



**Derbyshire Healthcare**  
NHS Foundation Trust

**COMPLEX HEALTH SERVICES**

St Paul's House  
Jubilee Business Park  
Enterprise Way  
Stores Road  
Derby  
DE21 4BB

Tel: 0300 123 4586 (Options 2 & 5)

Web: [www.derbyshirehealthcareft.nhs.uk](http://www.derbyshirehealthcareft.nhs.uk)

Dear Parent/Carer,

I'm writing to let you know that due to the current COVID-19 virus we need to make some changes to the level of care we provide as a service. We are very sorry that we are having to do this, but I'm sure you will understand that we need to reduce face-to-face contact as a way of reducing the spread of the virus, and we will also be working for a period of time with fewer staff as they may be self-isolating or on sick leave themselves.

These temporary changes might mean that your child is seen less frequently, offered telephone appointments rather than face-to-face appointments, or you might be contacted by people who are not yours or their regular workers. As a result, you might also find that your existing appointment has been cancelled (we will contact you separately if we do this).

We are very keen to support everybody who is receiving a service from us to the very best of our ability, and recognise what a stressful time this is. If you feel your child's needs change or if you have concerns related to your child's medical condition then please contact us on the above number to let us know (within usual office hours).

Please stay at home if you have coronavirus symptoms of either a high temperature (you feel hot to touch on your chest or back) or a new, continuous cough (this means you've started coughing repeatedly) or if someone in your household has these symptoms. Do not go to a GP surgery, pharmacy, hospital or any other NHS appointment. We would recommend that you follow the advice about COVID-19 which can be found at [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus). We have also attached some useful websites about the Coronavirus and local numbers should you need family support.

Yours sincerely

Alison Fermor  
Area Service Manager  
Childrens Complex Health

Useful Contacts
<b>Useful Contacts</b>
<b>NHS 111</b> (free open 24 hours) - <a href="https://111.nhs.uk/covid-19">https://111.nhs.uk/covid-19</a>
<b>Social Care Telephone:</b> Derby City Careline - During office hours ring 01332 786968. Call Derbyshire - Call 01629 533190. The call centre is open between 8am to 8pm, Monday to Friday and 9.30am to 4pm Saturdays
<b>Family Health Derby City – Derbyshire Healthcare NHS Foundation Trust</b>  <a href="https://www.derbyshirehealthcareft.nhs.uk/services/family-health-derby-city">https://www.derbyshirehealthcareft.nhs.uk/services/family-health-derby-city</a> <b>Please follow this link for other Childrens Services which are signposted at the bottom of the webpage</b>

Online sites recommended by NHS England and NHS Information:

- National Autistic Society – guidance and helpline for parents', young people and staff: [https://www.autism.org.uk/services/nas-schools/vanguard/news/2020/march/coronavirus-\(covid-19\)-advice.aspx](https://www.autism.org.uk/services/nas-schools/vanguard/news/2020/march/coronavirus-(covid-19)-advice.aspx)
- Mencap - Easy Read guide to Coronavirus: <https://www.mencap.org.uk/sites/default/files/2020-03/Information%20about%20Coronavirus%20ER%20SS2.pdf>
- Place2Be – Guide to helping parents answer questions from their children and to support family wellbeing: <https://www.place2be.org.uk/about-us/news-and-blogs/2020/march/coronavirus-information-for-children/>
- Young Minds - Talking to your child about Coronavirus and 10 tips from their Parents Helpline to support family wellbeing: <https://youngminds.org.uk/blog/talking-to-your-child-about-coronavirus/>
- Carers UK - Guidance for carers: <https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19>
- Covibook – an interactive resource designed to support and reassure children aged 7 and under, designed to help children explain and draw the emotions that they might be experiencing during the pandemic: <https://www.mindheart.co/descargables>
- [Public Health England](https://www.gov.uk/government/collections/coronavirus-advice-for-places-of-education) have produced an easy read version of their [Advice on the coronavirus for places of education](https://www.gov.uk/government/collections/coronavirus-advice-for-places-of-education). You can download it [here](https://www.gov.uk/government/collections/coronavirus-advice-for-places-of-education).



- WHO Guidance - <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>