

18th March 2020

To: Supported Living/Extracare Providers in Worcestershire

COVID-19 INFORMATION FOR PROVIDERS

Dear Provider

We are writing to you in response to the ongoing situation regarding COVID-19 (coronavirus) which we know will place significant strain on the health and social care system over the coming weeks. In response to this, we have set up a dedicated provider support email address to answer queries for all organisations that support people with care needs (coronavirusasc@worcestershire.gov.uk). Providers can also contact the Adult Social Care Access Centre on 01905 768053 who will redirect calls as appropriate.

We want to support and reassure care providers at this time and so have taken some immediate steps to do this, specifically in relation to financial support. This is in addition to announcements made nationally around issues such as support for the payment of Statutory Sick Pay.

We are proposing that, for the duration of the COVID-19 outbreak, we continue to pay providers even in cases where services cannot be delivered, for example if a client is self-isolating and care cannot be provided or you cannot deliver care because of staffing issues. For individual hours that you are unable to deliver please record them on the Provider Portal with your actuals as 'frustrated' and add in the comments box 'due to CV', this will ensure you are paid and the client is not charged. We have added a one-page guide on how to record a frustrated actual on the WCC provider portal website:

https://www.worcestershire.gov.uk/info/20732/adult_services_provider_portal

This change to processes will apply from Monday 23rd March 2020.

Under this change to processes, providers must continue to pay staff, including staff who may be themselves having to self-isolate and therefore unable to work temporarily. This will contribute significantly towards the resilience of the health and social care system in Worcestershire.

In relation to Personal Protective Equipment (PPE), we realise that this is a matter of key concern to many providers. We are currently working with Public Health colleagues locally and nationally to ensure appropriate equipment supplies. More information will follow as it is available.

Any further specific queries should be directed to coronavirusasc@worcestershire.gov.uk and will be answered on a case by case basis.

I hope this provides you with the reassurance that we will do everything in our power to support you during this time. Please also use the website www.worcestershire.gov.uk/coronavirus to obtain further information and guidance.

Yours faithfully,



Elaine Carolan
Interim Director for People