



# Information

for adult social care providers

CORONAVIRUS  
**PROTECT  
YOURSELF  
& OTHERS**



Issue 5:

Dear Colleague,

Reflecting on the challenges of the last few weeks, I would again like to express my sincere thanks for all your efforts and commitment to supporting the lives of our residents.

I hope you have also seen the [message of thanks](#) from Matt Hancock, who sincerely thanks 'his brilliant colleagues in social care.'

As another week begins, we continue to face unprecedented levels of pressure and the information below outlines how we will continue to provide as much support to providers, as we can do during these times.

## **Support to maintain financial stability during the outbreak or widespread transmission of COVID-19**

The Government has asked local authorities to look at ways in which we can support our providers of care, particularly during the coming weeks where the outbreak or widespread transmission of COVID-19 will have its most significant impact.

In these unprecedented times the County Council has fully considered the potential financial impacts on our contracted providers for the provision of care services in Leicestershire and we want to help where we can.

We understand that this time may present you with challenges in maintaining staffing levels and meeting both the level of need and numbers of service users, which may fluctuate considerably over the next few months. We want to provide confidence that all providers:

- We will continue to be paid where we commission services to be delivered ;
- Any other additional costs directly arising from dealing from COVID 19 will be paid.

National guidance on the payment of fees is expected and we will review our approach once received.

We will be paying all providers the 2020/21 annual fee uplift from April payment dates using the national living wage as a basis for one year only. In April 2021 we will review the 2 years together (20/21 and 21/22) based on normal contract indices – but there won't be a clawback.

As well as recognising the increased costs of providing care resulting from COVID19, the council recognises the need to offer providers of home care some certainty about the level of income they receive in this period of uncertainty. For the next 4 payment cycles the Council will guarantee to offer you at least the same number of hours that we offered for in the last payment period. If the number of hours we ask you to provide is less than this we will pay you a top up to make up the difference. If you provide more hours you will be paid accordingly.

We recognise that a significant number of home-care providers have electronic home care monitoring in place to facilitate the submission of their Actual (hours) of service delivery and internal financial ledger reconciliation.

We also acknowledge that providers could be delivering additional care at short notice to people being discharged from hospital, or where regular informal support ceases to be available, for example due to carer illness. We have the facility in place to enable the provision of payment to support the temporary additional care over planned hours. Our ability to maintain payment where service temporarily flexes could be more onerous for a provider should we move to payment on Planned hours. We also wish to ease pressure for providers should you face changes in your cashflow, and therefore we propose to maintain the provision of payment on Actual (hours) but supplement with a 'forward-payment'.

The arrangements for the 'forward-payment' will be as follows:

- As we currently pay for a 4-week care period, a 'forward-payment' will be calculated for a 4-week period using the current weekly Planned Care Package Line Items
- For Home Care and CLC Daycare providers, the same bank account will be used for this payment, which we currently use for LCC's scheduled payment
- For Supported Living providers, the same bank account will be used for this payment, which you have supplied to Adam HTT Limited
- The payment will be initiated week ending 3<sup>rd</sup> April 2020, and will be made as one payment and not attributed to a Service User
- This forward-payment will be reviewed again in 3 months, but recovery will not be undertaken before September

Please continue with the existing process to maintain records where temporary additional care over planned hours is delivered or any other additional costs.

We are mindful that maintaining stable financial processes are important to continued resilience but should you consider there is a need to temporarily suspend the provision of your Actuals, then please feel free to contact our Finance Operations Team. In the first instance please contact Sarah Rogers, Finance Operations Manager, preferably by email [Sarah.Rogers@leics.gov.uk](mailto:Sarah.Rogers@leics.gov.uk) or you can use the email address [EHCMPayments@leics.gov.uk](mailto:EHCMPayments@leics.gov.uk) or [SLpayments@leics.gov.uk](mailto:SLpayments@leics.gov.uk) or [CLCPayments@leics.gov.uk](mailto:CLCPayments@leics.gov.uk), but mark in the subject 'FAO Sarah Rogers'.

Lastly, the outlined financial support is contingent upon providers continuing to work in partnership with the County Council to mitigate the impact of COVID-19. This includes, but is not exclusive to:

- Maintaining an open dialogue with the County Council and other commissioning partners, with a particular emphasis upon raising risks and issues as they become apparent.
- Providing 'mutual aid' as appropriate to other providers, with or without the facilitation of the County Council.

Most critical of all, providers must be receptive to new ways of working to meet the challenges of the current and future COVID-19 landscape.

### **Recruitment support**

You should have seen our plans to support providers in filling vacancies in [issue 4](#) of our bulletin. Our Inspired to Care team are offering to recruit and onboard care professionals on your behalf to fill the gaps in your workforce. For more information visit the [provider pages](#) of our website.

### **Our ask of providers**

Following the introduction of new discharge guidelines, we are expecting a rapid increase in demand for care in the next weeks and months. Added to the reduction in our capacity due to sickness and isolation, there will be increased pressure across the whole system.

During these times, it is more important than ever that we work closely to deliver care for those who most need support.

To facilitate the discharges out of hospital, we will be implementing a homecare brokerage service which will operate from 8am- 8pm Monday – Sunday from 30<sup>th</sup> March 2020. With your support in response times, the aim is to ensure that packages of care are sourced and begin on the day that individuals are fit for discharge.

Moving forward, we will have to take some difficult decisions to get the most out of our limited capacity. As such, we must start taking some immediate measures which have been outlined below:

- Prioritise the calls you make, using the RAG rating as detailed in [issue 3](#) of our provider bulletin. If people are rated as Green or have calls rated as Green you need to stop providing these calls, if it safe to do so - communicating with the people you support before cancelling calls
- Actively ask people you support if they require the care or can it be delivered by others - maybe friends or family or maybe carers are required for some calls but not all

- Ensure that you have a decision maker available during the extending working hours (8am-8pm, Monday to Sunday), so that new packages can be scheduled to ensure individuals are supported back in to their own homes, as quickly as possible
- Complete the attached RAG rating spreadsheet for all individuals that you support, including Leicestershire County Council managed, Direct Payment and Self funders. This will help us get an overview and ensure that we are in the best position possible to support you in whatever ways we can. Please send your completed form to [enquirylinequality&contracts@leics.gov.uk](mailto:enquirylinequality&contracts@leics.gov.uk) by close of business Thursday 2nd April 2020. It is requested that this be kept up to date with new cases / those ended as this may be requested at any point when assessing potential risk to you as a provider and or individuals.

When making the decision to reduce or cancel a call, please communicate with both the people you support and your staff and consider your Business Continuity plan and risk ranking tool when reviewing if you can safely reduce/rearrange any care calls. You do not need approval to cancel the calls. However, If someone refuses staff entry, and you believe not receiving care puts them at risk you need to let us know via the allocated worker or the Customer Service Centre (CSC) on 0116 3050004.

We appreciate that this may be time consuming so If you require any support with this please get in touch.

### **Shielding vulnerable people**

Some people will be eligible for the shielding support from the local government to have medication and food delivered. We are cross checking who will be eligible for this support. We may be able to support other people with volunteer support for food and medication deliveries. If you feel people need this support to enable you to reduce a call please let us know.

### **Online resources and support**

I appreciate that there is a lot of information in this bulletin and would like remind to remind you that we do have a dedicated area on our [website](#) for providers and a decided provider communication line available 8.30am to 5pm, Monday to Friday, telephone: 0116 305 7263 or email: [enquirylinequality&contracts@leics.gov.uk](mailto:enquirylinequality&contracts@leics.gov.uk)

### **New provider teleconferences**

We have set up a series of provider teleconferences that we would encourage you to dial in to:

- Community Life Choices – Wednesday 1 April, 11.00-12.00
- Supported Living – Tuesday 7 April, 9.00-10.00
- Home care – Tuesday 7 April, 11.30-12.30

- Residential care – Wednesday 8 April, 11.30-12.30

The dial in details will be available on the [provider](#) area of the website.

### **Thank You**

Finally I would once again like to take this opportunity to thank you for your continued support in delivering essential care at this challenging time.

Yours sincerely

Jon Wilson

Director of Adults & Communities