



Helen Jones
Executive Director Adult Social Care & Health
Derbyshire County Council
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Ask for: Helen Jones
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Date:

Dear

You might remember us writing to you at the start of the coronavirus outbreak about how we were having to change the way we worked to help us deal with the pandemic.

By temporarily reducing or suspending some care packages, we were able to focus our attention on helping Derbyshire's most vulnerable residents get through some very difficult times.

Many of you volunteered to suspend or reduce your care packages because you were shielding or self-isolating. Others were able to make arrangements with friends and relatives who'd been furloughed during the outbreak and I'd like to thank you for helping us support the most vulnerable through the pandemic.

We couldn't have done it without you and I'd like to thank you for your understanding and patience.

I am now pleased to be able to tell you that we are in a position to reinstate normal services and will be contacting you shortly.

What happens next?

You will be contacted by the telephone by your case coordinator who will carry out a short review to identify:

- how you have been managing over the last couple of months
- what has worked for you
- what difficulties you or your carer/s have experienced
- any benefits you have experienced and whether you think that some of the alternative ways of doing things have been helpful and whether there are things you'd like to stay the same as part of any care going forward (e.g. equipment or direct payments)
- whether you wish to return your home care package to its previous level

- Whether you wish for this to include the previous provider staff (where possible we will seek to do this but this may not be possible or take a little longer to arrange)
- Whether you are continuing to self-isolate and at this time do not want to reinstate your package of home care

If you have any questions about the reinstatement of your home care package please contact your case co-ordinator.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Helen Jones', written in a cursive style.

Helen Jones

Executive Director Adult Social Care & Health