

COVID-19 provider support

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Support to providers that the local authority has contracts with

	Domiciliary Care	Residential Care	Other Provision
Support being offered	<ul style="list-style-type: none"> • Average payments in place from 1 April 2020 – 30 June 2020 • Payment for additional packages taken in addition to average hours • Increased hospital discharge provision in place from 1 April 2020 – 30 June 2020. Paid at base rates +20% with a hospital discharge pathway in place • In borough inflationary increases made in April separate and distinct from additional temporary support • Open door policy to discuss requirements with providers on financial sustainability and additional requirements • Care Act easements agreed and implemented upon request • Teleconferences held three times a week until mid- 	<ul style="list-style-type: none"> • Additional 10% being made on standard base rates for in borough provision from 19 March 2020 – 30 June 2020 on Luton Commissioned beds, inclusive of short stays • Payment for voids of Luton commissioned beds from 19 March – 30 June 2020 • Additional 6% being made on standard base rates for out of borough provision from 19 March 2020 – 30 June 2020 on Luton Commissioned beds • Additional hours of support approved, if required • In borough inflationary increases made in April separate and distinct from additional temporary support • Open door policy to discuss requirements with providers on financial sustainability and additional requirements 	<ul style="list-style-type: none"> • Implemented a system where providers email a dedicated email address every week and provide us with details of their current stock levels and if they have any current confirmed or suspected cases • Worked in conjunction with Procurement and Transport to source and provide adequate supplies of PPE • Financial support currently being implemented

	Domiciliary Care	Residential Care	Other Provision
	<p>May, now held twice weekly</p> <ul style="list-style-type: none"> • Calls have been utilised to provide advice and support on signposting to staff bereavement and general mental health support, details of suppliers of PPE, infection control, hospital discharges, funding and support in place for management. • Additional professional support provided, including Infection Control Leads and Skills for Care • Weekly telephone calls to ensure adequate supply of PPE and to address any concerns • In excess of 50 information bulletins circulated referring to important sources of information and guidance • Advice on fast track employment, recruitment and reduced care support plan. • Suspended quality visits so that they could concentrate 	<ul style="list-style-type: none"> • In borough inflationary increases made in April separate and distinct from additional temporary support • Block purchasing arrangements in place for a minimum of six months to provide stability • Weekly teleconferencing with guest speakers from Clinical Commissioning Group and Public Health professionals (including Skills for Care and CQC) • Information given included: <ul style="list-style-type: none"> - PPE updates on supplies and ordering - Infection control advice and guidance - DoLS advice on guidance on new COVID-19 legislation - Medication advice and guidance on new COVID-19 legislation - Signposting to mental health support services for homes suffering deaths of residents - Testing and tracking information 	

	Domiciliary Care	Residential Care	Other Provision
	<p>on ensuring that they are able to continue to provide safe care during the pandemic</p> <ul style="list-style-type: none"> • Supported providers to obtain NHS mail including to support to complete paperwork and provide ODS codes • Suspended ECM Monitoring through CM2000 as clients and family members expressed concerns regarding carers using their phone • Risk management tool developed to support the market and capacity • Welfare checks in place for individuals with cancelled calls • Letter circulated to all individuals in receipt of care with council contact numbers • Implemented a system where providers email a dedicated email address every week and provide us with details of their current stock levels and if they 	<ul style="list-style-type: none"> - Social worker care home alignment - GP alignments and clinical support available - Out of hours services - Sharing best practice/government updates • In excess of 50 information bulletins circulated referring to important sources of information and guidance • Support offered to care providers in getting all care home providers in Luton on NHS Mail • Three weekly calls to all providers gathering Intel on staff isolation, COVID-19 cases, deaths and any issues for concerns • Infection control site visits to providers to ensure compliance and offering support and advice • Support to hospital to discharge • Supported to access webinars for training around infection control by SCIE/Skills for Care 	

	Domiciliary Care	Residential Care	Other Provision
	<p>have any current confirmed or suspected cases</p> <ul style="list-style-type: none"> • Worked in conjunction with Procurement and Transport to source and provide adequate supplies of PPE 	<ul style="list-style-type: none"> • Supported to access End of Life training • Protection Plans put in place for at risk providers where indicators evidence that there has been a decline in quality. • Develop wrap around approach with Health • Dropping off urgent PPE supplies • Support to access and complete NHS Capacity Tracker Voids/COVID – data and the ASC Infection control return • Implemented a system where providers email a dedicated email address every week and provide us with details of their current stock levels and if they have any current confirmed or suspected cases • Worked in conjunction with Procurement and Transport to source and provide adequate supplies of PPE 	

	Domiciliary Care	Residential Care	Other Provision
Total spent ¹ to date since on supporting providers the local authority has contracts with in response to COVID-19 (not including Personal Protective Equipment or Infection Control Grant)		£491,385	
Support to providers that the local authority <u>does not</u> have contracts with			
Support being offered	<ul style="list-style-type: none"> Implemented a system where providers email a dedicated email address every week and provide us with details of their current stock levels and if they have any current confirmed or suspected cases Worked in conjunction with Procurement and Transport to source and provide adequate supplies of PPE 	<ul style="list-style-type: none"> Implemented a system where providers email a dedicated email address every week and provide us with details of their current stock levels and if they have any current confirmed or suspected cases Worked in conjunction with Procurement and Transport to source and provide adequate supplies of PPE 	<ul style="list-style-type: none"> All services contacted to identify point of contact Business Contingency Plans and Service User lists obtained to support in assessment of risk All providers issued with a letter to send to individuals they support with council contact details Implemented a system where providers email a dedicated email address every week and provide us with details of their current stock levels and if they have any current confirmed or suspected cases Worked in conjunction with Procurement and Transport to source and provide adequate supplies of PPE

¹ Spent = funding or support has already reached providers

	Domiciliary Care	Residential Care	Other Provision
			<ul style="list-style-type: none"> • Weekly updates regarding any cases of COVID-19 or if any care had been cancelled due to COVID-19 • Lead Commissioner and Social Care professional identified as single point of contact for support and resolution of queries • Mutual aid letter sent to Direct Payment agencies • Government guidance and important information circulated <ul style="list-style-type: none"> • Weekly email to all agencies to advise of the appropriate route to acquire PPE • Identification of self-funders who may require support in the event of provider breakdown • Regular teleconferencing with Direct Payment Support Service, Housing Related Support and Supported Living providers

	Domiciliary Care	Residential Care	Other Provision
			<ul style="list-style-type: none"> • Support to PAs through commissioned service on a weekly basis • PAs provided with support and guidance, including testing • PPE provided to PAs through commissioned service on a weekly basis
Total spent ² to date since on supporting providers the local authority do not have contracts with in response to COVID-19 (not including Personal Protective Equipment or Infection Control Grant)		£0	
Total spent ³ to date on Personal Protective Equipment supporting providers the local authority do and do not have contracts with in response to COVID-19		£607,706	

² Spent = funding or support has already reached providers

³ Spent = funding or support has already reached providers