



Corona Virus Frequently Asked Questions for People Accessing Day Opportunity Centres

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	Council run day opportunity services response	Non-Council run day opportunity services response
<p>1. Which day opportunity services are run by the Council and which are not?</p>	<p>Council run day opportunity services:</p> <ul style="list-style-type: none"> • Aylesbury Opportunities Centre, • Buckingham Opportunities Centre, • Burnham Opportunities Centre, • Chesham Opportunities Centre, • Hillcrest, • Wycombe Hills, • Seeleys Day Opportunity Centre , • Spectrum • Spring Valley 	<p>Non-council run providers:</p> <ul style="list-style-type: none"> • Age Concern, • Animal Antiks, • Autism at Kingwood, • Aylesbury Community Workshop • Aylesbury Youth Motor Project, • Bucks Mind, • Chiltern Gateway • Chiltern MS Centre • CommuniKate, • Hairoun Caribbean Elderly Day Centre, • Headway Aylesbury Vale, South Bucks • Innovations , • Inclusion Project • Lindengate • MK Snap, • Missenden Walled Garden • Nclude (Talkback), • Nightingale House Day Services , • Onward Enterprise CIC, • Princes Centre,

		<ul style="list-style-type: none"> • Sees the Day, • Social Link, • Step in Arts/ Café , • Talkback • The Lantern Centre • Thrift Farm • Wing Day Centre • Wycombe Mind
2. When are the day opportunity centres re-opening?	<p>At present we are reviewing our day opportunities services to plan how we can operate safely in the future in line with government guidelines. We are focusing on one centre at a time to allow us to review the safety and wellbeing of service users and staff, the first service to open will be Buckingham followed by Chesham. We have written to each of you giving you more information about our plans and will also contact you directly to talk about the re-opening plans for the service you attend.</p> <p>If you do not wish to return to your day service please contact <u>the Adult Early Help Team on 01296 383204</u> to discuss alternative options.</p>	<p>We will be contacting our non-council run day opportunity providers to discuss their re- opening. You will be contacted by the providers directly to discuss their plans for re-opening.</p> <p>If you receive a direct payment please contact your service provider to ask them about their plans to reopen.</p> <p>If you do not wish to return to your day service please contact <u>the Adult Early Help Team on 01296 383204</u> to discuss alternative options.</p>
3. Will I be able to go to the day opportunity centre on my usual days?	<p>Our centres are opening up in a phased way. The first people to return to Council run day opportunity centres will be people who live with families. In order to keep people safe we may also need to make some changes to the days and times that you attend. We will contact you directly to discuss this with you.</p> <p>To ensure the health and safety of all the clients and staff, providers may need to reduce the number of people</p>	<p>Non-council run day opportunity providers will contact you directly to discuss their plans for re-opening and the exact details of when and how you will be able to attend.</p>

	attending the day opportunity centres.	
4. What measures are you putting in place to ensure it is safe for me to attend the day opportunity services and to minimise risk of infection?	<p>A number of measures are being put in place to ensure your safety at the day opportunity centres. The exact details will differ at each site according to the needs of the people using the service and the layout of the building. Measures will include:</p> <ol style="list-style-type: none"> 1. Reduced number of people visiting the site each day 2. There will be designated drop off and pick up points 3. Staggered drop off an pick up times 4. Temperature checks on arrival at the day opportunity centre for all clients and staff and relevant protocol followed. 5. Increased handwashing and use of hand sanitiser 6. Social distancing 7. Thorough cleaning of the premises between sessions and increased cleaning during sessions 8. Use of PPE and isolation if someone develops symptoms during a session, before they are able to go home. 9. All Personal Care activities will involve use of PPE in line with Public England guidance. 	Your particular service will have put in place a set of measures to help them provide a safe service. Please contact non-council day opportunity providers for their plans to keep you safe.
5. Are we going to be provided with meals and refreshments? How will you ensure this is safe?	This will vary between each council run day opportunity centre and will be communicated to you directly before you return.	Please contact the non-Council run service provider to discuss their plans for offering food and refreshments (if applicable).
6. Do I, or staff, need to wear a mask or other Personal Protective Equipment (PPE) in the day opportunity centre?	<p>Staff will need to wear PPE in certain situations e.g. when undertaking personal care. This will be discussed during the phone calls with families prior to return.</p> <p>Staff will support clients to maintain appropriate social distance and practice good hand hygiene as much as</p>	Please contact the service provider to discuss PPE requirements to attend the service. This requirement may vary between services.

	possible. People who are supported in the centres will not need to wear face coverings, masks or other PPE.	
7. Will my carers, or family, need to wear masks or other PPE when dropping me off/ picking me up?	No. Your carers won't need to come into the building as day opportunity staff will come out to help you.	Please contact the service provider to discuss dropping off/picking up requirements and measures being taken to keep you safe.
8. Can I still get transport to the day opportunities centre? How will you ensure that this is safe and that risk of infection is reduced?	<p>If you have been attending day opportunity centres using a taxi paid for by Buckinghamshire Council we advise the safest way for you to travel is for you to use your own transport. We advise that if carers or family members can drive you to the day opportunity centre using their own vehicles, the Council will be able to reimburse their mileage costs. We will pay 45p per mile for these journeys to cover the cost of driving from your home, to and from, the day opportunity centre for up to four trips per day. This would cover a morning journey, to and from, the centre and also an afternoon return journey. If you would like any more information on how to reclaim mileage costs please contact your day opportunity centre manager</p> <p>If arranging your own travel is not possible, where the Council had previously provided transport, we will look to provide transport again for you. In accessing this, like on public transport, you are advised to wear a face covering where it is possible to do so.</p>	<p>Please contact the service provider to discuss travel arrangements.</p> <p>If you have been attending day opportunity services using a taxi paid for by Buckinghamshire Council we advise the safest way for you to travel is for you to use your own transport. We advise that if carers or family members can drive you to the day opportunity centre using their own vehicles, the Council will be able to reimburse their mileage costs. We will pay 45p per mile for these journeys to cover the cost of driving from your home, to and from, the day opportunity centre for up to four trips per day. This would cover a morning journey, to and from, the centre and also an afternoon return journey. If you would like any more information on how to reclaim mileage costs please contact your day opportunity centre manager</p> <p>If this is not possible then the Council can provide a taxi to transport for you. Taxis will be single use. You will be asked to sit in the back in order to maintain as much social distance as possible. You are advised to wear a face covering if possible.</p>
9. My family/ carers want to drive me to the day opportunity centre,	If you have been attending a day opportunity centres using a transport paid for by Buckinghamshire Council or a Council bus service we are advising you that the safest way for you	If you have been attending a day opportunity centres using a taxi paid for by Buckinghamshire Council or a Council bus service we are advising you that the safest way for you to

<p>rather than catch a taxi. Will you provide financial support to cover the costs of travel?</p>	<p>to travel is to use your own transport. We advise that if a carer or family member can drive you to the day opportunity centre using their own vehicles, the Council will be able to reimburse their mileage costs.</p> <p>We will pay 45p per mile for these journeys to cover the cost of driving from your home, to and from, the day opportunity centre for up to four trips per day. This would cover a morning journey, to and from, the centre and also an afternoon return journey. If you would like any more information on how to reclaim mileage costs please contact your day opportunity centre manager.</p>	<p>travel is to use your own transport. We advise that if a carer or family member can drive you to the day opportunity centre using their own vehicles, the Council will be able to reimburse their mileage costs.</p> <p>We will pay 45p per mile for these journeys to cover the cost of driving from your home, to and from, the day opportunity centre for up to four trips per day. This would cover a morning journey, to and from, the centre and also an afternoon return journey. If you would like any more information on how to reclaim mileage costs please contact your day opportunity centre manager.</p>
<p>10. I am not comfortable returning to the day opportunity centre at the moment. Am I able to access the service at a later date/ will I lose my place?</p>	<p>It is understood that you may not feel safe returning to day opportunity centres at the moment. The staff at your day opportunity centre will maintain regular contact with you to discuss your return at a later date and will discuss other support options that are available</p>	<p>Please contact your service provider to discuss whether you would be able to return to the day opportunities service at a later date when you feel more comfortable doing so. If this is not possible please contact <u>the Adult Early Help Team on 01296 383204</u> to discuss alternative options.</p>
<p>11. Can I choose to attend a Council run day service, if I choose to, if I live in residential or supported living?</p>	<p>Not at present, however we will work with residential and supported living providers to offer you alternative meaningful activities. You may wish to consider other non-council run day opportunities instead. Please speak to your keyworker in your home or you can contact the Adult Early Help directly on 01296 383204.</p> <p>Your provider will be able to help you access activities with other day opportunity providers, at your home, and in the community wherever possible.</p>	<p>Not Applicable</p>

<p>12. I think I have Covid-19 symptoms / I have received contact from NHS Track and trace that I have been in contact with someone who has covid 19. What should I do?</p>	<p>Please stay at home and do not come to the day opportunity centre (as there is a risk that you could pass on the infection to other people).</p> <p>If you are at a day opportunity centre and you begin to experience any of the symptoms below even if they are mild immediately inform a member of staff.</p> <ul style="list-style-type: none"> • a new, continuous cough • a high temperature, or • a loss of or change in your normal sense of smell or taste <p>Anyone in England and Wales who has symptoms of covid-19 can get a throat and nose swab test for whether you currently have covid-19 – the link below provides advice on how to apply for a test:</p> <p>https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested</p> <p>If you receive any other forms of care or support, please remember to let your provider know.</p>	<p>Please stay at home and do attend day activities (as there is a risk that you could pass on the infection to other people).</p> <p>Contact your service provider to let them know. We would expect all services in Buckinghamshire to following government guidance as outlined below</p> <p>If you are at a service or out in the community and begin to experience any of the symptoms below even if they are mild immediately inform a member of staff.</p> <ul style="list-style-type: none"> • a new, continuous cough • a high temperature, or • a loss of or change in your normal sense of smell or taste <p>Anyone in England and Wales who has symptoms of covid-19 can get a throat and nose swab test for whether you currently have covid-19 – the link below provides advice on how to apply for a test:</p> <p>https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested</p>
<p>13. I have received a letter to say I am 'clinically extremely vulnerable'. Can I return to my day opportunities centre and how will I be kept safe? Can I access any alternative day opportunities?</p>	<p>All council run services will be following guidelines from Public Health England regarding social distancing, PPE and infection control. Please inform a member of staff when they contact you to discuss your return to your day opportunity centre if you have any concerns.</p>	<p>Please contact your service provider directly to discuss how and when you can safely return to you day activities.</p>
<p>14. Where can I find</p>	<p>Please follow the latest national advice and guidance</p>	<p>Please follow the latest national advice and guidance</p>

<p>support if I have any questions?</p>	<p>regarding keeping yourself safe and well. Information can be found on the Buckinghamshire Council website www.buckinghamshire.gov.uk/coronavirus</p> <p>For Carers requiring support please contact 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>	<p>regarding keeping yourself safe and well. Information can be found on the Buckinghamshire Council website www.buckinghamshire.gov.uk/coronavirus</p> <p>For Carers requiring support please contact 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>
<p>15. I use a Direct Payment to pay for my day opportunities. Can I get help to find another day opportunities provider?</p>	<p>The Council offers a brokerage service to support people in finding care services including:</p> <ul style="list-style-type: none"> • Day Opportunities • Mentoring • Respite • Domiciliary Care • Residential Care and Supported Living • Personal Assistants <p>If this service can support you in sourcing another care provider please discuss a referral with your social worker or <u>contact the Adult Early Help Team on 01296 383204</u></p>	<p>The Council offers a brokerage service to support people in finding care services including:</p> <ul style="list-style-type: none"> • Day Opportunities • Mentoring • Respite • Domiciliary Care • Residential Care and Supported Living • Personal Assistants <p>If this service can support you in sourcing another care provider please discuss a referral with your social worker or <u>contact the Adult Early Help Team on 01296 383204</u></p>
<p>16. I receive a Direct Payment to pay for my day opportunities. Will</p>	<p>If you receive a direct payment to commission your own care provider please contact them to discuss your return to the service and any procedures that they will be following to</p>	<p>If you receive a direct payment to commission your own care please contact them to discuss your return to the service and any procedures that they will be following to ensure your</p>

<p>there be any change to my payments/ the top ups or client contributions that I pay?</p>	<p>ensure your health and safety. If you have any questions regarding payments to providers please contact the Personalisation Team at chascdp@buckinghamshire.gov.uk or call 01296 382527 where the Direct Payments support service will be able to assist you.</p>	<p>health and safety. If you have any questions regarding payments to providers please contact the Personalisation Team at chascdp@buckinghamshire.gov.uk or call 01296 382527 where the Direct Payments support service will be able to assist you.</p>
<p>17. Who do I contact if I have any further questions?</p>	<p>For Council run day opportunity services please contact:-</p> <ul style="list-style-type: none"> • Email DayOpportunities@buckinghamshire.gov.uk • Call us on 07864 982 310 (Helen Reeve) <p>For clients who access both council and non-council run opportunities:</p> <ul style="list-style-type: none"> • Email: betterlives@buckinghamshire.gov.uk • Or call us on 01296 387904 and leave a message. <p>For clients who live in residential or supported living:</p> <ul style="list-style-type: none"> • Email: housingandequipment@buckinghamshire.gov.uk • Or call us on a 01296 382066 and leave a message. <p>For direct payments or clients who use the virtual wallet:</p> <ul style="list-style-type: none"> • Email: chascdp@buckinghamshire.gov.uk • Or call us on 01296 382527 and leave a message. 	<p>For non-council run day opportunity services please contact your service provider or you can email or call the Council at the information provided below:</p> <ul style="list-style-type: none"> • Email: betterlives@buckinghamshire.gov.uk • Or call us on 01296 387904 and leave a message. <p>For clients who access both council and non-council run opportunities:</p> <ul style="list-style-type: none"> • Email: betterlives@buckinghamshire.gov.uk • Or call us on 01296 387904 and leave a message <p>For direct payments or clients who use the virtual wallet:</p> <ul style="list-style-type: none"> • Email: chascdp@buckinghamshire.gov.uk • Or call us on 01296 382527 and leave a message