

24th March 2020

Dear Parents/Carers,

**RE: CHILDREN'S THERAPY EQUIPMENT AND CONTACT INFORMATION
DURING COVID-19 CONTINGENCY PLANNING**

As you are aware the Corona/Covid-19 situation is developing daily. Due to school closures we anticipate that some families may wish to borrow their child's equipment such as standing frame or walker from school to use at home. Your school therapist should have already been in contact with you regarding these arrangements. For those of you who have requested support transporting the equipment from the school to your home, we are liaising with Herts Equipment Stores to assist with this.

Please note, in most circumstances the school insurance does not cover equipment off the school site, except when it is in the possession of staff. When equipment is lent out to parents/carers of pupils, this can only be done if full responsibility is accepted by them. In some cases personal home contents insurance may cover the risk, but this should be checked with the insurers.

Reporting a Fault:

In the event of equipment requiring repair or replacement, please contact:

Herts Equipment Stores:

Tel: 01707 292 555

Email on: hes.collection@hertfordshire.gov.uk

Please look for a label on the equipment for details to report your problem.

Please only use equipment at home as you have been previously shown and if you are familiar with your child's equipment have the appropriate equipment to transfer your child in/out of the equipment if required. During this highly unprecedented period, your usual school therapist may be deployed to help other areas of the organisation which requires additional resources. Therefore if you feel there is an issue around positioning, if you think your child has outgrown the equipment or is not being adequately supported in it then please contact the therapy advice line on the number below.

Advice and Support with Therapy Programmes or other queries

The children and young people's therapy services have a dedicated telephone number which parents, carers and professionals can call to speak to a therapist about a new referral or child's development. During the covid-19 situation this advice line has been extended to parents and carers who have children who are on the current caseload or seen by our school therapists.

The advice line number is open 24 hours a day, 7 days a week. Please leave a message and specify which therapy you require help from, leave as much information as possible and a relevant therapist will contact you back. Please bear in mind this may take a few days.

Dedicated Advice Line

Tel: 01992 823093.

Sleep systems

If your child has been provided with a sleep system it is advised that it is used every night to help protect your child's posture as part of their 24 hour postural management. If you are having any difficulties, please contact the advice line.

Orthotics

If you have any concerns regarding your child's splints/orthoses, please contact the centre who issued you with the orthotics. Local services details are below:

- Children's Orthotic Service (Watford Surgical Appliances), Jacketts Field, Abbots Langley on 01923 378 150.
- St Albans and The Marlows Health Centre Hemel- please call the therapy advice line on 01992 823093
- Stevenage Lister – 01438 286084 (Covers North and East Herts: Stevenage, Letchworth, Hitchin, Baldock etc.)

Please note many of these providers are running urgent and high needs services only during this time so are not providing things such as insoles, footwear and night splints.

Wheelchairs

Millbrook Wheelchair Service provides and maintains the wheelchairs in Hertfordshire. They are now running a limited service which includes emergency's, those at risk and hospital discharges.

The 'at risk' category includes those who have developed a pressure ulcer or are considered at risk of developing one and those who are at risk of a hospital admission if they are not seen for a wheelchair intervention.

Any wheelchair related enquiries please contact Millbrook Wheelchair Service directly to discuss: **0333 234 0303**.

Surgery or Botox

If your child has had recent orthopaedic surgery or Botox injections, please contact the advice line if you require further support.

We wish you all the best of health and hope that you stay safe at these uncertain and difficult times.

Kind Regards

Children's and Young People's Therapy Service
Hertfordshire Community NHS trust