- Phone calls where scammers pretend to be from organisations offering assistance and asking for your bank details or for you to transfer money
- Strangers knocking on front doors offering to go shopping for people who are self-isolating at home
- Online shopping scams involving sought-after items like face masks and hand sanitiser

If you receive a suspicious text, email or call here are some signs that may indicate it is a scam:

- If you are being asked for money and put under pressure to act quickly
- You are asked to give your bank details
- You are asked to make a purchase to win a prize
- You are asked to call a premium rate phone number
- The business calling you won't give their address or contact details
- An urgent tone - scam messages are designed to scare you into clicking their links
- Grammar and spelling mistakes in messages
- No name - legitimate emails will address you by your name, many of the reported scam messages start with 'dear sir' or 'dear customer'

If you think you or somebody you know is being scammed, please contact the police on 999 in emergencies, or 101 in other cases. It is also helpful to share your experience with Action Fraud (<https://www.actionfraud.police.uk/>) this will help track down the scammer.

**If you think that you have been scammed, it is important that you report this. Do not feel embarrassed or ashamed to do so. Action Fraud is available to help on 0300 123 2040.**

# FIRE SAFETY



The CHSAB is working on a review about a resident, Mr EF who sadly died in a home fire in Hackney. Mr EF was found to have two carbon monoxide alarms, but no smoke alarm, and the Fire Brigade were called when the smoke started escaping into the flat upstairs.

If you are concerned that your home is not fire safe, or the house of somebody else, you can request a visit from the London Fire Brigade.

London Fire Brigade are offering free home fire safety visits, these are still happening in cases where people are at risk, as long as it is safe for the household and the crew to visit the home. You can book a visit at <https://www.london-fire.gov.uk/safety/the-home/book-a-home-fire-safety-visit/>

Fire safety tips at home:

- Unplug electric items when they are not in use
- Don't overload electrical sockets
- only use electrical appliances with a UK and EU safety mark
- close internal doors at night and when not at home
- don't leave candles unattended, and make sure they're completely extinguished when you've finished using them
- do not store flammable or explosive substances in your home

There is more information available <https://hackney.gov.uk/fire-safety-advice/#tips>

## SUPPORT FOR CITY & HACKNEY RESIDENTS

If you need support, there is help available to you. The following services exist to help people living in the City and Hackney

### City of London

Adult Safeguarding: 020 7332 1224

Mental health and well-being support:  
<https://www.cityoflondon.gov.uk/services/health-and-wellbeing/mental-health>

### London Borough of Hackney

Adult Safeguarding: 020 8356 5782

Support during Covid-19:  
<https://hackney.gov.uk/coronavirus-support#helpline>

Mental health and well-being support:  
[hackney.gov.uk/mental-health](https://hackney.gov.uk/mental-health)