

Support provided to providers by Leicestershire County Council during COVID-19 crisis

Position as at Friday 29 May 2020

Support to all providers in Leicestershire	
Support being offered	<p>Support and advice lines</p> <ul style="list-style-type: none"> • Access to a provider guidance phone line • Access to a support line offering support in the use of PPE and access to emergency supplies • Access to a 7-day support line offering guidance on infection prevention and control • Support to complete national Capacity Trackers • Public Health England (PHE) Reporting tool - isolating areas by zone and how this can be used proactively
	<p>Communications</p> <ul style="list-style-type: none"> • Weekly, targeted conference calls with providers to provide updates, discuss matters of concern and best practice • Regular provider bulletins – 22 sent out so far • Dedicated provider web resource with latest guidance, training videos and repository of FAQs • Clinical Lead and support for care homes via GP Practice • Targeted approach for care homes in difficulty, early identification of issues and support to prevent crisis • General advice and support with templates and tools to support day to day activity
	<p>Workforce</p> <ul style="list-style-type: none"> • Support in recruitment via council run recruitment agency, which provides end to end service including interviewing, checks and induction training • Bereavement support and resources from Admiral Nurses and signposting to counselling • Emotional support for staff, including sharing of tools to help promote wellbeing and initiatives to show appreciation and boost staff morale, such as clap for Leicestershire carers scheme • Support with health partners for providers to for dealing with end of life issues and verifying deaths • Dementia support tools for dealing with COVID-19 and the impact of wandering by residents • Support in recruitment via council run recruitment agency, which provides end to end service including interviewing, checks and induction training

Support to providers that the local authority has contracts with		
Domiciliary care	Residential care	Other provision
<p>Financial</p> <ul style="list-style-type: none"> The County Council has given the agreed annual uplift for domiciliary / home care providers effective from 6th April 2020, which also reflect the increase in the National Living Wage and National Minimum Wage. Overall home care provider rates as at 6th April 2020 are 10% higher than at 6th April 2019. The council has moved the current position of payment in arrears to payment in advance of care being delivered. This has been achieved by a ‘forward payment’ being made in April equivalent to a planned eight-week care period. The basis will reflect double the cost of the planned care packages recorded as at Monday 30th March 2020, for the four-week care period 23rd March – 19th April 2020. Whilst this is later recoverable, it helps to support providers’ cashflow. An additional 10% (based on April’s planned care packages) has been paid to the providers to cover additional costs for April. This comprises an initial total payment of £195k. The Council has commissioned work to examine the impact of COVID-19 	<p>Financial</p> <ul style="list-style-type: none"> Residential and nursing care fee rates reflect an inflationary uplift for 2020/21. Band rates have been increased by 4.1%, which is a blended rate that takes account of the Consumer Price Index (CPI) annual inflation rate of 1.4%, and the National Living Wage increase for 2021 of 6.2%. The Council continues to make payments on a 4-weekly cycle on planned care. These payments include a 2-week payment in advance element. We have also made a payment equivalent to 2 weeks of planned care, which whilst recoverable later, additionally helps to support providers’ cashflow. Additional payments have been made to residential care homes. The funding recognises the cost pressures in terms of higher staff sickness absence rates, associated agency and PPE costs. These payments equate to 10% of the four-weekly planned care banded costs during April (including the inflationary uplift), which amounted to a total of £567k. 	<p>Financial</p> <ul style="list-style-type: none"> The Council has moved the current position of payment in arrears to payment in advance of care being delivered. This has been achieved by a ‘forward payment’ being made in April equivalent to a planned eight-week care period. The basis will reflect double the cost of the planned care packages recorded as at Monday 30th March 2020, for the four-week care period 23rd March – 19th April 2020. Whilst this is later recoverable, it helps to support providers’ cashflow. We have delivered an approach for Day Service and Supported Living providers to claim extra cost relief where they have incurred extra costs clearly related to COVID-19 and specified conditions are met. Supported Living providers, the agreed approach is to make a payment for April and May for £25 per Service User per week, which we are in the processing of paying for the 8-week care period 6th April – 31st May. Whilst most day services cannot be delivered in the usual manner, the sector has been asked to diversify its approach to ensure agreed outcomes are delivered and contact is maintained

	<p>on domiciliary/home care providers' costs and following completion in May there will be an ongoing uplift of fees for the COVID-19 period.</p> <ul style="list-style-type: none"> • During this period of financial instability, we have given 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). On 27th May we made the first 'top-up' where the commissioned cost and the actual cost for the current payment care period (23rd March to 19th April) were both lower than the commissioned cost for the base period. • To recognise that there may be extra time required to deliver care safely whilst following infection prevention and control guidance, we allow a tolerance level, which is a percentage above the order to progress for payment without the need to seek an amendment. 	<ul style="list-style-type: none"> • The Council has commissioned work to review the impact of COVID-19 on residential providers' costs and following completion in May there will be an ongoing uplift of fees for the COVID-19 period 	<p>with vulnerable individuals through differing channels.</p> <ul style="list-style-type: none"> • Where an agreed alternative service has been delivered, payments have been claimed on the commissioned package. • Additional financial support arrangements linked to service retention are being made for the care periods to the end of May to reflect the impact of cancelled services • Support to realign business model for day care services to meet social distancing requirements
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Total spent to date on supporting providers the local authority has contracts with in response to COVID-19.	£11,658,415
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Support to providers that the local authority does not have contracts with			
Support being offered	Domiciliary care	Residential care	Other provision
	Non-Financial support as outlined above	Non-Financial support as outlined above	Non-Financial support as outlined above and in addition for Direct Payments: <ul style="list-style-type: none"> • Support to those with Direct Payments to access their services and negotiate any revised services to meet their needs whilst in self isolation or socially distancing • A dedicated advice line for Direct Payment recipients and correspondence sent out regarding PPE and to promote enhanced training via Skills for Care for Personal Assistants
Total spent to date since on supporting providers the local authority has contracts with in response to COVID-19.	None		