

## Message

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**From:** Street, Andrea (HSS - Social Services & Integration) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=728F8FB1E1B144498B60FC04C1932E69; NR]  
**Sent:** 09/03/2020 14:50:05  
**To:** Heaney, Albert (HSS - Social Services & Integration) [albert.heaney@gov.wales; NR] HSS - Social Services & Integration; NR @gov.wales; NR (HSS - Social Services & Integration) NR @gov.wales; NR (HSS - Primary Care & Health Science; NR @gov.wales); NR EPS - CSD; NR @gov.wales  
**CC:** NR (HSS - Social Services & Integration; NR @gov.wales; NR @gov.wales); Surman, Neil (HSS - DHP Public Health) [neil.surman@gov.wales]; ECCW.Health / ECCW.lechyd [eccw.health@gov.wales]  
**Subject:** RE: URGENT Request from MfHSS

## Briefing

- We continue to rely on advice from our Chief Medical Officer which at the moment is that we are still in the Contain Phase. We and the UK government have published an action plan which sets out a range of measures and mitigation steps for the current and future phases.
- We need to continue to work together to ensure that agencies responsible for tackling the Coronavirus Covid-19 outbreak are properly resourced to do so; that they have the people, equipment and medicines they need and that any necessary changes to legislation are taken forward as quickly as possible.
- You will be aware that measures under consideration include self-isolation and social distancing for elderly and vulnerable people, which brings challenges for social care leaders in terms of support and advice to maximise compliance and in terms of anticipating potential impact and responding.
- We are aware that many people using care and support services require regular and high levels of care, not only to meet their physical needs but also their mental health needs. We know that there are nearly 80,000 people receiving formal care and support in Wales, of which 57,000 are over 65 years of age. This care is delivered by 65,000 social care workers (53,000 commissioned services and 12,000 local authority).
- As well as working with our UK colleagues on legislation, we are considering a range of regulatory easements to support care providers who may need to reprioritise how and where their staff work. Discussions have taken place with Social Care Wales (workforce regulator) and Care Inspectorate Wales (service regulator).
- We are considering guidance to support the Public Health Wales principles of preparing for and responding to Covid-19 which may include additional detail to support for example care homes or domiciliary support services. We know that 29,000 people are receiving domiciliary care, the vast majority of whom are over 65 years of age and remain a priority in our planning and ensure that they can continue to reside at home and receive the care they need.
- We are considering the 370,000 informal carers who play an essential role in keeping our health and social care system stable with regard to how they can be supported to continue this essential role.
- We know that there is a high prevalence of dementia in people over the age of 65 and other vulnerable groups including those with cognitive impairment, those who may be immune-suppressed or have other specialist or chronic health conditions that may require help. We are considering how they and their carers can be supported to comply with health protection guidance which may include a range of different isolation measures.

- We know from our loneliness and isolation work that reduced social interaction and activity can impact on both physical and mental wellbeing both in the short and long term, and we will wish to avoid any increase in dependency and longer term needs.
- Our third sector partners are crucial in our forward planning to help us to alleviate the impact along with our social care sector leads.
- Albert Heaney has identified a lead Director of Social Services to coordinate discussion across local authority social service departments and to join the regular social care sector leaders' telephone conference. This telephone conference provides an opportunity for you and wider public, independent and Third Sector leaders to review the situation, share intelligence and design support mechanism for the sector.
- In addition, my officials are commencing a preparedness and response social care group to respond to some of the issues I have highlighted above.
- In summary, our sector leadership will be key to provide clear messages based on Public Health Wales and CMO up to date advice, to offer solutions for our sector and whilst recognising the significance of the situation provide clear re-assurance.

**From:** Heaney, Albert (HSS - Social Services & Integration) <Albert.Heaney@gov.wales>

**Sent:** 09 March 2020 13:18

**To:** Street, Andrea (HSS - Social Services & Integration) <Andrea.Street@gov.wales> **NR** (HSS - Social Services & Integration) **NR** @gov.wales> **NR** (HSS - Social Services & Integration) **NR** @gov.wales>

**Cc:** **NR** (HSS - Social Services & Integration) **NR** @gov.wales>

**Subject:** FW: URGENT Request from MfHSS

**Importance:** High

Dear Colleagues

We have received an urgent request. Please could you consider and advise accordingly. I do have some anxiety around the wording of the social distancing and would be happy to discuss.

Kind regards  
Albert

**Albert Heaney**

Cyfarwyddwr Gwasanaethau Cymdeithasol ac Integreiddio / Director of Social Services and Integration  
Y Grŵp Iechyd a Gwasanaethau Cymdeithasol / Health and Social Services Group  
Cynulliad Cymru/Welsh Government

Irrelevant & Sensitive

**Ebost/Email:** [albert.heaney@gov.wales](mailto:albert.heaney@gov.wales)

**From:** **NR** HSS - Primary Care & Health Science **NR** @gov.wales> **On Behalf Of** ECCW.Health / ECCW.Iechyd

**Sent:** 09 March 2020 13:11

**To:** Heaney, Albert (HSS - Social Services & Integration) <[Albert.Heaney@gov.wales](mailto:Albert.Heaney@gov.wales)>; Surman, Neil (HSS - DHP Public Health) <[Neil.Surman@gov.wales](mailto:Neil.Surman@gov.wales)>

**Cc:** ECCW.Health / ECCW.Iechyd <[ECCW.Health@gov.wales](mailto:ECCW.Health@gov.wales)> **NR** (HSS - DHP Public Health)

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NR

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**Subject:** URGENT Request from MfHSS

**Importance:** High

Albert and Neil,

Please see the request below, please can you action as a matter of urgency.

Kind regards

NR

NR

Desg Iechyd a Gwasanaethau Cymdeithasol / Health and Social Services Desk  
Argyfwng Cydgysylltu Canolfan (Cymru) / Emergency Co-ordination Centre (Wales)  
Llywodraeth Cymru / Welsh Government  
CE10 3NQ

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E-bost / Email: [ECCW.Health@gov.wales](mailto:ECCW.Health@gov.wales)

**A wnewch trin yr e-bost hwn fel sensitif swyddogol / Treat this email as official sensitive**

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**From:** NR (EPS - CSD) NR @gov.wales>

**Sent:** 09 March 2020 13:06

**To:** ECCW.Health / ECCW.Iechyd <[ECCW.Health@gov.wales](mailto:ECCW.Health@gov.wales)>

**Cc:** Situation Cell <[Situation.Cell@gov.wales](mailto:Situation.Cell@gov.wales)>; Haggaty, Gary (EPS - CSD) <[Gary.Haggaty@gov.wales](mailto:Gary.Haggaty@gov.wales)>

**Subject:** Request from MfHSS

OFFICIAL SENSITIVE

Hi colleagues,

Your Minister has requested the following: -

- Ahead of his meeting with Local Authority leads for Social Care this afternoon, can Albert please consider slides 5 – 9 of the powerpoint attached in a Welsh context and pull it together into a briefing for the Minister?
- Neil Surman's paper on the Bill sent as a matter of urgency to MfHSS and Reg Kilpatrick.

I'm not sure what time the meeting is this afternoon, so as discussed, you'll double check and let Albert know?

Many thanks.

Cofion cynnes / Kindest regards,

NR

NR

Uwch Rheolwr CONTEST | Senior CONTEST Manager  
Tîm Cydnerthu | Resilience Team  
Yr Is-adran Diogelwch Cymunedol | Community Safety Division  
Grŵp Addysg a Gwasanaethau Cyhoeddus | Education and Public Services

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Ydw i'n defnyddio'r iaith sydd orau gennych? Os ydych yn dymuno derbyn gwasanaeth yn y Gymraeg, rhowch wybod i mi. I Am I using your preferred business language? If you'd prefer to liaise with us in Welsh, please let me know.