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23 June 2020

Our Ref: RH/OPBBDSAD/TMF

Dear Provider

Coronavirus Covid-19 – Older People Building Based Day Services

Covid-19 continues to circulate in the community, and older people and people with underlying health conditions are particularly vulnerable to complications. Day service buildings have been closed to protect clients during the pandemic and many Providers have been offering alternative care and support for people at home.

With the number of new Covid-19 infections decreasing we can now start to consider reopening day services buildings. However, Covid-19 continues to circulate in our communities and can spread especially quickly in communal facilities. Government guidelines continue to emphasise requirements for social distancing and enhanced infection control. Having a group of vulnerable people together in the same building poses a risk to their well-being. We therefore need proceed carefully to ensure that this risk can be managed.

We support Providers to begin to re-open day services buildings from 1st July 2020 if they can be operated in way that is 'Covid-19 compliant' as required by the Health and Safety Executive. Guidance is attached on Covid-19 compliance and it will be up to individual Providers to determine whether their buildings can meet these standards and reopen safely.

We recognise that the requirement for Covid-19 compliance means that not all day service buildings will be able to reopen and for those that do:

- Providers may not be able to have the same number of people in their buildings as pre-Covid-19 and may need to change hours of operation and ways of working.
- Not everyone who attended a building before Covid-19 will be able to go back to the same care and support they had previously.
- Some people may not be able to return if they are 'clinically extremely vulnerable', symptomatic or have being in contact with another person who is symptomatic or confirmed Covid-19.
- Transport arrangements may need to change.



We have been impressed by how day services Providers have continued to provide care and support for people at home whilst buildings have been closed. Where it is not possible to reopen buildings, where buildings cannot accommodate the same number of people, and/or where people are unable to attend, then we ask that you continue to offer alternative care and support. We hope that this is an opportunity for further innovation and creativity, as Covid-19 may be with us for some time.

The Council will continue to pay Providers who offer meaningful alternative care and support to people who use day services. Meaningful alternative care and support may include: Sitting Services; 1:1 care in the home; meal deliveries; quality phone calls that offer support - e.g. to avoid carer breakdown, combat loneliness and isolation, etc.

Providers will be paid at normal rates and this will be until at least 01 October 2020. The position will be reviewed in early September and we will write to you again at this point. We will not pay Providers who have discontinued services and do not offer meaningful care and support that meets people's needs.

We ask that you inform us about your decision to reopen buildings, and that you complete a risk assessment for each person using day services and tell us whether they will be offered care and support in a building and/or alternative care and support at home.

If you would like to talk to us about any aspect of day services the contacts are:

- Rosanne Cororan - Commissioning Manager
- Jill Stepney - Commissioning Officer

Rosanne and Jill can be contacted via the email address listed above and will be in contact to discuss your plans and proposals for the period of 1st July – 1st October 2020 further.

We would be grateful if you could communicate this position (using the letter and FAQ's provided) with the people who use your services, however you see fit. If you are not able to communicate this information with people who use your services, please let us know.

As always, my thanks to you and your staff for your continued efforts to provide care and support for people in these difficult times.

Yours sincerely



Dr Richard Harling
Director of Health & Care

