

Communities, Health  
and Adult Social Care

**Executive Director**  
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### **COVID-19 information for providers who support clients receiving a direct payment**

During this time of uncertainty, we are doing everything we can to make sure that clients continue to receive the care they need over the coming weeks. The health and wellbeing of our community is our top priority and we want to make sure that they, and anyone who provides care for them, know where to access information, advice and support.

#### **Information on COVID-19**

The government publishes information and guidance on COVID-19 which is updated regularly. The Council has set up a Community Support Hub where you can find the most recent information in one place. This also includes details of groups and volunteers in your community who may be able to help with things like grocery shopping, caring for pets, and keeping you in touch.

Go to: [www.buckinghamshire.gov.uk/coronavirus](http://www.buckinghamshire.gov.uk/coronavirus)

#### **Direct Payments**

Each client who currently receives a direct payment from the Council will continue to receive regular payments as usual. We have requested that Client's notify the Council if there are any changes to their care package, such as an increased hours or reduction in support provided. We have asked people to continue to pay the Council's contribution to their provider as usual. In respect of client contributions and top up payments this is a conversation between yourself and the person receiving care.

#### **If the package suspended is by the Provider**

In the event your company is unable to continue providing care to an individual please take the following actions:

- Confirm with them the length of time that you will be unable to offer support.
- Agree a schedule to regularly review the situation.
- Contact the Adult Early Help Team on 01296 383204 so that this can be logged and the person safeguarded.

#### **If package is suspended by the client**

If your client contacts you to request the suspension of visits from your staff, we ask that the



you take the following actions:

- Confirm with the client or their family the length of time that they will not require support from your organization.
- Agree a schedule to regularly review the situation.
- Contact the Adult Early Help Team to inform them that the package of care has been suspended
- Record any dates and times of visits that have been provided during the period of suspension

**If care is cancelled by the Client**

**We have advised all clients by letter that if they should choose to cancel the care that they receive permanently they must**

- Contact your service directly and agree a notice period
- Contact the Adult Early Help Team on 01296 383204 and make them aware that they want to cancel the care package

During the agreed notice period the Council will continue to fund the client's direct payment as per their contract with each provider.

**If you have any further queries or concerns regarding clients receiving support from your services**

If you have any difficulties with a package of care that is in place please contact our Adult Early Help Team:

- Email: [Adultearlyhelpteam@buckscc.gov.uk](mailto:Adultearlyhelpteam@buckscc.gov.uk)
- Telephone 01296 383204

**If you would like to commissioning with any organisational concerns or non-client related queries please send an email to [afwrescillience@buckscc.gov.uk](mailto:afwrescillience@buckscc.gov.uk)**

Yours sincerely



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