



**Hertfordshire County  
Council  
Adult Care Services  
County Hall  
Pegs Lane  
Hertford  
SG13 8DP**

**Date: 23 Dec 2021**

## **Adult Care Services**

To: All people that use Community Care Services

Dear All,

### **Support from Adult Care Services this winter**



We have worked hard to make sure that services keep people safe.

We want to let you know that you will still get the care you need this winter.

You and your family carers and our social care workers will be protected and kept safe.



Care services are open and support from the Council's social care teams is continuing.

Many local support groups are still open.

Some support may be over the telephone or by video call.



All Hertfordshire County Council day services are open, except a short time at Christmas.

Because of social distancing less people may be able to go to a day service.

Other day activities may not be open. Please contact your usual day service to ask about this.



If you have an urgent question about your care please call us on **0300 123 4042**.

You should talk to your care provider first if you have any worries.



It is best to keep being careful.

Use a face covering.

Wash your hands often.

Keep a space between you and others.

Meet outside if you can.



Get your Covid vaccinations and booster.

Get a flu jab.

## Winter Health Guide

Health and wellbeing advice for you and your family this winter



Watch out for a Winter Health Guide booklet being delivered to you at home.

It has guidance and information to help you to stay safe and well this winter.

You can also find it at:

[www.hertfordshire.gov.uk/winterwellbeing](http://www.hertfordshire.gov.uk/winterwellbeing)



HertsHelp can give you advice and support with shopping, money, help with using the internet and how to find a support group if you want to.

Call HertsHelp on **0300 123 4044**

Or visit the website [www.hertshelp.info](http://www.hertshelp.info)

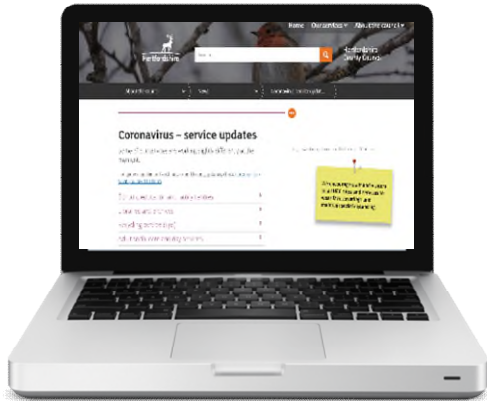


You may have questions about your care so we have put answers on our website.

We will keep updating the answers if things change.

There is an easy read version. Please look here:

[www.hertfordshire.gov.uk/serviceupdates](http://www.hertfordshire.gov.uk/serviceupdates).



Things can change quickly. If things change we will update our website with new information.

Please check our website or ask a Carer, friend or neighbour to help with checking:

[www.hertfordshire.gov.uk/serviceupdates](http://www.hertfordshire.gov.uk/serviceupdates)

We want to make sure that our communities stay well and get the support they need.

Yours sincerely

Chris Badger

A handwritten signature in black ink, appearing to read 'Chris Badger', is written in a cursive style.

Executive Director Adult Care Services