

Dr Richard Harling
Director of Health & Care
Staffordshire County Council
No 1 Staffordshire Place
Stafford
ST16 2LP

Contact: oppdcommissioning@staffordshire.gov.uk

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Dear Provider

Home Care, Extra Care and Supported Living – Additional Measures to Provide Financial Stability and Support

I would also like to express my continued thanks for the support and dedication that your organisation and the staff you employ have shown over the last two months which has ensured that vulnerable citizens in Staffordshire have continued to be supported and kept safe.

Further to my previous letters in March, which informed you of the first phase of financial support that the Council was offering to the sector to support you during the current pandemic. Staffordshire County Council wants to assist providers further by providing additional financial support as well as continuing the flexibility we provided you to focus resources on those most at risk. A further package of support has been agreed by the County Council's Cabinet today and which we can now implement immediately.

We have agreed a further allocation of additional funding of £1.697m to specifically support the Home Care, Extra Care and Supported Living sectors, in addition to the £2.175m previously agreed. This funding will be used for the following purposes:

1. We will pay providers a contribution towards their costs of PPE as a one-off grant payment. For Home Care, this contribution has been calculated based on the number of visits a provider is required to make in respect of commissioned packages of care and using an average price the Council has paid for PPE. An equivalent calculation will be applied to supported living and extra care but on a per person basis.
2. For contracted Home Care and Extra Care providers we have extended the period for which there will no longer be a requirement to use the CM2000 Electronic Monitoring System to claim payment to the end of the current contract term (September 2021). We ask that you continue to monitor and manage the volume and quality of care provided by your staff using your own systems. We will pay Home Care companies for total commissioned hours for each package of care provided. We will request, and expect to be provided with, data from your own call monitoring systems to enable us to audit care provided against actual to ensure that people are getting the care they need and to monitor your delivery of contract KPIs.



Those companies who currently invoice the Council for payment should continue to do so and these will continue to be paid within 7 days, rather than the previous payment terms of 28 days. Companies will need to continue to invoice the Council as they do now. If, for whatever reason you are unable to submit your invoices please notify us and we will make a calculation in order to make an emergency payment, thus supporting your cash flow.

The other temporary arrangements I outlined in my previous letter will remain in effect up to the 20th June. This includes the arrangements to pay a 7 day notice period for any package that ends.

In return we expect that care companies will be able to continue to provide essential care for current clients and that you continue to accept new clients to enable hospital discharges and support the NHS during what continues to be a very difficult time. We will not be able to accept any hand back requests during this period.

We expect that providers will be able to accept new packages and continue to support people who have a positive test for COVID 19 throughout their isolation period, whilst adopting safe methods of working and ensuring Infection Control Procedures are followed.

We will continue to review our arrangements to support the sector as the national situation develops.

If you require any further information please contact the Older People and Physical and Sensory Disability Team at oppdcommissioning@staffordshire.gov.uk.

Yours sincerely



Dr Richard Harling
Director of Health & Care

