

Will my home care worker still come to support me?

Your care workers should still come to provide your care. If a home care provider is having difficulties providing care they should be discussing this with Leicestershire County Council at the first opportunity. The Council is maintaining regular contact to ensure that providers are still able to deliver care.

If for any reason, you are left without care and you do not have any family members, friends or neighbours who can support you, please contact:

Leicestershire County Council Adult Social Care

Tel: 0116 305 0004

Deaf or hard of hearing: text 07949 633 788 instead
Monday to Thursday, 8.30am to 5pm
Friday, 8.30am to 4.30pm

Online [contact form](#)

Emergencies / out of hours: Telephone the Emergency Duty team on 0116 255 1606 if you need to speak to adult social care outside of normal office hours

Should my care workers be wearing masks?

Public Health England recommends all care workers wear a mask when providing you with care. Please contact your provider immediately if your care worker supports you without one.

In addition, Public Health England also recommends all care staff use gloves and an apron when delivering close personal care. If there are paid care workers, cleaners or other helpers coming into your home they should be following strict hygiene and infection control measures

like, washing their hands, and keeping surfaces clean. If you are not sure about this, you should contact your care provider.

My care worker is showing signs of the virus, what should I do?

If your care worker shows symptoms of COVID-19, please tell your care provider. They will need to carry out a risk assessment and take steps to protect staff, their families and other people they support, from the virus. Your care provider should work with you to make sure that you are also safe.

I or someone in my home has COVID-19 or symptoms of it, can my care worker still come to support me?

Government guidance says that carers can continue to support you. You must contact your care provider immediately to discuss this with them, so they can work to keep everyone safe

Please also see the guidance for households with possible coronavirus infection at:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

I want to cancel my or my cared for person's care as I don't want anyone coming into the house

You need to contact Leicestershire County Council's Customer Service Centre on 0116 3050004.

We will need to talk about how your needs will be met, and make sure you are aware about what to do if your situation changes.

Will my, or my cared for person's, day (community life choices) service close during lockdown?

Government advice is to stay at home. For some people the risk to themselves or their family, of staying at home, is higher than going to their day (community life choices) service. Where this is the case the government are allowing some services to continue, with strict guidelines. Providers will be in contact with people to talk about individual needs and circumstances.

I have an elderly parent or parents who I usually take shopping or prepare meals for but am self-isolating. What shall I do?

If there are no other family or friends that can support you, you can find out about available support in your area at <https://www.leicestershire.gov.uk/coronavirus-covid-19/how-to-find-help> . Our focus is on keeping critical services running, particularly those supporting vulnerable people.

You can also find some companies that might be able to deliver hot meals on our website at <https://www.leicestershire.gov.uk/adult-social-care-and-health/living-independently-at-home/meals-on-wheels>

If you still need support and this is critical, please call our customer service centre

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Our online contact form can be found at:

https://leicestershirecc-self.achieveservice.com/AchieveForms/?mode=fill&consentMessage=yess&form_uri=sandbox-publish://AF-Process-ec8d6452-47a9-4eb2-9b50-95597b610d4d/AF-Stage-9985c319-ae68-41b5-8e42-bbfa5722afe9/definition.json&process=1&process_uri=sandbox-processes://AF-Process-ec8d6452-47a9-4eb2-9b50-95597b610d4d&process_id=AF-Process-ec8d6452-47a9-4eb2-9b50-95597b610d4d&_ga=2.226089113.2037831618.1604569123-390894666.1604569123

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I or my cared for person are in the middle of a care and support assessment - will this carry on?

Your assessment should still continue. There are different ways the assessment might be completed, such as over the phone, and the social care worker will discuss these options with you. We will still do face to face visits if this is the best option, but the social care worker will be taking extra precautions to help keep you and them safe, such as using personal protective equipment (PPE) like masks and gloves, or talking to you in an outside area if this is possible and appropriate.

Can I still apply for a carer's assessment?

You can still complete online carers assessment at:

<https://www.leicestershire.gov.uk/adult-social-care-and-health/looking-after-someone/what-is-a-carers-assessment>

or ask Support for Carers to help you to do this over the telephone. Leicestershire Support for Carers continue to offer their valuable support via the telephone, email, and social media.

www.supportforcarers.org

Tel: 01858 468 543

Email: maureen@supportforcarers.org

You can also find some useful advice from Carers UK website about looking after your health at:

<https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19> and

further support at:

<https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19/coronavirus-further-support>

If you are a carer please also see our Coronavirus guidance for unpaid carers at:

<https://www.leicestershire.gov.uk/adult-social-care-and-health/looking-after-someone/coronavirus-guidance-for-unpaid-carers>