

Our Ref: ASCLetter1

9 September 2020

Dear Family member/Carer

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. You will already have been informed that the Director of Public Health has already asked care homes to restrict visitors.

We appreciate that once again this is a difficult time as you may be unable to contact your loved ones who are living in residential care. As you will realise, residents in care homes are some of the most vulnerable and therefore, the decision to restrict visiting was not an easy one.

I would hope that you continue to remain some contact with your relative using the staff and managers in each care home, but appreciate that they may be very busy due to the current situation we find ourselves in. Please contact them in the first instances, however if you have any concerns or queries in relation to the care of your loved one, please contact us on 0121 303 1234.

We hope that the care and support your loved one receives continues, however if you require any support as a carer, please contact the Birmingham Carers Hub who can be contacted on 0333 006 9711 or at www.forwardcarers.org.

Finally, the city council have a dedicated website which includes latest service information. 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