

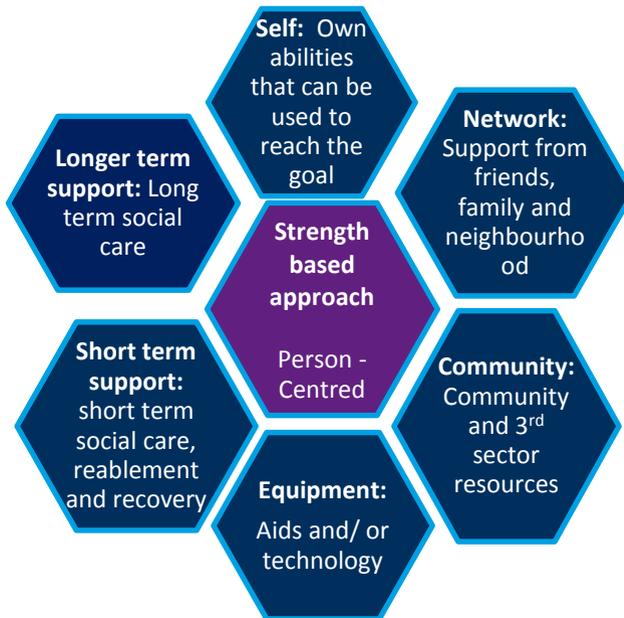
Strength and asset based conversations during Covid-19

Supporting the people we work with

If there was ever a time to put our skills, experience and knowledge as social workers into practice, it is now. Even in these difficult times, we can still have strength and asset based conversations with the people we are working with.

We should continue to support people to explore their own family and local networks and making use of the many offers of help that people are giving to their communities (page 3) and explore Technology Enabled Care (page 4).

Links to the Adults Toolkit and other resources are at the end of this guidance.



Supporting each other

We are lucky to have a workforce with a wealth of knowledge and experience and it is more important than ever to keep in touch with each other, both professionally and personally.

Many teams have already set up virtual huddles. A huddle is an important opportunity to discuss and reflect on cases; share ideas, experiences and knowledge to achieve the best possible outcomes for people we work with, at this challenging time.

Huddles are a key part of sustaining the Changing the Conversation approach with person centred, strengths-based, community connected, and outcome focused practice in social care and support planning.

Supporting Carers

At this time it is essential that all carers are supported appropriately in order for them to continue in their caring role and to ensure that this does not have a negative impact on their own health and wellbeing.

By ensuring that carers are identified early, supported appropriately and that meaningful conversations are carried out we will help to prevent, reduce and delay carers from reaching crisis points and breakdown.

Conversations with carers should explore their wider friends and family network to support them in their caring role and if they need more, there is a lot of support available to carers in the local community. Examples of support include:

Contingency planning

Carers may be worried about what might happen if they, or the person they care for, develop symptoms of Covid-19 preventing them from carrying out their caring role. Contingency planning for what help might be required is vital to prevent escalation of need, anxiety or carer breakdown.

If someone needs more help

You should follow your local guidance and pathways for carers assessments. www.cpft.nhs.uk/Documents/Carers/CareersassessmentsASMHandOPMHCA.pdf

<https://www.cpft.nhs.uk/carers/>

<https://www.cpft.nhs.uk/carers/carers-and-covid-19.htm>

You will find guidance on supporting carers, contingency planning and carers assessments on the Adults Toolkit (see page 4 for links)

Caring Together provides support and advice for carers
Telephone: 0345 241 0954

Email:

hello@caringtogether.org.

Website:

www.caringtogether.org

Making Space offers carers assessments to carers of adults (18-65) when the cared for person is has mental ill health but is not supported by the Cambridgeshire and Peterborough NHS Foundation Trust (CPFT)

Telephone: 01480 211006

Email:

enquires@makingspace.co.uk

Website:

www.makingspace.co.uk

You can continue to join the weekly **Carers huddle** – every Wednesday at 2pm either via this link [Join Skype Meeting](#) and or by phone 01223 728599 and enter conference ID 935672

Support in the community – Key services being provided during Covid-19

Where practitioners identify an outcome that could be sustained using volunteer or community support (short term food shopping, collection of medication, social contact for example) then they can continue to make direct referrals to our commissioned voluntary sector services. Some of our key commissioned voluntary sector services are highlighted below:

Age UK Cambridgeshire & Peterborough

Service: Older people and/or hospital discharge

Offer: 1:1 support; telephone support; welfare check-ins; food parcels, collecting prescriptions; shopping; information & advice line; discharge planning support; installing grab rails and key safes

Opening times: 10am-4pm 7 days a week

Contact: 0300 666 9860 or covid19@ageukcap.org.uk

British Red Cross (Peterborough only)

Service: Older people and/or hospital discharge

Offer: 1:1 support; telephone support; welfare check-ins; food parcels, collecting prescriptions; shopping; discharge planning support;

Opening times: 10am-6pm 7 days a week

Contact: 01733 207113 or 07738 944564 if no response

Care Network (Cambridgeshire & Peterborough)

Service: Older people and/or hospital discharge

Offer: 1:1 support; telephone support; welfare check-ins; food parcels, collecting prescriptions; shopping; discharge planning support; triage into local voluntary sector

Opening times: Covid-19 response for vulnerable people including discharge planning support

Monday-Friday 9am-5pm

Saturday & Sunday 10am-4pm

Contact: Covid-19 response 01223 714433

Wellbeing Monday to Friday 9am-5pm

Contact 0330 094 5750

www.care-network.org.uk

Community Navigators Triage Service into local voluntary Sector
Cambridgeshire area:

- Fenland: 01354 695208
- East Cambridgeshire: 01353 659639
- Cambridge City: 01223 300460
- South Cambridgeshire: 01954 212100
- Huntingdonshire: 01480 423065

Many other community services and offers of volunteer support can be found in our directories.

Cambridgeshire Online Directory www.cambridgeshire.gov.uk/directory

Peterborough Information Network www.peterborough.gov.uk/PIN

Technology Enabled Care (TEC)

Have you considered how TEC can help people stay independent, safe and well at home?

We all use technology every day. Choosing the right equipment and 'gadgets' will help people stay independent, and increase their confidence inside and outside the home. TEC can be loaned, or purchased, to support people and their carers, in the community

Prompts and daily for everyday tasks like eating, drinking or meal preparation.

Movement alerts and sensors around the house to alert that a person is moving.

Medication reminders, and automated prompts or dispensers.

Automated check calls (Cambridgeshire only) Multiple check calls can be arranged throughout the day for those who have an informal carer network. This can be set up remotely.

Emergency call alarms, keysafe and response An emergency pendant linked to a 24hr response centre (can be funded for up to 12 weeks in Cambridgeshire, funding arrangements in Peterborough are changing, check for the latest information). For those not able to press a pendant, other solutions can be provided, eg smoke alarms and falls detectors.

Please refer to the Council websites or TEC teams for further advice

Cambridgeshire

Website: www.cambridgeshire.gov.uk

Email: TEC@cambridgeshire.gov.uk

Telephone: 01480 378160

Peterborough

Website: www.peterborough.gov.uk

(search for TEC)

Telephone: 01733 747474

Useful resources

Don't forget you can access fact sheets from the Adults Toolkit

camweb.cambridgeshire.gov.uk/our-organisation/people-and-communities/adults-portal1/ (CCC)

cccandpcc.sharepoint.com/sites/CCCandPCCAdultToolkit (PCC)

All practitioners can sign up to RiPFA (Research in Practice) for more resources:

www.researchinpractice.org.uk/adults/

The daily adults Covid-19 practice updates provide real-time practice and legislation updates.