

Communities, Health  
and Adult Social Care

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### **COVID-19 information for people who receive direct payments**

During this time of uncertainty, we are doing everything we can to make sure that you and anyone who cares for you, knows where to access information, advice and support. If you are worried about anything, we hope the links below will provide you with the information that you need.

#### **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)

#### **Your Direct Payment**

You will continue to receive your direct payments as usual and we ask that you keep the direct payments team and your social worker informed of any changes to your care package. These include:

- If you choose to cancel your care provider/ PA permanently
- If you request that your carers do not visit you for a period of time
- Your day service closes for a period

We have enclosed a number of frequently asked questions with this letter, which should.

During this difficult time the Council is committed to continue paying its contribution for your care and support. So please ensure this is also the case with your Direct Payment.

#### **If you employ a personal assistant**

- Confirm with them the length of time that they will not be offering you support and agree a regular review of the situation.
- Contact the Adult Early Help Team on 01296 383204 to 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.
- Keep clear records of periods where you employee was sick/ has taken annual leave.

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.

Please note if care is provided to you by members of the same household, 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](http://www.buckinghamshire.gov.uk/coronavirus)

### **Planning for unforeseen circumstances**

We are encouraging people to think about putting a plan in place for yourself or the people you care for in case you cannot access your usual care – for example if your carer becomes ill. Carers Bucks have information on their website about creating an emergency plan. They also have a template plan which you can complete. These can be accessed at:

<https://carersbucks.org/information-for-carers/adult-carers/guide-to-caring/what-to-do-in-an-emergency/>

### **Further support for Carers**

For more support and advice please contact Carers Bucks:

- Website: <https://carersbucks.org/>
- Telephone 0300 777 2722

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

Yours sincerely



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