



Corona Virus Frequently Asked Questions for people receiving a Direct Payments

Please note that guidance on COVID-19 may change over the coming days, weeks and months. Links to the most recent guidance can always be found on the Council's website at: www.buckinghamshire.gov.uk/coronavirus

The Integrated Commissioning Service will continue to issue updates to providers and this Frequently Asked Questions document will be updated and re-circulated to reflect any changes in guidance. For ease of reference any changes will be highlighted.

Question	Response
1) What do I do if I get a call from my care provider /personal assistant saying that they are not able to provide my care?	<p>Your provider/ personal assistant will contact you to make you aware that they will not be able to provide care, you should;</p> <ul style="list-style-type: none">• Confirm with them the length of time that they will not be offering you support• Contact the Adult Early Help Team on 01296 383204• Discuss your care needs with your social worker and consider whether a member of your family can help you for a short period• Create an emergency plan that considers what to do if your situation changes <p>If you require support finding an alternative company to help you please ask someone at the Council about the Brokerage service.</p> <p>During this period of time the Council will continue to pay your direct payment and you will be required to pay your provider in line with your agreement with them. For advice regarding paying personal assistants please refer to question 4 below.</p>
2) I have decided that I do not want carers supporting me or my cared for a period of time. What do I need to do?	<p>If you decide that you do not wish to receive support from a provider or a personal assistant during this time there are a number of steps that you should follow:</p> <ul style="list-style-type: none">• Contact your provider/ personal assistant directly• Be clear about the period of time that you wish to suspend the care for

	<ul style="list-style-type: none"> • Contact Adult Early Help Team; Tel: 01296 383204, E-mail: Adultearlyhelpteam@bucksgov.uk and make them aware that you are considering suspending your care • Discuss your care needs with your social worker and consider whether a member of your family can help you for a short period • Create an emergency plan that considers what to do if your situation changes <p>During this period of time the Council will continue to pay your direct payment and you will be required to pay your provider in line with your agreement with them. For advice regarding paying personal assistants please refer to question 4 below.</p> <p>Please note: If you choose to suspend your care at this time, there is a risk that the provider will not be able to continue providing support if they have limited capacity when business as usual resumes.</p>
3) I want to cancel my care permanently what do I need to next?	<p>If you decide that you do not wish to receive support from a provider or a personal assistant during this time there are a number of steps that you should follow:</p> <ul style="list-style-type: none"> • Contact your provider/ personal assistant directly and agree a notice period • Contact the Adult Early Help Team on 01296 383204 and make them aware that you want to cancel the care package that supports you • Discuss your care needs with your social worker • Create an emergency plan that considers what to do if your situation changes <p>During the agreed notice period the Council will continue to pay your direct payment and you will be required to pay them for the agreed notice period.</p> <p>When you decided who you would employ to provide your personal care, they agency provided you with a contract. Within this contract there is a period of time known as a “termination” period.</p> <p>If you require support finding the “termination period” within your contract please contact the Adult Early Help Team</p> <p>For advice regarding personal assistants please refer to question 4 below.</p>
4) I employ a personal assistant, what advice is available?	If your personal assistance contacts you:

Your personal assistant will contact you to make you aware that they will not be able to provide care, you should;

- Confirm with them the length of time that they will not be offering you support
- Please contact the Adult Early Help Team on 01296 383204
- Discuss your care needs with your social worker and consider whether a member of your family can help you for a short period
- Discuss a referral to the Councils brokerage service
- Create an emergency plan
- Keep clear records of periods where you employee was sick/ has taken annual leave
- Consider whether your employee will be entitled to statutory sick pay

If your personal assistant is displaying symptoms provide them with the advice outlined on the public health/ NHS website

If your personal assistant has a new continuous cough and / or temperature of over 37.8

The current public health advice is that people should:

- Stay at home and do not leave your house for 7 days from when your symptoms started.
- You do not need to call NHS 111 if the symptoms are mild
- You will not be routinely tested unless you have risk factors relating to your age or medical history.
- If you have serious symptoms you cannot manage at home you should use NHS 111 online
- After 7 days of self-isolation, if you feel better and no longer have a high temperature you can return to your normal routine. · If you have not got better after 7 days and have not already sought medical advice, use NHS111 online before leaving your home or let visitors in.
- Cough may persist for several weeks in some people, despite the coronavirus infection having cleared. A persistent cough alone does not mean someone must continue to stay at home for more than 7 days.

Please note if you live with others, all members of your household should self-isolate for 14 days as per the latest self-isolation guidance which can be found here
www.buckinghamshire.gov.uk/coronavirus

If your provider/ personal assistant is not able to provide support to you please contact the Adult Early Help Team on 01296 383204

	<p>Personal assistants who are required to self-isolate following guidance provided by NHS111 or Public Health England should be paid as usual. During this period of time the Council will continue to pay your direct payment and you will be required to pay your personal assistant in line with your agreement with them.</p> <p>Should you incur additional costs replacing care being provided by a personal assistant who is isolating where possible please discuss these with your social worker or a member of the Adult Early Help Team before making arrangements. If this is not possible please keep records of all costs as these will be required before any additional payments will be made. Please note that this does not cover increases in care costs but replacement cover during this period.</p>
5) My day service provider has told me that they are closing what do I need to do next?	<p>Your provider will contact you to make you aware that they will not be able to provide care, you should:</p> <ul style="list-style-type: none"> • Confirm with them the length of time that they will not be offering you support • Contact the Adult Early Help Team on 01296 383204 • Discuss your care needs with your social worker and consider whether a member of your family can help you for a short period or whether you need to receive this service for a short period of time • Create an emergency plan that considers what to do if your situation changes
6) Can the Council help me find another provider or day service?	<p>The Council offers a brokerage service to support people in finding care services including:</p> <ul style="list-style-type: none"> • Respite • Domiciliary Care • Residential Care • Personal Assistants <p>If this service can support you in sourcing another care provider please discuss a referral with your social worker.</p>
7) Will I continue to receive my direct payment?	<p>Yes, your direct payment will continue as usual and you will receive payments into your bank account, prepaid card or virtual wallet account.</p> <p>It is essential at this time that you continue to make regular payments to your care provider even if they are not providing you with care at this time.</p>

8) My care has stopped/ I no longer attend a community opportunity do I still pay the invoices for this service?	It is essential at this time that you continue to make regular payments to your care provider even if they are not providing you with care at this time.
9) I pay a contribution/ Top Up towards my care; do I need to continue to pay this?	It is essential at this time that you continue to make regular payments to your care provider even if they are not providing you with care at this time this includes any contributions or top ups that you make towards your care package.
10) Where can I find support if I have any questions?	<p>Please follow the latest national advice and guidance regarding keeping yourself safe and well. Information can be found on the Buckinghamshire County Council website www.buckinghamshire.gov.uk/coronavirus</p> <p>For Carers requiring support please contact</p> <p>Carers Bucks</p> <ul style="list-style-type: none"> • Tel: 0300 777 2722 (calls charged at local rate) • Email: mail@carersbucks.org <p>For additional support please refer to the Carers UK Website: https://www.carersuk.org/</p>
10) I am displaying symptoms but need to continue to receive care – what do I do?	<p>Inform your care provider if you are experiencing any of the below symptoms , even if they are mild:</p> <p>New continuous cough and / or temperature of over 37.8</p> <p>The current public health advice is that people should:</p> <ul style="list-style-type: none"> • Stay at home and do not leave your house for 7 days from when your symptoms started. • You do not need to call NHS 111 if the symptoms are mild • You will not be routinely tested unless you have risk factors relating to your age or medical history. • If you have serious symptoms you cannot manage at home you should use NHS 111 online • After 7 days of self-isolation, if you feel better and no longer have a high temperature you can return to your normal routine. · If you have not got better after 7 days and have not already sought medical advice, use NHS111 online before leaving your home or let visitors in. • Cough may persist for several weeks in some people, despite the coronavirus infection

	<p>having cleared. A persistent cough alone does not mean someone must continue to stay at home for more than 7 days.</p> <p>Please note if you live with others, all members of your household should self-isolate for 14 days as per the latest self-isolation guidance which can be found here www.buckinghamshire.gov.uk/coronavirus</p> <ul style="list-style-type: none">• <u>If your provider/ personal assistant is not able to provide support to you please contact the Adult Early help team on 01296 383204</u>
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