



Private & Confidential

April 2nd 2020

COVID-19/CORONAVIRUS INFORMATION

Dear Direct Payment Recipient or Facilitator,

I am writing to you in relation to the ongoing COVID-19 (coronavirus) situation. The following information explains what is happening in terms of ongoing health and care support for you or the person whom you support during this difficult period.

If you are concerned that you or anyone in your community may be displaying symptoms of the Coronavirus please go to NHS111 online - and do not go to your GP.

The following links will provide useful information for you

NHS 111 <https://111.nhs.uk/covid-19>

Coronavirus web pages www.worcestershire.gov.uk/coronavirus and
<http://www.worcestershire.gov.uk/here2help>

Penderels Direct Payment Support Service: Specific Direct Payment information and advice and support if you employ Personal Assistants or Care Givers:

<https://www.penderelstrust.org.uk/>

<https://www.penderelstrust.org.uk/pdf/EmployerFAQ.pdf>

<https://www.penderelstrust.org.uk/pdf/BePrepared.pdf>

Children with Disabilities: Specific queries about your care and support package - **01905 844343**

Personal Protective Equipment (PPE)

We know that many of you are worried about the availability of Personal Protective Equipment (PPE) (such as aprons, masks and gloves). We will continue to work with Public Health colleagues locally and nationally as they are trying to ensure appropriate equipment supplies are available to everyone who needs them. .

If you need PPE equipment, please contact The National Supply Disruption line: **0800 915 9964** or email: supplydisruptionservice@nhsbsa.nhs.uk

You need to ensure that you are clear that your care and support is funded by Worcestershire Children First and that all other options to obtaining a supply has been exhausted (your own supplies

and where you normally purchase equipment). You will be asked about the size of the pack you will require as they vary from 50-300 items.

If we are advised that the above guidance has changed the information at this link will be updated:
http://www.worcestershire.gov.uk/info/20739/professionals_partners_and_providers/2190/covid-19_coronavirus_advice_for_care_providers/11

Supporting you in the coming weeks

We have taken some immediate steps that will support and reassure you through this difficult time, specifically in relation to financial support. This is in addition to the National announcements for the payment of Statutory Sick Pay and other support.

For the duration of the COVID-19 outbreak we will continue to pay your Direct Payment, even in cases where services cannot be delivered, for example:

If you must self-isolate and a call cannot be made/you cannot attend (for example day services and domiciliary care/homecare)

Care can't be delivered because your Personal Assistant or Care Giver is self-isolating or has the Coronavirus.

This means that:

We will continue to pay you the amount you currently receive even if the services you receive must change because of Coronavirus.

You will have enough money to continue to pay your direct payment to your usual provider of care.

We will postpone the reclaiming of any excess contingency funding until later in the year. We will advise you of when this will happen.

If you need to use other support because the usual services are not available, you can use the funding in your Direct Payment account to cover any additional temporary care costs. If you need to discuss this or are worried that there is not enough money in your account to cover any additional costs, please contact the Children with Disabilities team on **01905 844343** or email childrenwithdisabilitiesservices@wrcschildrenfirst.org.uk. If you are supported by Penderels please contact them directly - **01299 253225**

I hope this provides you with the reassurance that we will do everything in our power to support you during this time. Please make every effort to stay safe by following the NHS and Government guidelines

Finally, the Police are carrying out checks on people moving around unnecessarily; please ensure that any of your carers carry their official identity with them at all times and that any PAs that you employ directly carry their contract of employment with them to validate their need for travel.

Yours faithfully,

Sally Branchflower

Group Manager, Children with Disabilities team