

## Adult Social Care (for Young people aged 18-25 years) - Covid-19 Parents Q&A's

| Question  | Answer   |
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| <p>Things were okay, but now we are really struggling. Who should I call?</p>   | <p>If your young person (YP) has a social worker you can contact your YP social worker or the Berkshire Integrated Hub main telephone on 0300 365 1234</p> <p>Alternatively, you can make contact with the Customer Service Centre on 0118 974 6000 who will redirect your call.</p> <p>There is an emergency outside of office hours (9am-5pm Monday to Friday) you can contact the Emergency Duty Service (EDS) on 01344 786543</p> <p>If you are experiencing challenges that are having a significant impact on your ability to provide safe and consistent care for your YP or you are concerned about the welfare of a vulnerable adult you should report the abuse.</p> <ul style="list-style-type: none"> <li>○ <a href="#">Report a concern using our online form</a></li> <li>○ Call: <a href="tel:01189746371">0118 974 6371</a> and speak to someone about your concerns</li> <li>○ Call: <a href="tel:01344786543">01344 786 543</a> outside of normal office hours</li> <li>○ In an emergency call: <a href="tel:999">999</a></li> </ul> |
| <p>I cannot access any short breaks as all the activities my young person goes to has stopped, what can I do?</p>                               | <p>Speak to your YP social worker about the different ways that you can utilise your direct payment during this time period.</p> <p>Requests will be considered on an individual basis.</p>  |
| <p>I can't get out to go shopping because my child cannot queue and keeps running off, how can I get food?</p> <p>And what about medicines?</p> | <p>Citizens Advice Bureau have developed a Community Hub that links volunteers to families to support them in accessing what the need i.e. shopping, prescriptions etc. Call 030 0330 1189 or email: <a href="mailto:admin@citizensadvicewokingham.org.uk">admin@citizensadvicewokingham.org.uk</a></p> <p>Keep Mobile can also help. call: 03455 440850 or email: <a href="mailto:admin@keepmobile.org.uk">admin@keepmobile.org.uk</a></p>  |
| <p>Are Transitions to Adult Services still happening? And who do I contact?</p>   | <p>Yes. Transitions to adult services are still being progressed in the same way. Please speak to your child's social worker or contact the Transitions Team on 0118 974 600.<br/>Email: <a href="mailto:TransitionsDuty@wokingham.gov.uk">TransitionsDuty@wokingham.gov.uk</a></p>  |
| <p>What do I do if the PA that comes in to help with my child cannot come any more?</p>   | <p>If your child has a social worker, please speak to them or contact the Berkshire Integrated Hub 0300 365 1234. They will assist you to think through your options.</p>  |
| <p>Can we use Direct Payments to pay my teenage son who lives in the same house to help with care of their sister?</p>                          | <p>No, this is not possible. You can however speak to your social worker or Berkshire Integrated Hub on 0330 365 1234 to help you.</p>   |

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| <p>What do I do if I get sick?</p> <p>Who will help me with my young person?</p>   | <p>You can however speak to your social worker or Berkshire Integrated Hub on 0330 365 1234 to help you.</p> <p>They will assist you to think through your options.</p>  |
| <p>What do I do if my child gets sick, how do I protect my other in the house? Especially if they are at greater risk?</p> | <p>Contact your young person's social worker or Berkshire Integrated hub on 0330 365 1234.</p> <p>You should also continue to follow guidance as in relation to hygiene, isolation and shielding practices as laid out by Public Health.</p>   |
| <p>Things getting out of control and abusive with all the stress in our house and I am really scared. What can I do?</p>   | <p>Services for safeguarding remain in place and operational. Should you have concerns about the safety and well-being of your young person, you can:</p> <ul style="list-style-type: none"> <li>○ <a href="#">Report a concern using our online form</a></li> <li>○ Call: <a href="tel:01189746371">0118 974 6371</a> and speak to someone about your concerns</li> <li>○ Call: <a href="tel:01344786543">01344 786 543</a> outside of normal office hours</li> <li>○ In an emergency call: <a href="tel:999">999</a></li> </ul> <p>The following can also help:</p> <p>Berkshire Women's Aid 0118 950 4003<br/><a href="http://www.berkshirewomensaid.org.uk">www.berkshirewomensaid.org.uk</a></p> <p>National Domestic Abuse Helpline 0808 801 0327<br/><a href="http://www.nationaldahelpline.org.uk">www.nationaldahelpline.org.uk</a></p> <p>Men's Advice Line 0808 801 0327<br/><a href="http://www.mensadviceline.org.uk">www.mensadviceline.org.uk</a></p> |