

# **P&C COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT**

<b>SERVICE AREA:</b>	Adults and Safeguarding PCC and CCC
<b>REPORT AUTHOR:</b>	Charlotte Black
<b>REPORTING PERIOD:</b>	w/e 29 May 2020

## **KEY ACTIVITY HEADLINES**

- Central government requirement of LAs to produce a Care Home Support Plan by 29 May- submitted. This will be shared with the relevant committees in PCC and CCC with an update at future meetings
- Agreement now in place with CCG and CPFT that there will have been an MDT/ weekly check in meeting for each care home by 5 June
- Hospital demand is increasing and the number of discharges being referred for social care support
- Demand in the community for Reablement is starting to increase as lock down measures are relaxed
- New guidance issued about domiciliary care and the expectation that care providers will have distinct teams supporting different care groups (vulnerable, shielded etc)
- Preferred option for future Discharge to Assess arrangements has been developed and will be put forward to NHS partners
- Adults Positive Challenge programme continues in an adapted form with revised priorities and focus
- Programme of in person Social Work visits to prioritised care homes is underway in care homes - these visits have been very valuable, given us some useful insights into support needed and positive feedback about the approach
- Care Act Easements guidance has been reviewed and we continue to operate in line with the Care Act and have not requested easements from Adults Portfolio holders
- Adult Social Care pathways document has been produced and are attached to this highlight report to help support Members when dealing with any concerns or cases they think may need ASC input

## **RISKS / CHALLENGES (AND MITIGATION)**

- Service users whose needs mean it will be very difficult for them to comply with social isolation requirements- work underway in front line teams identifying anyone and agreeing a plan with their current provider about how to manage any situations that may arise/ what support is needed
- Reduction in Safeguarding referrals has been identified and work underway to ensure that referrals are made where appropriate
- Hospital discharges for Covid positive patients- national guidance being adhered to. Infection control training is being put in place.
- Care Homes under considerable strain due to staffing issues and pressures of responding to Covid- we are visiting care homes where appropriate with PPE etc. and offering additional support where needed
- PPE supplies challenged nationally- may become a local issue- we are placing advance orders with known supplier
- Demand for services going forward is difficult to predict- we are using data about service flows and evidence from elsewhere to identify possible scenarios ahead
- Ensuring that if any residents of care homes are isolated that the necessary steps have been taken in terms of mental capacity and deprivation of liberty

## **WORKFORCE UPDATE**

- We currently have sufficient PPE for all our front line teams
- Recruitment – we are having more applications for Reablement posts in both Councils than we have posts available- we think this is as a result of the raised profile of carers and the changes in the job market

- Bereavement Support Training offer has been finalised and is being offered to social care staff supporting bereaved families and carers affected by Covid
- Currently exploring arrangements for redeployed staff supporting Reablement Teams
- HR continue to gather info on absence rates and support contact with staff who can't work from home when period of isolation completed and arrange testing
- Staff testing being promoted
- Support materials have been updated for staff affected professionally or personally

#### **FINANCIAL IMPACT (increase in costs / reduction in income)**

- Estimates being completed of impact of Covid and what costs and staffing needs may be moving forward
- Currently estimating reduced delivery of savings through APC in PCC and CCC– we have reviewed all APC workstreams and are redirecting in a way that helps us manage demand and cost in the current situation.
- Other increased costs relate to PPE, pre -paid cards, agency staffing, over time costs, TEC, Community equipment
- Established process through MOSAIC for both Councils to keep track of any changes in costs or contribution as a result of emergency measures taken in response to COVID 19

#### **RECOVERY ACTIVITY (plans being considered / future steps)**

- We are working with CPFT and the CCG to review the Discharge to Assess arrangements we put in place in line with government guidance and agreeing what is fit for purpose for the future, we are building on what we have learnt and what has worked well- 2 possible options being considered
- Management of risk as lockdown relaxed – we are engaging frontline teams and involving them in planning for different scenarios ahead
- Exploring across P and C possible models going forward and how we can continue to build on the Neighbourhood Cares principles and place based approach and APC messages about changing the conversation etc.
- We are capturing key learning points about how we have managed to do things differently and are encouraging feedback from staff to shape plans going forward

#### **COMMUNICATIONS**

Examples of how front line teams in PCC and CCC have continued to apply the APC approach and 'changing the conversation' methodology. 2 case studies below

An individual was requesting 24 hour support. The Social Worker applied a Changing the Conversation approach to understand the reason why they were requesting this, which was around opening / closing the curtains and changing the thermostat as well as helping with household tasks. They discussed TEC options and referred for support to complete an assessment for attendance allowance which would provide the funds for a cleaner / household help.

Social worker effectively applied Changing the Conversation principles to enable an individual, their carers and family to see their strengths and work towards being more independent. Through this they were able to almost halve the hours of care provided from 11.25 to 6 hours per week.

We are sending regular newsletter style COVID-19 practice updates to all Adults and Safeguarding staff across Cambridgeshire and Peterborough on a daily basis, as a way of updating consistently. So far we have shared updates regarding the following:

Adults daily updates: (new ones in blue since last highlight report)

Practice updates include:

- Update on emergency pre-paid cards in CCC

- Contingency planning for service users who are unable or unwilling to comply with restrictions and isolation
- Guidance for practitioners on charging for care during the COVID-19 pandemic update
- Support for Staff – updated
- Circulated the thank you letter from Matt Hancock
- Crisis mental health services bolstered during Covid-19
- Legal support – updated
- Letter templates - delay letter, sending out documents, supportive letters for carers, Discharge from Hospital, financial threshold cases (not related to hospital discharge)
- Learning Development resources for Social Care practitioners
- Simple meditation techniques for everyday life
- D2A pathway - updated
- Amended version of VS commissioning services offer and referring to the hubs
- Making best use of VS capacity and expertise in our contacts and care and support planning
- Should you refer to the countywide or district hubs?
- Thank you to all our amazing key workers – poster
- Arrangements responsibility following a death
- Applications for Deprivation of Liberty
- Care Packages changes
- Staff support
- Access to pre paid cards
- Volunteer network and use of the Countywide COVID-19 Co-ordination Hub
- Visits and Ethical framework
- Contact with Carers
- Continuing Healthcare
- Message of thanks from Matt Hancock
- Access to foodbanks
- Personal Protective Equipment – how to access, when to use and how to dispose
- Voluntary sector offer
- Charging for care
- Assessments, care and support plan recording
- Discharge to Assess pathways
- Easements guidance
- Legal support during COVID-19
- Delay letter – which can be sent to people who are being added to a waiting list for an assessment and/or assessment
- Practice queries
- Staff Testing
- Outbreaks in care settings – link to guidance, tool, procedure for care setting in community

## Adult Social Care Pathways

Adult Social Care responsibilities of local authorities can be described in four tiers which relate to the level of risk being experienced by the adult linked to emerging or long-term care and support needs. Adult Social Care supports older people (aged 65+) and adults (18+) with physical disabilities, sensory impairments, learning disabilities, mental health issues, and/or their carers.

### Tier One – Universal Services (services for all)

These services are generally available from the voluntary and community sector and can be accessed directly. They include: information, advice and signposting services, health and fitness support, community groups, falls prevention and the types of services within this guide. In Cambridgeshire Care Network's Community Navigators can help to support links into these options.

Alternatively **Caring Together** can provide advice and signposting for carers.

### Tier Two – Short-Term or Low Level support

These are services aimed generally at those with emerging care and support needs, which are not yet at a level to significantly affect their lives. These services include reablement, technology enabled care, daily living equipment and occupational therapy. They can be accessed via contact with the council's Customer Services and do not require an assessment.

### Tier Three – Long-Term Care and Support

When a person begins to experience a significant impact on their wellbeing because of care and support needs they become eligible for an assessment and means-tested financial support to meet their personal care needs. This funding might cover home care, day care, respite care, extra care housing, use of a personal assistant, etc. Referrals for this type of long-term support should be made to Adult Social Care.

### Safeguarding

Where a person is felt to be at risk of significant harm due to the actions of others or self neglect a safeguarding referral should be made. For more information: [Report abuse of a vulnerable adult](#)

Referral Pathways		Contacts
<b>Tier One</b>	<p>This is a direct access pathway to a range of voluntary and community sector support and pages 2-5 of this guide provide further details.</p> <p>Support with navigation of the pathway can be obtained by contacting the local Community Navigators via the contact details provided.</p>	<ul style="list-style-type: none"> <li>Fenland: 01354 695208</li> <li>East Cambridgeshire: 01353 659639</li> <li>Cambridge City: 01223 300460</li> <li>South Cambridgeshire: 01954 212100</li> <li>Huntingdonshire: 01480 423065</li> </ul> <p><a href="https://care-network.org.uk/">https://care-network.org.uk/</a> Mon-Fri 9am-5pm Sat-Sun 10am-4pm</p>
<b>Tier Two</b>	<p>Access via referral to the council's Customer Services who will pick up the discussion and either signpost, refer to a low level service or refer onwards to Tier Three as appropriate.</p>	<p>Telephone: 0345 045 5202 E-mail: <a href="mailto:careinfo@cambridgeshire.gov.uk">careinfo@cambridgeshire.gov.uk</a></p>
<b>Tier Three</b>	<p>Referral to the council's Customer Services who will send on to the Adult Early Help Team.</p>	<p>Telephone: 0345 045 5202 E-mail: <a href="mailto:careinfo@cambridgeshire.gov.uk">careinfo@cambridgeshire.gov.uk</a></p>
<b>Safeguarding</b>	<ul style="list-style-type: none"> <li>Referral to the MASH – who will initiate a safeguarding enquiry and/or pass to Adult Early Help if appropriate.</li> </ul>	<p>Telephone: 0345 045 5202 Mon-Fri 8am-6pm Sat 9am-1pm Out of hours: 01733 234724 E-mail: <a href="mailto:referralcentre-adults@cambridgeshire.gov.uk">referralcentre-adults@cambridgeshire.gov.uk</a></p>

## How you can advise people to stay independent, safe and well

<p>The <b>Guide to Independent Living in Cambridgeshire 2020</b> provides information and support to help people stay independent, safe and well:</p> <p><a href="https://www.carechoices.co.uk/publication/cambridgeshire-guide-to-independent-living/">https://www.carechoices.co.uk/publication/cambridgeshire-guide-to-independent-living/</a></p>	<p>The <b>Cambridgeshire Online Directory of Services</b> provides listings of services, events, groups, organisations and clubs across the county.</p> <p>The Directory is being updated daily with the latest information about what is currently available:</p> <p><a href="http://www.cambridgeshire.gov.uk/directory">www.cambridgeshire.gov.uk/directory</a></p>									
<p><b>Making life easier at home</b></p> <p>If people are having difficulties with everyday tasks at home, simple solutions could help to make their life easier and keep them independent. These are a starting point; other solutions are available.</p> <p><a href="#">Equipment to make life easier</a></p> <p><a href="http://www.safeandwell.co.uk/cambridgeshire">www.safeandwell.co.uk/cambridgeshire</a> is run by NRS healthcare. It provides information, advice and a range of equipment and devices that people can purchase to help with everyday tasks. There is an online questionnaire to help people identify things that might help them or they can call 01480 415719 to talk to an occupational therapist.</p> <p><a href="#">Technology Enabled Care</a> – gadgets to help around the house.</p>	<p><b>Looking after someone</b></p> <p>Support is available for anyone who cares for someone else, whether or not they would call themselves a carer. Below are details of some of the organisations who can help.</p>									
<p><b>Staying fit to stay independent</b></p> <p>Public Health provides plenty of information to help people stay stronger for longer and avoid slips, trips and falls.</p> <p><a href="#">Stay stronger for longer</a></p> <p><a href="#">Be Well in Cambridgeshire</a></p>	<table border="1"> <tbody> <tr> <td><b>Caring Together</b></td> <td> <ul style="list-style-type: none"> <li>1:1 Support</li> <li>Telephone Support / Welfare check-ins</li> <li>Information &amp; Advice line</li> <li>Virtual Hubs</li> <li>What if? contingency plans</li> <li>Listening Ear service providing emotional support</li> </ul> </td> <td> <p>0345 241 0954</p> <p><a href="mailto:hello@caringtogether.org">hello@caringtogether.org</a></p> <p><a href="http://www.caringtogether.org">www.caringtogether.org</a></p> <p>Mon-Fri What if? Plans seven days per week</p> </td> </tr> <tr> <td><b>Making Space</b></td> <td> <p>For carers of people with mental health conditions.</p> <ul style="list-style-type: none"> <li>Telephone Support / Welfare check-ins</li> <li>E-mail support</li> </ul> </td> <td> <p>01480 211 006</p> <p><a href="mailto:enquiries@makingspace.co.uk">enquiries@makingspace.co.uk</a></p> <p>Seven days per week</p> </td> </tr> <tr> <td><b>Centre 33</b></td> <td> <ul style="list-style-type: none"> <li>Telephone Support / Welfare check-ins</li> </ul> <p>Support for young carers up to 18 years old.</p> </td> <td> <p>0333 4141809</p> <p>Text/WhatsApp 07514 783745</p> <p><a href="mailto:help@centre33.org.uk">help@centre33.org.uk</a></p> <p>Mon-Fri 12 noon - 4pm</p> </td> </tr> </tbody> </table>	<b>Caring Together</b>	<ul style="list-style-type: none"> <li>1:1 Support</li> <li>Telephone Support / Welfare check-ins</li> <li>Information &amp; Advice line</li> <li>Virtual Hubs</li> <li>What if? contingency plans</li> <li>Listening Ear service providing emotional support</li> </ul>	<p>0345 241 0954</p> <p><a href="mailto:hello@caringtogether.org">hello@caringtogether.org</a></p> <p><a href="http://www.caringtogether.org">www.caringtogether.org</a></p> <p>Mon-Fri What if? Plans seven days per week</p>	<b>Making Space</b>	<p>For carers of people with mental health conditions.</p> <ul style="list-style-type: none"> <li>Telephone Support / Welfare check-ins</li> <li>E-mail support</li> </ul>	<p>01480 211 006</p> <p><a href="mailto:enquiries@makingspace.co.uk">enquiries@makingspace.co.uk</a></p> <p>Seven days per week</p>	<b>Centre 33</b>	<ul style="list-style-type: none"> <li>Telephone Support / Welfare check-ins</li> </ul> <p>Support for young carers up to 18 years old.</p>	<p>0333 4141809</p> <p>Text/WhatsApp 07514 783745</p> <p><a href="mailto:help@centre33.org.uk">help@centre33.org.uk</a></p> <p>Mon-Fri 12 noon - 4pm</p>
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<b>Support for older people and adults aged 18+, and for when coming home from hospital</b> There is dedicated support available for older people and adults aged 18+ (as defined on page 1), and also for when people may need extra help for a short amount of time after leaving hospital whilst they recover.			<b>Support for people with a sensory impairment</b> There are a range of organisations that support people with sensory impairments to remain safe and well at home.		
<b>Age UK</b>  Focus: Older people and/or hospital discharge	<ul style="list-style-type: none"> <li>• 1:1 Support</li> <li>• Telephone support / welfare check-ins</li> <li>• Food parcels</li> <li>• Collecting prescriptions and shopping</li> <li>• Information and advice line</li> <li>• Support for discharge planning</li> <li>• Installing grab rails and key safes</li> </ul>	0300 666 9860 <a href="mailto:infoandadvice@ageukcap.org.uk">infoandadvice@ageukcap.org.uk</a> <a href="http://www.ageukcap.org.uk">www.ageukcap.org.uk</a> Seven days per week, 10am-4pm	<b>Cambridgeshire Deaf Association</b>	For individuals who are deaf or hard of hearing:  <ul style="list-style-type: none"> <li>• Telephone support / Welfare check-ins</li> <li>• BSL video communication</li> <li>• Online drop-in groups (via Zoom)</li> </ul>	01223 246237; text: 07429 231230 <a href="mailto:office@camsdeaf.org">office@camsdeaf.org</a> <a href="http://www.camsdeaf.org">www.camsdeaf.org</a> 9.00am - 5.30pm
<b>Care Network</b>  Focus: Anyone aged 18+ who needs support and/or hospital discharge	<ul style="list-style-type: none"> <li>• 1:1 Support</li> <li>• Telephone support / welfare check-ins</li> <li>• Food parcels</li> <li>• Collecting prescriptions and shopping</li> <li>• Remote wellbeing activities</li> <li>• Triage into local voluntary sector via Community Navigators</li> <li>• Support for discharge planning</li> </ul>	Rapid Response Service: Help at Home - 01223 714433 Wellbeing telephone support - 0330 094 5750 Community Navigators: <ul style="list-style-type: none"> <li>• Fenland: 01354 695208</li> <li>• East Cambridgeshire: 01353 659639</li> <li>• Cambridge City: 01223 300460</li> <li>• South Cambridgeshire: 01954 212100</li> <li>• Huntingdonshire: 01480 423065</li> </ul> <a href="https://care-network.org.uk/">https://care-network.org.uk/</a> Mon-Fri 9am-5pm Sat-Sun 10am-4pm	<b>Cambridgeshire Hearing Help</b>	For individuals who are deaf or hard of hearing:  <ul style="list-style-type: none"> <li>• Telephone Support / Welfare check-ins</li> <li>• Hearing aid batteries and maintenance by post</li> </ul>	01223 416141  <a href="mailto:enquiries@cambridgeshirehearinghelp.org.uk">enquiries@cambridgeshirehearinghelp.org.uk</a> <a href="http://www.cambridgeshirehearinghelp.org.uk">www.cambridgeshirehearinghelp.org.uk</a>
			<b>Camsight</b>	For individuals with reduced vision or blindness:  <ul style="list-style-type: none"> <li>• Telephone Support / Welfare check-ins</li> </ul>	Cambridge: 01223 420033 Wisbech: 01945 660795 <a href="mailto:info@camsight.org.uk">info@camsight.org.uk</a> <a href="http://www.camsight.org.uk">www.camsight.org.uk</a>
			<b>Hunts Society for the Blind</b>	For individuals with reduced vision or blindness:  <ul style="list-style-type: none"> <li>• Telephone Support / Welfare check-ins</li> </ul>	<a href="http://www.huntsblind.co.uk/">www.huntsblind.co.uk/</a>

## How you can advise people to stay independent, safe and well

<b>Support for people's mental health and wellbeing</b> Organisations across Cambridgeshire and Peterborough have come together to launch a 'Now We're Talking' mental health campaign which helps people to find out where they can get mental health support.			<b>Support for people with dementia</b> The Alzheimer's Society have a Dementia Connect support line which remains open on 0333 150 3456 every day and have Talking Point their online community, where people affected by dementia can receive valuable support:		
<a href="#">Now We're Talking</a> <a href="#">Keep Your Head</a> is being regularly updated, including details of services accessible online.			<a href="https://www.alzheimers.org.uk/">https://www.alzheimers.org.uk/</a>		
The NHS First Response Service is still available for those in mental health crisis: call 111 option 2.			<b>Support for people affected by drug and alcohol use</b> The specialist drug and alcohol service Change Grow Live provides support to people affected by drug and alcohol use:		
<b>Lifecraft</b>	<ul style="list-style-type: none"> <li>• Lifeline provides listening support and information to someone experiencing mental distress or if you are supporting someone else in distress.</li> <li>• Lifeline Plus has trained staff who can discuss issues affecting mood and wellbeing, or signpost to other sources of support.</li> </ul>	Helplines for adults - Lifeline: 0808 808 2121 2pm-11pm, seven days per week Lifeline Plus: 0808 808 2121, 9am-2pm, Mon-Fri <a href="http://www.lifecraft.org.uk">www.lifecraft.org.uk</a>	<a href="https://www.changegrowlive.org/drug-alcohol-service-cambridgeshire/cambridge">https://www.changegrowlive.org/drug-alcohol-service-cambridgeshire/cambridge</a> 0300 555 0101 or e-mail: <a href="mailto:cambridgeshirereferrals@cgl.org.uk">cambridgeshirereferrals@cgl.org.uk</a>		
<b>CPSL Mind</b>	<ul style="list-style-type: none"> <li>• Telephone and video call support</li> <li>• 1:1 visit support for high-risk clients</li> <li>• Alternative virtual group support</li> <li>• Qwell - online Good Life service</li> <li>• Website information</li> <li>• The Sanctuary are supporting people over the phone if they are put through by the First Response Service.</li> </ul>	0300 303 4363 <a href="mailto:enquiries@cpslmind.org.uk">enquiries@cpslmind.org.uk</a> <a href="http://www.cpslmind.org.uk">www.cpslmind.org.uk</a> 9:30am-5:30pm, Mon-Fri	<b>Support with finding out the right health information</b> Healthwatch Cambridgeshire can help people to find the local health services near them:		
			<a href="https://www.healthwatchcambridgeshire.co.uk/">https://www.healthwatchcambridgeshire.co.uk/</a>		
			<ul style="list-style-type: none"> <li>• Information, advice and signposting phone line</li> <li>• Website information</li> <li>• E-mailing support information</li> </ul>	0330 355 1285 Text: 0752 0635 176 9am-4pm Mon-Thur 9am-3:30pm Fri <a href="mailto:enquiries@healthwatchcambspboro.co.uk">enquiries@healthwatchcambspboro.co.uk</a>	

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## Support for people with money worries

The Cambridgeshire Local Assistance Scheme (CLAS) provides information, advice and practical support for people experiencing financial difficulty and hardship. The practical support can be in the form of recycled goods and supermarket vouchers for food and clothing.

For more information and to apply, or to apply on someone's behalf (referrals), please contact your nearest Citizen Advice Bureau:

[Cambridge City or South Cambridgeshire](#)

[East Cambridgeshire, Fenland and Huntingdonshire](#)

[Making Money Count](#) offers self-help information on money, being online, finding work and renting.

## Support for pet owners

Wood Green (the animal charity) are available to provide advice to pet owners during the Covid-19 pandemic.

The Pet Advice section of their website answers many common queries and questions can be submitted online to their Pet Support Team.

<https://woodgreen.org.uk/wood-green-reaction-coronavirus>  
<https://woodgreen.org.uk/pet-advice>

For general enquiries:

0300 303 9333 or e-mail: [info@woodgreen.org.uk](mailto:info@woodgreen.org.uk)

## Support for community safety concerns

### Domestic abuse

Anyone experiencing **domestic abuse** can call the National Domestic Abuse Helpline on 0808 2000 247 or contact local specialist services.

- **Cambridge Women's Aid** offers support to those living in Cambridge City, South Cambridgeshire and East Cambridgeshire. Visit the [Cambridge Women's Aid website](#) or call 01223 361 214.
- **Refuge** support those living in Huntingdonshire, Fenland and Peterborough. Visit the [Refuge website](#) or call 07787 255 821.

More information on these services and other support for those experiencing domestic abuse can be found on the [Cambridgeshire and Peterborough Domestic Abuse and Sexual Violence Partnership website](#).

### Scams

Information on how to protect people from scams can be found here:

[Beware of Coronavirus scams](#)

Information about the **Cambridgeshire and Peterborough Against Scams Partnership** and scam prevention resources can be found here:

[Against Scams Partnership](#)

This information has been produced by Cambridgeshire County Council to be used by staff and volunteers who are having conversations with and are supporting residents during the Covid-19 pandemic response period.

The information is correct at the time of production, 20 May 2020.

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Alternatively **Caring Together** can provide advice and signposting for carers.

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These are services aimed generally at those with emerging care and support needs, which are not yet at a level to significantly affect their lives. These services include reablement, technology enabled care, daily living equipment and occupational therapy. They can be accessed via contact with the council's Adult Early Help Team and do not require an assessment.

### Tier Three – Long-Term Care and Support

When a person begins to experience a significant impact on their wellbeing because of care and support needs they become eligible for an assessment and means-tested financial support to meet their personal care needs. This funding might cover home care, day care, respite care, extra care housing, use of a personal assistant, etc. Referrals for this type of long-term support should be made to Adult Social Care.

### Safeguarding

Where a person is felt to be at risk of significant harm due to the actions of others or self neglect a safeguarding referral should be made. For more information: [Recognising abuse and reporting concerns](#)

Referral Pathways		Contacts
Tier One	This is a direct access pathway to a range of voluntary and community sector support and pages 2-5 of this guide provide further details.	01733 207113 Seven days per week, 10am-6pm
	E-mail: <a href="mailto:supportathomepeterborough@redcross.org.uk">supportathomepeterborough@redcross.org.uk</a> Support with navigation of the pathway can be obtained by contacting British Red Cross via the contact details provided.	
Tier Two	Access via referral to the council's Adult Early Help Team who will pick up the discussion and either signpost, refer to a low level service or refer onwards to Tier Three as appropriate.	Telephone: 01733 747474 E-mail: <a href="mailto:adultsocialcare@peterborough.gov.uk">adultsocialcare@peterborough.gov.uk</a>
Tier Three	Referral to the council's Customer Services who will send on to the Adult Early Help Team.	Telephone: 01733 747474 E-mail: <a href="mailto:adultsocialcare@peterborough.gov.uk">adultsocialcare@peterborough.gov.uk</a>
Safeguarding	• Referral to the MASH – who will initiate a safeguarding enquiry and/or pass to Adult Early Help if appropriate.	Telephone: 01733 747474 Mon-Fri 9am-5pm Out of hours: 01733 234724 E-mail: <a href="mailto:adultsocialcare@peterborough.gov.uk">adultsocialcare@peterborough.gov.uk</a>

## How you can advise people to stay independent, safe and well

The **Guide to Independent Living in Peterborough 2019-20** provides information and support to help people stay independent, safe and well:

<https://www.carechoices.co.uk/publication/peterborough-guide-to-independent-living/>

The **Peterborough Information Network (PIN)** is a website that provides information and advice along with listings of services, events, groups, organisations and clubs in Peterborough. The PIN is being updated daily with the latest information about what is currently available:

[www.peterborough.gov.uk/PIN](http://www.peterborough.gov.uk/PIN)

### Making life easier at home

If people are having difficulties with everyday tasks at home, simple solutions could help to make their life easier and keep them independent. These are a starting point; other solutions are available.

#### [Equipment to make life easier](#)

[NRS Safe and Well](#) is run by NRS healthcare. It provides information, advice and a range of equipment and devices that people can purchase to help with everyday tasks. There is an online questionnaire to help people identify things that might help them or they can call 01480 415719 to talk to an occupational therapist.

[Technology enabled care](#) - gadgets to help around the house.

### Meals on wheels and frozen meal delivery service

iCare meals delivery - [www.icarecuisine.co.uk](http://www.icarecuisine.co.uk)

For PCC/NHS/Vol Sector Organisations: 01468 4669902

For private customers: 0845 604 1125

### Looking after someone

Support is available for anyone who cares for someone else, whether or not they would call themselves a carer. Below are details of an organisation who can help.

Caring Together	<ul style="list-style-type: none"> <li>• 1:1 Support</li> <li>• Telephone Support / Welfare check-ins</li> <li>• Information &amp; Advice line</li> <li>• Virtual Hubs</li> <li>• What If? contingency plans</li> <li>• Listening Ear service providing emotional support</li> </ul>	0345 241 0954 <a href="mailto:hello@caringtogether.org">hello@caringtogether.org</a> <a href="http://www.caringtogether.org">www.caringtogether.org</a> Mon-Fri What if? Plans seven days per week
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### Staying fit to stay independent

Public Health provides plenty of information to help people stay stronger for longer and avoid slips, trips and falls.

[Stay stronger for longer](#)

[Healthy Peterborough](#)

## How you can advise people to stay independent, safe and well

Support for older people and adults aged 18+, and for when coming home from hospital		
<p>There is dedicated support available for older people and adults aged 18+ (as defined on page 1), and also for when people may need extra help for a short amount of time after leaving hospital whilst they recover.</p>		
<b>British Red Cross</b>	<ul style="list-style-type: none"> <li>1:1 Support</li> <li>Telephone support / welfare check-ins</li> <li>Food parcels</li> <li>Collecting prescriptions and shopping</li> <li>Support for discharge planning</li> </ul>	01733 207113 <a href="mailto:supportathomepeterborough@redcross.org.uk">supportathomepeterborough@redcross.org.uk</a> Seven days per week, 10am-6pm Focus: Community support to anyone aged 18+ and/or hospital discharge
<b>Age UK</b>	<ul style="list-style-type: none"> <li>1:1 Support</li> <li>Telephone support / welfare check-ins</li> <li>Food parcels</li> <li>Collecting prescriptions and shopping</li> <li>Information and advice line</li> <li>Support for discharge planning</li> <li>Installing grab rails and key safes</li> </ul>	0300 666 9860 <a href="mailto:infoandadvice@ageukcap.org.uk">infoandadvice@ageukcap.org.uk</a> <a href="http://www.ageukcap.org.uk">www.ageukcap.org.uk</a> Seven days per week, 10am-4pm Focus: Older people and/or hospital discharge
<b>Care Network</b>	<ul style="list-style-type: none"> <li>1:1 Support</li> <li>Telephone support / welfare check-ins</li> <li>Food parcels</li> <li>Collecting prescriptions and shopping</li> <li>Remote wellbeing activities</li> <li>Support for discharge planning</li> </ul>	Rapid Response Service: Help at Home - 01223 714433 Wellbeing telephone support - 0330 094 5750 <a href="https://care-network.org.uk/">https://care-network.org.uk/</a> Mon-Fri 9am-5pm Sat-Sun 10am-4pm Focus: Anyone aged 18+ who needs support and/or hospital discharge

Support for people with a sensory impairment		
<p>There are a range of organisations that support people with sensory impairments to remain safe and well at home.</p>		
<p>RNIB have highlighted 5 ways they can support people during Covid-19 including their helpline. Details relating to what is available can be found <a href="#">here</a>.</p>		
<p>Guide Dogs have launched a telephone advice line for adults and parents of children and young people who may be concerned about Covid-19. This is a new service and open for calls between 10am and 4pm. Also they have a local office in Peterborough which covers Norfolk, Suffolk and Cambridgeshire, including Peterborough. <a href="#">Further details are available by visiting their webpage here</a>.</p>		
<b>Cambridgeshire Deaf Association</b>	For individuals who are deaf or hard of hearing: <ul style="list-style-type: none"> <li>Telephone support / Welfare check-ins</li> <li>BSL video communication</li> <li>Online drop-in groups (via Zoom)</li> </ul>	01223 246237; text: 07429 231230 <a href="mailto:office@cambsdeaf.org">office@cambsdeaf.org</a> <a href="http://www.cambsdeaf.org">www.cambsdeaf.org</a> 9am-5.30 pm
<b>Peterborough Association for the Blind</b>	For individuals with reduced vision or blindness: <ul style="list-style-type: none"> <li>Telephone Support / Welfare check-ins</li> <li>Talking newspaper</li> </ul>	01733 344844 <a href="mailto:info@mypab.org.uk">info@mypab.org.uk</a> <a href="http://www.mypab.org.uk/">www.mypab.org.uk/</a>
<b>Deafblind UK</b>	For individuals who are deafblind: <ul style="list-style-type: none"> <li>Telephone Support / Welfare check-ins</li> </ul>	0800 132 320 Text: 07950 008870 <a href="mailto:info@deafblind.org.uk">info@deafblind.org.uk</a> <a href="http://www.deafblind.org.uk">www.deafblind.org.uk</a>

## How you can advise people to stay independent, safe and well

Support for people's mental health and wellbeing		
<p>Organisations across Cambridgeshire and Peterborough have come together to launch a 'Now We're Talking' mental health campaign which helps people to find out where they can get mental health support.</p>		
<p><a href="#">Now We're Talking</a></p> <p><a href="#">Keep Your Head</a> is being regularly updated, including details of services accessible online.</p> <p>The NHS First Response Service is still available for those in mental health crisis: call 111 option 2.</p>		
<b>Lifecraft</b>	<ul style="list-style-type: none"> <li>Lifeline provides listening support and information to someone experiencing mental distress or if you are supporting someone else in distress.</li> <li>Lifeline Plus has trained staff who can discuss issues affecting mood and wellbeing, or signpost to other sources of support.</li> </ul>	Helplines for adults - Lifeline: 0808 808 2121 2pm-11pm, seven days per week Lifeline Plus: 0808 808 2121, 9am-2pm, Mon-Fri <a href="http://www.lifecraft.org.uk">www.lifecraft.org.uk</a>
<b>CPSL Mind</b>	<ul style="list-style-type: none"> <li>Telephone and video call support</li> <li>1:1 visit support for high-risk clients</li> <li>Alternative virtual group support</li> <li>Qwell - online Good Life service</li> <li>Website information</li> <li>The Sanctuary are supporting people over the phone if they are put through by the First Response Service.</li> </ul>	0300 303 4363 <a href="mailto:enquiries@cpslmind.org.uk">enquiries@cpslmind.org.uk</a> <a href="http://www.cpslmind.org.uk">www.cpslmind.org.uk</a> 9:30am-5:30pm, Mon-Fri

Support for people with dementia		
<p>The Alzheimer's Society have a Dementia Connect support line which remains open on 0333 150 3456 every day and have Talking Point their online community, where people affected by dementia can receive valuable support: <a href="https://www.alzheimers.org.uk/">https://www.alzheimers.org.uk/</a></p>		
<ul style="list-style-type: none"> <li>1:1 Support</li> <li>Telephone Support / Welfare check-ins</li> <li>Signposting to local community support</li> <li>Dementia resource centre</li> </ul>	For Peterborough branch contact: Tina Kierman 01223 813894 ext 3295 M: 0759 0418 531 <a href="mailto:tina.kierman@alzheimers.org.uk">tina.kierman@alzheimers.org.uk</a> 9am-5pm, Mon-Fri	
Support for people affected by drug and alcohol use		
<p>The Aspire Recovery Service run by Change Grow Live provides support to people affected by drug and alcohol use:  <a href="https://www.changegrowlive.org/aspire-recovery-peterborough">https://www.changegrowlive.org/aspire-recovery-peterborough</a></p> <p>01733 895624 or 0800 111 4354 or e-mail: <a href="mailto:peterborough@cgl.org.uk">peterborough@cgl.org.uk</a></p>		
Support with finding out the right health information		
<p>Healthwatch Peterborough can help people to find the local health services near them:  <a href="https://www.healthwatchpeterborough.co.uk/">https://www.healthwatchpeterborough.co.uk/</a></p>		
<ul style="list-style-type: none"> <li>Information, advice and signposting phone line</li> <li>Website information</li> <li>Emailing support information</li> </ul>	0330 355 1285 Text: 0752 0635 176 9am-4pm Mon-Thur 9am-3:30pm Fri <a href="mailto:enquiries@healthwatchcambspboro.co.uk">enquiries@healthwatchcambspboro.co.uk</a>	



# How you can advise people to stay independent, safe and well

## Support for people with money worries

[Citizens Advice Peterborough](#) can help people work out how to manage their debts.

[Making Money Count](#) offers self-help information on money, being online, finding work and renting.

If people are unable to afford to buy food they may be able to access vouchers to get food from the local Foodbank. Also they may be able to be referred to a charity that can help them with basic furniture or clothing.

[Peterborough Foodbank](#)

[Carezone](#) - provides good quality furniture to those in genuine need.

## Support for pet owners

Wood Green (the animal charity) are available to provide advice to pet owners during the Covid-19 pandemic.

The Pet Advice section of their website answers many common queries and questions can be submitted online to their Pet Support Team.

<https://woodgreen.org.uk/wood-green-reaction-coronavirus>  
<https://woodgreen.org.uk/pet-advice>

For general enquiries:

0300 303 9333 or e-mail: [info@woodgreen.org.uk](mailto:info@woodgreen.org.uk)

## Support for community safety concerns

### Domestic abuse

Anyone experiencing **domestic abuse** can call the National Domestic Abuse Helpline on 0808 2000 247 or contact local specialist services.

- **Refuge** support those living in Huntingdonshire, Fenland and Peterborough. Visit the [Refuge website](#) or call 07787 255 821.

More information on these services and other support for those experiencing domestic abuse can be found on the [Cambridgeshire and Peterborough Domestic Abuse and Sexual Violence Partnership website](#).

### Scams

Information on how to protect people from scams can be found here:

[Beware of Coronavirus scams](#)

Information about the **Cambridgeshire and Peterborough Against Scams Partnership** and scam prevention resources can be found here:

[Against Scams Partnership](#)

This information has been produced by Peterborough City Council to be used by staff and volunteers who are having conversations with and are supporting residents during the Covid-19 pandemic response period.

The information is correct at the time of production, 20 May 2020.