



Derby City Council

Address

Team

Contact

Our ref

Email

Tel

Fax 01332 643299

Minicom 01332 640666

Date

## Coronavirus and Adult Social Care in Derby

This letter is to tell you how we are planning our Adult Social Services, in case we have an increased level of Coronavirus in Derby.

We are contacting you because you, or a person you care for receives care and support from Derby City Council – or because you are waiting to hear from us. We want to explain the current planning that we are doing and what will happen if we see increased levels of the virus in Derby.

We are contacting our colleagues working in the NHS, home care, residential care and nursing homes to see what support they might need if their workers become ill and cannot work. We all may need to prioritise what we do, but we or your care provider will contact you to discuss this. We have already contacted all our social care providers in Derby to help them plan as much as they can. They are working very hard to maintain levels of care for as many people as they possible can – but there may be some disruption in the coming weeks.

If you arrange your own care and support, or arrange it for someone else using a Direct Payment please think about a plan in case there are changes to your support arrangements. You can use your Direct Payment flexibly at this time if you do need to make changes. Please contact us or your support provider if you need any help or advice

Government advice about “social distancing” for everyone, means the Council will only be meeting people in person for urgent and essential

---

**People Services, The Council House, Corporation Street, Derby, DE1 2FS**  
derby.gov.uk

To view Derby City Council Privacy Notices please visit [derby.gov.uk/privacy-notice](https://www.derby.gov.uk/privacy-notice)



situations. We will do our best to support you over the phone, by text and by email.

We know you will have questions and concerns and may be very worried, so please contact your allocated social care worker by phone, mobile or email. If you receive a service but you haven't got an allocated worker, then please contact us on **01332 640825** or by email [\*\*contact.support@derby.gov.uk\*\*](mailto:contact.support@derby.gov.uk)

If you have applied for a service, but not yet been assessed and your situation becomes more urgent, please contact us on **01332 640777** or by email [\*\*DDAdultSocialCare@derby.gov.uk\*\*](mailto:DDAdultSocialCare@derby.gov.uk)

Our Deaf Services Team will be contacting our Deaf customers and the Deaf Community but you can also use our Sign Video Service <https://www.derby.gov.uk/signing-service/>

We may take longer than usual to contact you and we do appreciate your patience. In an emergency, please call 111 or other emergency services.

We are also working with colleagues in Community Action Derby, Public Health, Derby Homes and others to recruit volunteers to help support people in Derby with the current situation. This includes making sure isolated people can make contact with someone in their community to get help with support and practical tasks such as shopping and collecting prescriptions. Please call **01332 640000** from Monday 23<sup>rd</sup> March onwards or email [\*\*customerservices@derby.gov.uk\*\*](mailto:customerservices@derby.gov.uk)

We appreciate not everyone has access to the internet, but for those who do, you can use the local website:

**[www.derby.gov.uk/coronavirus](http://www.derby.gov.uk/coronavirus)**

For the latest national information use:

**[www.directgov.uk/coronavirus](http://www.directgov.uk/coronavirus)**

We know that this will be a very worrying time for you and we'd like to reassure you that we are working hard and doing everything we can to continue to meet urgent and essential social care needs.

And finally, we are sorry if you have received more than one of these letters or if it doesn't apply to you, but we needed to contact people as quickly as we could.

Yours sincerely



**Andy Smith**

**Strategic Director, People Services**

We can give you this information in any other way, style or language that will help you access it. Please contact us on:  
01332 643498 Minicom: 01332 640666

Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku.

Prosimy o kontakt: 01332 643498      Tel. tekstowy: 01332 640666

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01332 643498 ਮਿਨੀਕਮ 01332 640666 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Slovakian

Túto informáciu vám môžeme poskytnúť iným spôsobom, štýlom alebo v inom jazyku, ktorý vám pomôže k jej sprístupneniu. Skontaktujte nás prosím na tel.č: 01332 643498 Minicom 01332 640666.

Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم 01332 643498 پر ہم سے رابطہ کریں۔