

The Gloucestershire Carers Hub message during Covid-19



Carers and partner agencies

We understand that this is a worrying time for carers and, as such, are doing all we can to support carers through this situation.

Most of our communication channels remain open, though for the safety of carers and our staff, we are no longer providing face to face services. We are still available to offer support to carers during our normal opening hours (9am to 5pm Monday to Friday, but we will keep this under review and amend as appropriate) including information, advice and guidance over the phone and through our website, email and social media. Please do keep checking our website and social media for up to date information. The latest information from the government relevant for carers can be found at <https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>

At times like this contingency planning is at the forefront of our mind. Therefore, if you would like to talk about what might happen if you or your cared for becomes ill, please do phone. Whilst we may not be able to process registrations for the Carers Emergency Scheme as normal, we will continue to start the registration process for any carer who wishes to do so. We would request that carers are mindful that the registration processes may take longer than usually expected. It is really helpful to talk through emergency planning, even if you do not formally wish to register with the Carers Emergency Scheme. Information regarding the local Carers Emergency Scheme is available- <https://gloucestershirecarershub.co.uk/carers-emergency-scheme/>

We recognise that this is an increasingly isolating time for carers and we want to assure carers in Gloucestershire that we are here if you want to talk to someone. We will also be providing outreach calls to carers known to us, to offer emotional support, information, advice and guidance, as well as a conversation about contingency plans.

Of further interest may be the 'Jointly App' which is supported by Carers UK. The app is available free of charge to all carers registered with the Gloucestershire Carers Hub. The app is there to support you with your caring role, and you can allow multiple individuals to log in and update information. The app can act as a live record of what is happening with the person you care for including appointments, updating medical details and medication.

If you are a carer, please get in touch. If you know someone who is a carer, please look out for them at this time:

Phone 0300 111 9000

Web www.gloucestershirecarershub.co.uk

Email carers@peopleplus.co.uk

Social media Facebook- Gloucestershirecarershub

Twitter- @GCarersHub

Instagram- Gloucestershire_Carers_Hub

For Young Carers, please contact Gloucestershire Young Carers <http://www.glosyoungcarers.org.uk/>
01452 733060