

Our Ref: ASCLetter

7 September 2020

Dear Citizen

### **Coronavirus**

As you will be aware, Coronavirus is still prevalent in Birmingham and we remain committed to ensuring that we continue to meet your care and support needs wherever possible.

As we are unsure how long this current situation will affect each and every one of us, I thought it would be useful to remind you of some key support routes that you may or may not be aware of.

As always, the latest government advice which can be found here: <https://www.gov.uk/coronavirus> must always be followed and we would still encourage you to seek support from your family and friends in the first instance.

Below is some information which may assist you.

- Your care and support will continue as normal, if it needs to change, we will contact you. We will ensure our staff are provided with appropriate clothing where needed.
- The government may take further decisions about shielding vulnerable people. Please watch the media and check on the Government website for latest information ([www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)).
- Access to supermarkets for vulnerable shoppers is still available. You can go direct to the supermarkets or contact our emergency help line on 0121 303 1116 and officers can book you a Tesco or Iceland delivery slot. If you do not have access to a computer, please call the helpline and they will refer your details to a voluntary organisation who will be able to help.
- Adult Social Care support and advice is still available by contacting your local social work team. If you do not know how to do this and need help urgently, please call 0121 303 1234.
- Volunteers continue to assist us in local areas. Please note that if you ask for assistance, this may come from another more appropriate organisation. More details can be found at: <https://r2wbirmingham.info/>
- Support to carers is available from Birmingham Carers Hub which can be contacted on 0333 006 9711 or at [www.forwardcarers.org](http://www.forwardcarers.org).

Finally, the city council has a dedicated website which includes latest service information. [https://www.birmingham.gov.uk/info/50231/coronavirus\\_covid-19](https://www.birmingham.gov.uk/info/50231/coronavirus_covid-19).

I hope you find this information useful as we continue to face these challenges together.

Yours sincerely



Professor Graeme Betts  
**Director**  
**Adult Social Care**