



# Information

for adult social care providers

CORONAVIRUS  
**PROTECT  
YOURSELF  
& OTHERS**



Issue 7:

Dear Colleague,

As another week draws to a close, I hope that you are able to reflect on the positive difference you are making to the lives of others, recognised nationally by the national clap for carers, last night.

With no end in sight, it's more important than ever for us to continue to work closely together and I thank you for your support so far and for everything you are continuing to do.

## **Queries around financial support**

In [Issue 5](#) of our provider bulletin, we outlined how we would support providers financially during the coronavirus pandemic. We appreciate this is an area of concern for providers and many have been in touch with specific questions around forward-payments.

We wish to ease pressure for providers should you face changes in your cashflow, and therefore we propose a supplement of a 'forward-payment'.

To calculate the 'forward-payment' we will use the cost of the Planned care packages recorded on the system, as at Monday 30<sup>th</sup> March 2020, for the four-week care period 23<sup>rd</sup> March – 19<sup>th</sup> April 2020.

For Home Care and Day Care provider payments we will pay the 'forward-payment' into the bank account that we currently use to pay the 4-weekly scheduled payment.

For Supported Living provider payments, your 'forward-payment' will be paid into the bank account that you have supplied to Adam HTT Limited.

The payment for all providers is scheduled to be made week commencing 20<sup>th</sup> April 2020.

For Home Care and Day Care provider payments, your payment remittance will not be available via the Provider Portal, but the receipt of the payment LCC has made will be emailed to you by the Finance Shared Service to your usual email address. The payment will be one payment, with no value broken down by Service User.

For Supported Living providers, you will receive your e-billing invoice in the week commencing 20<sup>th</sup> April 2020. The payment will be one payment, with no value broken down by Service User.

If you do not wish to receive this payment, then please email [amie.halford@leics.gov.uk](mailto:amie.halford@leics.gov.uk) by no later than 5pm on the 8<sup>th</sup> April 2020.

This forward-payment will be recoverable but please be assured the recovery will not be made before September 2020. We will undertake a review in 3 months and will keep you fully informed on the recovery arrangements after our review.

### **Reminder about the new provider teleconferences**

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

- 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.

Finally, I would once again like to thank you for your commitment and support during these unprecedented times.

Yours sincerely

Jon Wilson

Director of Adults & Communities