

27.3.20

## **Covid-19 Social Care provision and Support for Those Self-isolating**

Council Social Care continues to be provided in line with our normal levels of provision. Significant numbers of staff are being affected by self-isolation requirements, but arrangements are in place to maintain capacity despite this. Services are being provided remotely where possible to avoid risk and low level services have closed to focus on high priority services.

Outside of the council, the capacity of the social care market in Wrexham had been under pressure before the Covid-19 outbreak and it does not now have the capacity to increase its level of service to respond to an increase in demand. The providers have service continuity plans in place to cope with disruption due to a reduction of staff capacity, but these has never been tested for such an extended outbreak. Social Care is liaising with the Betsi Cadwaladr NHS Trust and the County Voluntary Council to coordinate its responses to this challenge.

Access to Personal Protective Equipment (PPE) has been a concern for service providers, but limited supplies have now been provided by Welsh Government. The Council will liaise with independent sector partners regarding support in this area and plans to source further supplies independently of Welsh Government. PPE is prioritised for staff providing personal (hands on) care.

Arrangements are being developed jointly with our County Voluntary Council regarding support for people over 70 and those with underlying health conditions who have to self-isolate for 12 weeks. Those receiving the letter from Welsh Government this week and who need support are being advised to make contact with the Council via [www.wrexham.gov.uk](http://www.wrexham.gov.uk) and **01978 292000**. The Council will direct such calls to AVOW, who are working in partnership with the Council to support the most vulnerable through a bank of volunteers, and the Council's Adults Single Point of Access which has a voluntary sector coordinator working as part of the team helping to develop this response.

You are also advised to direct your constituents to the website and council number so that call can be logged and better coordinated.

The situation is being monitored to respond to the developing situation.