

Contracts and Assurance Service



Please ask for: Phil Akiens

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Our Ref: Covid 19 Supported Living

Date: 19/03/20

Dear Provider,

Covid 19 Supported Living Update

Further to our recent email correspondence this letter is a further update on the current Covid-19 situation.

If you haven't read as yet the government [guidance for care services](#), I urge you to do this as a matter of urgency. The guidance provides some key messages for care providers on measures they can take.

A key concern for providers is the financial impact that is likely to be experienced as services are reduced or withdrawn in line with Government guidance, or the work that you have been doing to RAG (Red/Amber/Green) rate the essential care that should be provided to maintain safety. To confirm, in regard all packages to service users, the Council will honour the payments of the commissioned hours on existing Support Plans.

In this scenario support plans will not be updated, as there will be an expectation that as the situation improves full-service delivery will be resumed. We have asked you to complete a daily RAG template, may I reiterate this request as this will provide the Council with an overview of care delivery under these circumstances. Once updated, please send this list (password protected) to caas.ld-mh@leicester.gov.uk

We would ask that you take a 'snapshot' of the existing commissioned services, keep case notes/spreadsheets of where you have been able to provide alternative supports, short term care plans as may be possible and this information will allow us to preserve your current funding/income. We ask the spreadsheet be part of the communication to the Contracts and Assurance Service to describe how your available resource is being used. We want to be able to support you as the provider with any disputed commission and we will communicate this letter to our social work colleagues.

As with previous communication we have asked you as a provider to keep updated your Business Continuity Plan, to strategize how you may alternatively use your staff resources to support the people that rely on your services. We now ask you to send an updated Business Continuity Plan to caas.ld-mh@leicester.gov.uk so that we can ensure you have considered all appropriate alternative measures.

I am very aware of the rapidly changing environment and the issues and concerns this is raising. Can I ask that any issues you have you raise through this email caas.ld-mh@leicester.gov.uk so that we can manage the flow of information. We will be setting up a webpage where updates will be posted,

and I will advise of this as soon as that becomes available.

As an aside, if you have immediate concerns over their supply of PPE, there is now a dedicated line for you, the health and social care sector.

The National Supply Disruption line

Tel: 0800 915 9964

Email: supplydisruption@nhs.uk

Can I again take this opportunity to thank you and your staff team for the invaluable service that you provide, particularly in these very difficult times.

Regards

A handwritten signature in black ink, appearing to read 'Kate Galoppi', written in a cursive style.

Kate Galoppi