

Corporate Director: Andrew Balchin

Care & Support Commissioning Team

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18th March 2020

Dear Service User,

Social Care response to Coronavirus (COVID-19)

We are writing to you as you, or one of your loved ones, receives social care commissioned by Wakefield Council. We want to keep you informed of the current steps that Wakefield Council (Social Care) is taking regarding Coronavirus (COVID-19).

We are working quickly to safeguard our service users, but as the situation changes, so too are our procedures and protocols around it.

We fully understand and appreciate you may have concerns, particularly with the heightened media activity around Coronavirus. Please be assured that we are making considered decisions so we can protect Wakefield's vulnerable residents.

We have implemented a central co-ordination hub, which includes key partners from the health sector, to share intelligence and deal with the changing circumstances. We are working closely with our commissioned care providers to ensure they are supported and up-to-date on national guidance, and can continue to deliver care.

We are also working very closely with our local and national health partners, including the NHS and Public Health England.

While there may need to be some changes to your current package of care, we are trying to minimise this as much as possible.

If you are able, please keep yourself updated on national guidance via the below two websites:

www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response

www.nhs.uk/coronavirus

If you have any welfare concerns about yourself or a loved one, please contact Social Care Direct, by either telephone **0345 8 503 503** or email: social_care_direct@wakefield.gov.uk Emergency health concerns should still be reported to 999.

We will continue to work hard, with our partners, to keep the residents of Wakefield safe. Keeping the residents of Wakefield safe is our top priority, and we are working hard to ensure that this happens.

Yours sincerely

A handwritten signature in black ink that reads "Nichola".

Nichola Esmond
Service Manager Joint Commissioning