

Information

for adult social care providers

CORONAVIRUS
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YOURSELF
& OTHERS



Issue 22

Dear colleague,

Please find the latest information on top up payments, mental health support available, an update on the decision maker arrangements for some of our providers, a PPE and a scams awareness update.

Thank you for your continued support during what continues to be a testing time.

Home Care Providers - Top Up Payment

In the previous bulletin 14, we have discussed giving some certainty to the level of income that Home Care providers can earn with the introduction of a 'top-up' payment calculation.

We have given a guarantee that the payment for the hours commissioned and delivered for four payment periods covering 23rd March to 12th July 2020, will not fall below the commissioned cost for the (pre-COVID) base period (27th January to 23rd February 2020).

We will make a 'top-up' where the commissioned cost and the actual cost for the current payment care period (23rd March to 19th April) are both lower than the commissioned cost for the base period. The payment calculation will be the difference between the base period commissioned cost compared to the higher of the current pay period commissioned vs actual cost.

Please see below for an example of a 'top up' calculation using created data:

Base Period Commissioned Cost £	Current Payment Care Period Commissioned Cost £	Current Payment Care Period Actual Cost £	Greater of Commissioned Cost and Actual Cost £	Top Up Payment £
(27 th Jan – 23 rd Feb)	(23 rd Mar – 19 th Apr)	(23 rd Mar – 19 th Apr)	(23 rd Mar – 19 th Apr)	
1000	900	800	900	100

1000	900	950	950	50
1000	1100	800	1100	0
1000	950	1050	1050	0
1000	900	1000	1000	0

We have finalised this calculation for the first of four pay periods and where a provider payment is required, we will make this payment on Wednesday 27th May 2020.

In order to focus our attention on ensuring that our scheduled and COVID-19 related payments are received by providers in a timely way, and that queries are responded to efficiently, please direct questions which you may have about your payment to the Provider Communication Line (enquirylinequality&contracts@leics.gov.uk) stating the basic information we would need to know. Your email will be acknowledged and responded to within 5 working days.

Where a 'top up' payment is made:

- It will be paid into the bank account that we currently use to pay the usual 4-weekly scheduled payment
- Your payment remittance will not be available via the Provider Portal, but the receipt of 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
- Should you have any queries relating to this payment we aim to achieve a response time within 5 working days

Leicestershire County Mental Health Support during Covid-19

We are aware that the current Covid-19 situation is causing issues for people in relation to their mental wellbeing. Please see below for a guide of the available mental health and substance misuse services that are able to safely support clients with issues on their mental health and/or issues with problematic use of substances.

It is important to try to direct your clients or customers to the most appropriate service or intervention. In most cases the volunteer offer or the Mental Health Wellbeing and Recovery Support service will be able to offer the best route for additional support for your clients.

For more serious concerns regarding someone's mental health please refer to the [Mental Health Crisis Support](#) section for information on the services available.

If you are worried about the immediate health and safety of an individual, please contact the emergency services directly on 999.

The [Leicestershire Mental Health Support](#) information online details:

- Volunteer support available
- Mental Health Wellbeing and Recovery Support Service – specific areas of Leicestershire
- Leicestershire County Substance Misuse Support during Covid-19
- Mutual Aid substance misuse support
- Mental Health Crisis Support – covers all areas of Leicestershire

All of this the information is available on the provider area of our website as a [PDF](#), which can be downloaded, printed and shared.

Decision maker arrangements

We have referenced in several bulletins that providers are reminded to have a decision maker available between 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.

PPE best practice guidance - use of gloves

Please be aware of updated guidance around the use of use of gloves. Best practice guidance is to use Latex gloves however if there is a suspected or known allergy for either staff or resident then nitrile (latex free) gloves should be made available.

The use of vinyl is acceptable but doesn't offer the same level of protection to staff – for two reasons, because of fit i.e. not as snug as latex or nitrile and if they are stretched, which sometimes happens.

Coronavirus Related Scams

As people worry about their health, families and finances during the current pandemic, unscrupulous criminals are taking full advantage of these fears and are preying on members of the public and businesses alike. As scams that have been around for a while are 'updated' to exploit this situation, we have added a [Coronavirus scams](#) information document online, alerting people to what to look out for.

If you would like to report a scam, you can get in touch with the following organisations:

Action Fraud – <https://www.actionfraud.police.uk/>

Citizen's Advice Consumer Helpline - 0808 223 1133

Adult Social Care Infection Prevention and Control Fund

We are currently working on updated information relating to financial support, including use of the Adult Social Care Infection Prevention and Control Fund allocation for Leicestershire, which will follow later in the week.

We will update on this in a future bulletin and it will also be available on the [provider area](#) of our website.

Thank you for your continued support.

Yours sincerely

Jon Wilson Director of Adults & Communities