



# Adult Social Care

Supporting you during the coronavirus (COVID-19) pandemic



# Supporting you during the coronavirus pandemic

In response to the pandemic and the new Coronavirus Act 2020, we are making changes to some of our services and the way we work. For examples, services such as day centres have been closed in order to comply with government guidelines on social distancing



## How we are continuing to support you

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We are continuing to deliver the best for residents who have care and support needs. We will work with you and/or with your family, carer or friends to find the right solutions for you during this difficult time. When you first contact us for support, we will ask you about your current circumstances to help us understand more about your situation and what support you need.

## Understanding your needs (Assessment)

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In response to government guidelines on social distancing and to fully understand your care and support needs, we will arrange a suitable time with you to carry out a 'virtual assessment'. A 'virtual assessment' is simply a chat using one of the following apps:

- Facetime
- WhatsApp
- Skype
- Zoom

We will discuss with you what support you need during the coronavirus crisis and agree a 'support plan'. We will keep the support plan under review as we move through the pandemic.

## Financial Assessment

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We will also try to carry out a financial assessment virtually. In some cases this may not be possible, and we may charge you retrospectively for some services. This is because most people have to pay something towards the cost of their care and support. What you pay will depend on your personal circumstances and what support you need. We will look at your income and savings to help us decide if we can help pay for your care and how much you may have to contribute. Our Financial Assessments Team can help you work this out and provide information and advice. You can contact them on **020 8871 6218** or email **financeAT@richmondandwandsworth.gov.uk**

If you have savings over £23,250 you will have to pay for the cost of your care in full. Further information on paying for care is available on our website at: **[www.wandsworth.gov.uk/paying-for-care-and-support](http://www.wandsworth.gov.uk/paying-for-care-and-support)**

If you have recently been discharged from hospital and need support, we may not charge for all these support services until after the pandemic crisis. You can contact our Financial Assessment team on **020 8871 6218** or email **financeAT@richmondandwandsworth.gov.uk** for further information.

**You do not have to pay for an assessment – this is free of charge.**

## Keeping safe (Safeguarding)

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Our priority is to continue to support all our residents to live without fear, to make the choices they wish and to be treated with respect. If you think you or someone you know is experiencing abuse, exploitation or harm you should contact Adult Social Care to get help. We will work with partners to ensure that you are supported to make the changes that you want to stop the abuse. Do not feel afraid to ask for our support.

**If someone is in immediate danger call 999.**

## Spotting scams

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Unfortunately, during the coronavirus pandemic there are some people known as 'fraudsters' who are targeting vulnerable people for money. This is often referred to as a 'scam' and can be done using technology such as over the phone or email, or in person on your own doorstep. The fraudster will tell lies or trick you to gain your trust and take your money or other private information about you. To avoid being scammed make sure you never send money to, share your banking details with, or open website links from somebody you do not trust or know. Remember your bank will never ask you for your bank details or to transfer any monies.

Also, please remember not to open the door to a stranger.

If you are scammed, or have been, don't feel embarrassed. Report any scams you spot, including ones you have not fallen for, to Action Fraud.

Telephone: **0300 123 2040**

Website: **[www.actionfraud.police.uk](http://www.actionfraud.police.uk)**

## Looking after someone else

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We are continuing to support carers already known to us and people who are new in their caring role. Being a carer can be emotionally and physically challenging and it is important that you look after yourself and stay healthy, even more so during this pandemic.

If you are new in your caring role or your circumstances have recently changed, we will have a conversation with you to help us understand your current needs and what support you need in your caring role. You may be able to get help and advice with financial concerns, planning for emergencies during the coronavirus pandemic, your own health or have any worries about future needs.

You can also complete your assessment online in your own time on our website at **[www.wandsworth.gov.uk/carers-self-assessment](http://www.wandsworth.gov.uk/carers-self-assessment)**

Wandsworth Carers' Centre offers independent free and confidential information, advice and support, and is continuing to support carers over the phone and by email throughout the coronavirus crisis. You can contact them by on **020 8877 1200** or email **[info@wandsworthcarers.org.uk](mailto:info@wandsworthcarers.org.uk)**

Further information on looking after someone is available on our website at

**[www.wandsworth.gov.uk/looking-after-someone](http://www.wandsworth.gov.uk/looking-after-someone)**



## Community Hub

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We understand that this is an anxious time and we have set up a Community Hub helpline particularly for the elderly and/or vulnerable without support networks, who need support to access medical services, care services or food supplies.

If you are feeling lonely or just want to have a chat with someone, the Hub can put you in touch with local telephone befriending services. This is to help those most in need stay safe and well while they self-isolate at home.

You can contact the Community Hub Help on **020 8871 6555** or email **[covid19support@richmondandwandsworth.gov.uk](mailto:covid19support@richmondandwandsworth.gov.uk)**

## Staying well and healthy

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Staying at home during the pandemic can be difficult and challenging. It is very important to look after your physical and mental health. There are many things you can do to stay well and healthy:

- stay in touch with family and friends over the phone or on social media
- keep your mind active – you could try activities like cooking, reading, watching films, learn a new skill through online learning
- be active - do light exercise at home, or outside once a day
- get yourself into a routine and make sure you get enough sleep
- eat a balanced diet and stay hydrated.

You can find further information on coronavirus and staying safe on our website at **[www.wandsworth.gov.uk/coronavirus](http://www.wandsworth.gov.uk/coronavirus)**

## Our contact details

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**Monday to Friday from 9am to 5pm.**

**Telephone:** (020) 8871 7707

**SMS Phone:** 07940 775107

**Email:** [accessteam@wandsworth.gov.uk](mailto:accessteam@wandsworth.gov.uk)

**Website:** [www.wandsworth.gov.uk/adultsocialcare](http://www.wandsworth.gov.uk/adultsocialcare)

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**(020) 8871 7707**

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