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Your ref: 78728
My ref: HC-M/cr
Date: 15th September 2020

Dear

I know that whilst the past six months have been difficult for many people, they have been more difficult for you and your family because you have not had access to the full range of services you would normally use. For that reason, I wanted to write to you personally to update you on Council day services.

On Tuesday, the Government issued new restrictions on social gatherings and further restrictions are expected as the risk of increases in Covid-19 infection rates increases. Public Health England have confirmed that there is likely to be a second spike of Covid-19 through autumn and winter and that the risk to people with pre-existing health conditions and disabilities remains high.

This severely restricts the way in which services are able to operate and means that we are not able to offer the same level of day service support that people had prior to the Covid-19 period. We have, therefore, taken the difficult decision not to re-open Council run services for now, as this could pose a significant health risk to the people who attend the services, their families, and some of the staff and volunteers.

Throughout this period we have offered outreach support to those who usually attend a day service run directly by the council, and many people have valued this. The form of outreach support will be different for each individual and their family. This can include welfare phone calls, visits, some support at home, receiving letters or activities in the post, help with correspondence, or Skype/Zoom calls with friends or staff from the services and this outreach will continue.

I know that this is not enough for some families. If you need extra support now please contact the Access Service on 0300 1234 131 because there are things we can do to support you.

When we made the original decision to close our day centres I had anticipated that this would be for a maximum of two months. It has become clearer, particularly following the Government's announcements, that significant restrictions will remain in place for a number of months, potentially through until next spring. I recognise that this uncertainty makes it more difficult for people. Therefore, I believe we must do something that puts in place a more sustainable service offer that provides consistent support, whilst recognising that we cannot go back to what was in place before, for the foreseeable future because of the restrictions on gatherings and the risks posed to health.

In this context you will be contacted by a worker shortly to carry out a review to ensure that the right or alternative support is in place during this difficult time. This review can be face-to-face or over the phone. In addition, we will be reviewing the services we have put in place over the past six months so that we can understand what has worked and what has not.

Last year many of you were involved in the co-production events which Chaos ran in winter 2019. We paused this work because of Covid-19. We have decided that we must now restart this work to enable us to plan together for the next 18 months, for the reasons I have set out above. We hope to be able to share this with you by the end of September on the Council's day services page: <https://www.cornwall.gov.uk/daysservices>.

Finally if you are a carer and need support, please call the carers helpline on 0800 587 8191, visit www.supportincornwall.org.uk or email the Kernow Carers Service at Carers.Referrals@cornwallrcc.org.uk

yours sincerely

Dhywgh hwi yn hwir



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