

Dear Members

We know that you may all be facing many uncertainties about how hard-pressed social care, education and provider services will be able to maintain support for your family members/friends who will, no doubt, be troubled and unsettled by the inevitable changes in their lives.

We are aware that many of you, including Committee members, have already been faced with difficult decisions about the extent to which you can, or may have to, provide more hands-on support because of this crisis at this most difficult of times.

As such, our thoughts are with you and although we are not in a position to provide any direct support, and it would be inappropriate for us to provide you with specific individual advice on this very complex issue, we will try to keep you up to date with some of the more general information that is now coming our way including links to organisations that may be able help.

We trust that you are also being kept informed about how the organisations that provide support for your family members/friends are responding to the challenges they are facing, all of whom should be following the UK Government and Public Health England guidance, and their respective professional organisations.

We have now received the following **Adults Social Care Coronavirus Special Briefing** (information is correct as of 27th March 2020):

*New Surrey County Council web pages for **coronavirus** advice and support*



<https://www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety/coronavirus>

*This new information section has been created as a centralised place to host the most up-to-date information on coronavirus for Surrey residents and people working in the county on which you will find links to official and trusted information and advice from the Government and the NHS, as well as how to find, and offer, support in your community, access emergency funds, council service updates, business advice and details of a new **Community Helpline*** (Tel: 0300 200 1008 (Monday to Friday, 9am to 5pm)):*

If you have a health condition that makes you especially vulnerable to coronavirus, the government is advising you to stay at home and take special steps to protect yourself. If you or someone you care for is extremely vulnerable to coronavirus you can use the link on the Community Helpline page to register for support.

The pages also contain [coronavirus scams advice](#) as, unfortunately, people will take advantage of this unusual situation our society is facing.

The county council is working with all key agencies on communicating to residents, staff, businesses and the health and care workforce and ensuring people follow the national guidance to stay at home, protect the NHS and save lives. Our local effort is focused on reducing the spread of the virus, supporting the NHS and protecting vulnerable people in our community.

*For professionals, information providers and user-led organisations we would encourage you to share the information materials in the **Resource Centre page** to all your wider networks, across your organisations and using your communication channels:*

<https://www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety/coronavirus/coronavirus-toolkit>

(End of Briefing)

***Please note that the Community Helpline is there for two things:**

- To help direct residents who need support, if friends and family are unable to help with such things as picking up shopping, prescription collections or having someone who can be a telephone friend, and other services that can help
- To provide advice on where to register your offer of help to support your community.

Support for Children and Young People with SEND and their families – East Surrey Mencap has received information from several sources including the following page on the **SCC SEND Local Offer** website:

<https://www.surreylocaloffer.org.uk/kb5/surrey/localoffer/advice.page?id=s8d0Hl3q300>

This provides useful sections on:

- General Information and Advice
- Frequently Asked Questions
- Helplines and Advice for Parents/Carers
- Mental health and other support for children and young people
- Home learning and things to do
- Staying safe on-line
- One-off events

It also includes the following link to the advice being given by Contact, the national organisation for disabled children and their families:

<https://contact.org.uk/advice-and-support/coronavirus-information-for-families-with-disabled-children/>

Please see the end of this note for key Social Care contact details

Local Councils – although the SCC Coronavirus website pages do provide links to how they are responding to the crisis these can be found as follows:

Reigate and Banstead – <https://www.reigate-banstead.gov.uk/coronavirus>

This has sections on:

- Official Information and Advice

- Council services updates
- What to do if you need help including advice on your finances
- Volunteering and the work that Voluntary Action Reigate and Banstead are doing to coordinate volunteering support in local communities
- Support for local businesses.

It also has a very useful link to the Take Five to Avoid Fraud website:

http://www.reigate-banstead.gov.uk/info/20387/money_support/967/avoiding_scams

Tandridge Council – <https://www.tandridge.gov.uk/Your-council/Coronavirus>

This has similar sections including:

- Advice on How Tandridge Voluntary Action are establishing a Community Support Volunteer – Covid 19 Response Team (TD)
- How Parish Councils are supporting their local communities with links to their websites, many of which have been recently updated to provide this information

<https://www.tandridge.gov.uk/Your-council/Councillors-and-committees/Parish-or-village-councils>

Mole Valley Council – <http://www.molevalley.gov.uk/index.cfm?articleid=54844>

Hopefully you have already been made aware of and, where needed, will be tapping into the many support initiatives in local neighbourhoods that are being organised by faith communities, good neighbour schemes etc and, more informally, your immediate neighbours.

Other Support Services – clearly all organisations are having to make changes to how they work including staff working from home, having discussions with those people they are most in contact with remotely rather than face to face, and the increased use of on-line guidance. These include:

Surrey and Borders Partnership NHS Trust - <https://www.sabp.nhs.uk/aboutus/coronavirus>

This has sections that include:

- Coronavirus – information for people using Trust services
- Looking after your mental health during Coronavirus
- What is coronavirus with Easy Read guidance for people with a learning disability from National Mencap and Learning Disability England

Action for Carers Surrey – their support this will now be available in the following ways:

- One to one phone support instead of home visits
- An extended Carer Information Centre, with more staff able to take your questions by phone and email
- Increased information via their website (see following link)
- The Moving and Handling Team will be giving advice by phone, so if you have made an appointment with them that will be done by phone rather than face to face
- Their Hospital Carer Support Advisors are now working from home, communicating by phone and email but continue to support carers who have a loved one in hospital

Their on-line guidance can be seen on:

<https://www.actionforcarers.org.uk/how-we-help/coronavirus-advice-for-carers/>

Their Carer Information Centre is open 9am-5pm Mondays, Thursdays and Fridays and 9am-6pm on Tuesdays and Wednesdays and can be contacted by email:

CarerSupport@actionforcarers.org.uk or by phone - **0303 040 1234** or Text - **07714 075993**

East Surrey Carers Support Association – they are aware that this is going to be a tough time for all and if you feel in need of a re-assuring chat about your personal situation they ask you to leave a message on their telephone number: 01883 745057 or send an Email to – escsa@demon.co.uk

Their website can be found on: <http://www.escsa.org.uk/>

Family Voice Surrey – you will see from the following link that they have asked all their staff to work from home and as many of them are already ‘home-based’ workers with access to social media, email and online conference facilities this should not greatly impact on their ability to continue with ‘business as usual’ albeit in a slightly different way especially now that schools have closed:

<https://mailchi.mp/familyvoicesurrey.org/fvs-update-march2020>

Surrey Coalition for Disabled People – is not running any face to face meetings or events at present due to the Coronavirus epidemic to safeguard their members and staff team.

They will be offering their members video conferencing, SMS text relay into their video conferences and email relay.

For the time being they will only be checking their answering machine once a week but they do have a temporary office number of 07547 016933 and their email address is still – info@surreycoalition.org

They have also set up both a ‘Surrey Virtual Café’ that people can drop into every Monday between 11am and 12 noon and a ‘Virtual Walk and Talk’ will be taking place every day between 2.30pm and 3.30pm. Both are free and information on how to join be obtained by email as above, and phone: 01483 456558 or SMS Text: 07780 933053

For the latest updates on services and organisations that we are directly in touch with please see the following links:

Include Choir - <https://www.facebook.com/IncludeChoir/>

Bloomin’ Arts - <http://bloominarts.org.uk/news-updates>

Surrey Choices - <https://www.surreychoices.com/latest-news/coronavirus-information/>

YMCA East Surrey – <https://www.ymcaeast Surrey.org.uk/coronavirus-covid-19/>

UK Government Advice – as you will no doubt be aware this is being updated on a regular basis and can be found on:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

This includes the latest on:

- Advice for everyone

- Advice for people who are at high risk (and if you are in this category the commitment that you will be contacted by the NHS by Sunday 29th March)
- Symptoms and what to do
- Self-isolation if you or someone you live with has symptoms
- More information including the recently launched NHS Volunteer Responders Scheme now being co-ordinated by the Royal Voluntary Service that will, after what has been a massive response, be linking with local statutory and voluntary organisations

They will also be working with Councils and other local organisations to investigate ways they can best contribute to support vulnerable people at this time of need.

Finally, we trust that you and the family members/friends you care for will keep well over these next challenging weeks and that you are able to access the support you may be needing.

I would also be grateful, although it is clearly not essential, if you could find a spare moment to let me know if this information has been helpful (or not), or if you have had any difficulties in opening any of the links I have shown.

Take care.

John

John Spedding – on behalf of all members of the East Surrey Mencap Committee

Tel: 07787 555338 – Email: support@eastsurreymencap.org

Key SCC social care contact details:

Many of you will have the direct contact details of people who have been supporting your family member/friend and/or yourself so you may wish to try these in the first instance, although please be aware that, because of the pressures services are currently under, there could be either delays in responding to your concerns or you could be redirected to the following or other numbers:

Community Helpline: Tel: 0300 200 1008 (8am to 6pm Monday to Friday,) -
<https://www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety/coronavirus/community-support/need-help#helpline>

Adults Social Care Contact Centre: Tel: 0300 200 1005 (9am to 5pm Monday to Friday) -
<https://www.surreycc.gov.uk/social-care-and-health/adults/contact>

Children's' Single Point of Access Centre: Phone: 0300 470 9100 (9am to 5pm Monday to Friday):
<https://www.surreycc.gov.uk/social-care-and-health/childrens-social-care/contact-childrens-services>

Centralised Learning Disability Team (as set out in a recent Learning Disability Partnership Board update bulletin): Tel – 01483 404770 or Email –
learning.disabilityduty@surreycc.gov.uk