



# Information

for adult social care providers

**CORONAVIRUS**  
**PROTECT YOURSELF & OTHERS**



## Working with you during coronavirus

Dear colleague,

These are unprecedented times for adult social care and I would like to thank you for your dedication to continuing care and support for our residents. As you are aware, it is likely that the health and social care system will be placed under significant strain by Covid-19 (coronavirus). I am writing to describe Leicestershire County Council's offer over the coming weeks and months to ensure that we can work together to provide good services and keep people safe.

### Dedicated Provider Communication Line

We recognise the vital role that our providers are playing in the Covid-19 response and want to reassure and support you at this challenging time. We have established a dedicated Provider Communication Line to answer queries for all organisations that support people with care and support needs, which from Monday 23 March you can reach at

**0116 305 7263**

**[enquirylinequality&contracts@leics.gov.uk](mailto:enquirylinequality&contracts@leics.gov.uk)**

**8.30 and 17.00, Monday to Friday**

Please use this to contact or correspond with us on your questions and concerns, and for information, guidance or support.

We will target a response to emails or specific queries within one working day, and where appropriate we will post answers which may be of interest to other providers on our website. From Monday 23 March we will have a dedicated web page for provider information, resources and Frequently Asked Questions at <https://resources.leicestershire.gov.uk/coronavirus>.

### Continuity of Care

We, and you, foresee increased staff absences in the coming weeks as a result of self-isolation, caring responsibilities, and illness. You will be doing your utmost to fulfil the care and support needs of the people for whom you provide services; however we are not in a position to take back packages of care. Our NHS partners will be facing similar pressures, and will be working to ensure that hospital beds are available for those who most need them. We will all be playing our part in maintaining capacity.

## **Financial Sustainability**

As well as our arrangements to support providers with information and guidance, we are promoting the use of mutual aid to ensure that our resources are used to best effect in these difficult circumstances. We need you to continue to risk assess the people who you support to ensure that the most vulnerable people are being prioritised for care, and to support people flexibly and creatively. We also need you to work with your fellow providers to share staff resources where appropriate.

We are conscious that many of our providers will have concerns about financial sustainability and cashflow, and in recognition of your efforts in prioritisation and mutual aid we are working on a way to provide you with financial stability through either payment on planned care or another mechanism which could support your cash flow and care delivery.

## **Planning and Response**

We are working with all relevant organisations to coordinate our approach to managing the Covid-19 pandemic locally, making regional and national links where required. Our business continuity plans have, like yours, been developed and adapted over time to create a sound basis for our emergency planning measures and structures which are now live.

## **Infection Prevention and Control**

You will have received information either from us or the local resilience partnership on infection prevention and control over the previous weeks; we will continue the flow of information to help you with these issues, including how we will help you to make the best use of the available PPE.

## **Key workers**

Guidance for schools, colleges and local authorities was published late yesterday evening. It provides information about which children will be able to access school and which parents are deemed critical to the response to Covid-19. The DFE are telling parents to contact their Local Authority if their child's school is shut and their children would be eligible to attend. The guidance around key workers is available at <https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-educational-provision/guidance-for-schools-colleges-and-local-authorities-on-maintaining-educational-provision>

## **Further Communications from Leicestershire County Council**

In the next week you will receive further communications specific to your care and support provision type, to enable you to benefit from the very latest information available. We will also be scheduling provider conference calls with us during weeks commencing 23 March and 30 March.

## **Thank You**

We appreciate your huge efforts in continuing to support people despite the challenging circumstances, and in thinking of innovative ways to do this to make the best use of your available workforce.

Yours sincerely

Jon Wilson

Director of Adults & Communities