



## **Disability Service Update – COVID 19**

**27<sup>th</sup> March 2020**

Dear Everyone,

I wanted to write to you to provide you all with an update. Obviously, there is a huge amount of change and I am keen to continue the communication we have established with Working Together even if we cannot meet face to face at the moment.

### **1. Children's Disability Team & Transition Team**

Our managers, Social work staff and health staff are available. Given the guidance around social distancing they are only undertaking visits where they are absolutely essential. Most staff are currently available and working from home. We have asked workers to contact families regularly and check in with them. We are all getting used to using Skype to see each other and this is something we will try and use with families too. Let your keyworker know if this is something you would be ok with.

We have arrangements to receive calls to the teams on the normal numbers. These will be picked up by business support who will then pass messages onto staff.

Childrens Disability Team – 01267 246400

Transition Team – 01267 246766

### **2. Early Help & Tim Camau Bach**

Our managers and staff are available. We have asked workers to contact families regularly and check in with them. We are all getting used to using Skype to see each other and this is something we will try and use with families too.

The team have a lot of resources that they are collating that might help in relation to COVID, activities for children and managing at the moment. Let us know if there's anything you need and someone will give you a call.

Early Help Team - 01267 246673

### **3. Respite Provision**

Our respite Provision at Llys Caradog and Blaenau are still operating and trying to prioritise those families who need the service most at the moment.

#### **4. Direct Payments**

There has been a number of questions about Direct Payments and the role of PAs. The council are developing some clearer guidance on this with Diverse. If you have DP's for socialisation for your child maybe the PA can help in another way at this time. Please speak to your worker, we'll try and help where we can.

#### **5. School and Childcare Hubs**

You'll be aware that there is childcare provision being made available for 'keyworkers' and the most vulnerable children. We have been meeting with Education colleagues to identify how we may need to meet the needs of disabled children too.

#### **6. Crossroads Domiciliary Care / Community Support**

Crossroads have endeavoured to continue their support as much as possible in a safe way. If you have Crossroads worker to help your child socialise, Crossroads will speak to you about supporting you and your child in a different way e.g. help at home.

#### **7. Crossroads Afterschool, Holiday and Weekend Clubs**

Due to the current arrangements for social distancing, its is not safe for Crossroads to run clubs. We do keep in touch with Crossroads regularly and understand the Crossroads Team are looking at ways to keep in touch with you and provide children interaction with others.

I hope that is a helpful update for now. I just wanted to reassure you as much as I can at this difficult time that we have not forgotten about you and that we are working hard to try and minimise the disruption we are facing. If you have any questions, please do not hesitate to ask. We'll arrange a virtual meeting via Skype in the near future.

The local authority are providing additional support to help and advise residents throughout the on-going Coronavirus crisis. You can connect to this new community support service by calling 01267 234567. This is available between 8.30am and 6pm seven days a week.

<http://newsroom.carmarthenshire.gov.wales/2020/02/coronavirus-covid-19-guidance/community-support/#.XolaY0F7nIU>

In the meantime and with our very best wishes, please take care.

Best wishes,

Kelvin