

Adult Care Services



**Adult Care Services
Hertfordshire County Council
County Hall, Pegs Lane
Hertford
Herts, SG13 8DP**

To: All Family Carers

Date: 4 November 2020

Dear Carer,

Covid Update and Advice for Family Carers

I am sending you this letter because our records show you are caring for a family member or friend who receives adult care services.

I understand the rise in Covid cases and new national restrictions will be a worrying time for you and the person you support. I want to reassure you that the council and our partners in the community and voluntary sector are here to provide help and support to you and the person you care for.

Care services and support from social workers and occupational therapists remain open. Many local support groups continue to operate, but some support has reduced due to social distancing requirements and some support may take place over the telephone or by video call.

All Hertfordshire County Council day services will remain open during the new national restrictions; however, capacity is reduced due to social distancing measures. The situation may be different for other day activities, but we are encouraging services to stay open wherever possible. Please contact your usual day service if you have any queries.

We recognise the pressure that you are under and want to ensure you can have a break from caring when you need to. Carers breaks services are still running. Please contact us if this is something you want to access or call Carers in Hertfordshire. Contact details are at the end of this letter.

If the person you care for is in residential care or has home care, please be reassured we are working in partnership with Public Health, the NHS and Hertfordshire Care Providers Association (HCPA) to support our care providers. This includes visiting policies, financial assistance and support and advice around a range of things including staffing, infection control and use of Personal Protective Equipment (PPE), end of life care and medication.

Our partners, Carers in Hertfordshire, are providing advice and support to carers. As well as keeping in touch with carers to check on their wellbeing, their website www.carersinherts.org.uk provides a range of information and support and links to all the latest guidance for carers.

Through HertsHelp, we will support people who are clinically extremely vulnerable and others that need extra help in the community. This includes providing food and medication deliveries, as well as other advice and support. You can call **HertsHelp on 0300 123 4044** if you would like advice.

If you reduce your care or choose not to attend day services and day activities, please ensure you stay in contact with your provider and find out what arrangements they will make if you want to step care back up. If you need to arrange a care assessment or review or a carers assessment, please contact us on **0300 123 4042**.

We have updated our FAQs for carers and these are available on our website: www.hertfordshire.gov.uk/serviceupdates.

I hope you feel reassured that we will help you if you need our support.

Yours sincerely,



Chris Badger
Interim Director of Adult Care Services

Contacts for further information, advice and support

Carers in Hertfordshire

Carers in Hertfordshire can provide information and advice on a range of topics, including bereavement support and maintaining good health and wellbeing.

Web: www.carersinherts.org.uk.

Tel: 01992 58 69 69

Email: contact@caresinherts.org.uk

Hertfordshire County Council

If you or the person you provide care for currently use a social care service, it should continue. However, speak to your care provider first or call **0300 123 4042** for other urgent care needs.

Web: www.hertfordshire.gov.uk/carers

HertsHelp is available for everyone and will give advice and support on things like getting shopping, advice on money, help with using the internet and how to find a support group if you are isolated. You can email info@hertshelp.net, call them on 0300 1234044 or look here: www.hertshelp.info. You can also get [support from volunteers](#).

If you need support with your mental health, please visit www.mindinmidherts.org.uk or contact Carers in Hertfordshire.

Please also visit our website for the latest information and more FAQs for carers and people that use services. www.hertfordshire.gov.uk/serviceupdates.