

## **DP and PA FAQ 30.03.2020**

Please find below a comprehensive FAQ listing issues that have been raised from providers, individuals and Assessment & Care Management.

There have been a number of enquires in regards to PPE, so we have embedded the latest PPE FAQ, we will also go on to answer specific questions around this in the body of the FAQ.



PPE FAQs  
240320.docx

There have also been a number of enquiries around payments to providers and PAs. We have embedded the communication sent to date to providers and will reference using paraphrasing in the answers below.



Communication  
around payment to D

### **PA Register**

Please if you could encourage PAs who are interested in being redeployed or pick up additional work to register with the PA register using this [link](#).

Equally individuals who require support and their PA is no longer available please register your need on this [link](#).

If you are unable to access the links above you can contact Disability Sheffield via email [CV19@disabilitysheffield.org.uk](mailto:CV19@disabilitysheffield.org.uk) or phone 0114 2536750.

### **General DP related FAQ**

Q: Will providers such as Day Services/Supported Living/Home Care that are paid via a direct payment and have to shut or reduce services still get paid throughout the closure/reduction period?

A: We can confirm that we will pay your next month's payment based on the amount we paid you last month and will not reduce payment due to closure. We will continue to review whether this is the best way to support you.

Q: How are you notifying families who manage their own budgets to continue paying for the services even though they are closed or reduced?

A: For individuals or relatives managing their own Direct Payment budget we unfortunately do not currently have the resource to undertake a bulk contact

communication. We would suggest that the providers continue to invoice and if this is disputed they are redirected to Social Care Accounts for clarification around this.

Q: Are people in receipt of Direct Payments being advised to continue to pay providers?

A: We can confirm that we will pay your next month's payment based on the amount we paid you last month and will not reduce payment due to closure. We will continue to review whether this is the best way to support you. Money managers have been notified of this on the 25<sup>th</sup> of March. For individuals or relatives managing their own Direct Payment budget we unfortunately do not currently have the resource to undertake a bulk contact communication. We would suggest that the providers continue to invoice and if this is disputed they are redirected to Social Care Accounts for clarification around this.

Q: We have some people who are trying to rearrange support, to hours that we won't be able to realistically fulfil and we're therefore concerned that people will try and withhold payment.

A: We appreciate that rotas will be particularly challenging during this time. We would appreciate as much flexibility as possible to support individuals changing needs. Please contact social care on 0114 2734908 if there are calls that individuals feel are vital and cannot be met by the current provider.

Q: Will people be allowed to serve notice and try and care for their family members themselves and pay themselves?

A: Any notice periods would be in according to the contract agreed at the time of procuring the services. Please note that if service is cancelled there is no guarantee it can be resumed after this period. Please contact the social care team to discuss this issue on a case by case basis.

Q: Where people are advised to Socially Isolate (i.e. all adults with Learning Disabilities) would the council like us to continue to try and provide support or is our judgement to reduce or stop support acceptable (bearing in mind the risk assessments we will undertake in each case for wellbeing). In the latter scenario, how would you like us to notify you of those decisions.

A: We would implore providers to continue to deliver support where possible in line with government guidelines around [Social Distancing](#) and [PPE](#). If you are no longer able to offer support please notify us at [providercovid19@sheffield.gov.uk](mailto:providercovid19@sheffield.gov.uk) and alert social care in regards to the particular individual.

Q: I wanted to check how this will impact clients who have to contribute towards their support? If we charge / pay for services as usual, but the client didn't actually receive a service are they still expected to contribute towards it?

A: Under the Coronavirus Act, during the emergency period we no longer have a duty to carry out financial assessments. We cannot charge people for their care and support unless we have already carried out a financial assessment and are aware of

the maximum they can afford to contribute towards the cost. If we have not charged a person for their care during the emergency period, we may do so retrospectively after the conclusion of the emergency period (subject to financial assessment).

We are still discussing how to address this issue with individuals whose contribution has already been assessed. We will update the FAQ once this decision has been made.

Q: I'm just wondering if the PPE will be dropped at my home address as I run my business from home, but still working.

A: Please follow the [guidance](#) on when PPE is required. Sheffield City Council Commissioning team will be able to facilitate the distribution of PPE for non CQC registered providers. If a PA requires PPE please contact Disability Sheffield at [CV19@disabilitysheffield.org.uk](mailto:CV19@disabilitysheffield.org.uk) or 0114 2536750.

Q: Supported Living Services – we have some families wanting to take service users home. Will we continue to receive our contracted fees during this period?

A: Yes

Q: We are beginning to see a reduction in available care staff. We have been in discussions with Staffing Agencies, however they are in the same situation. Now that schools are closing, if our care staff team deteriorates is there a contingency plan in place at the Council/NHS – for example could we request NHS/Council care staff?

A: Local staffing agencies have informed us of their current recruitment plans to help support the care sector. [We will also be able to update you on Sheffield City Council's volunteer workforce soon.](#) Please note that care workers are classified as key workers which will enable their children to still attend school. If these concerns arise please contact us on [providercovid19@sheffield.gov.uk](mailto:providercovid19@sheffield.gov.uk) and we will look into this as a case by case basis to help prevent any provider failure.

Q: We are starting to struggle to maintain delivery of essential PPE equipment. Is there a process in place where we can request these from the Council/NHS as part of joint working?

A: All CQC registered providers that deliver personal care have already been assigned some PPE. Please follow the [government guidance](#) in this area and refer to the embedded PPE FAQ above.

Q: What if my contingency runs out as I need my staff to do additional hours if I am poorly?

A: We are still discussing how to address this issue. We will update the FAQ once this decision has been made.

Q: Is there rescue packages of support available?

A: Please contact social care for any emergency packages that are needed.

Q: Where do we stand with regards to receiving payments? For our direct payment clients, for example client cancelling last minute or without 24 hour notice as per our client terms and conditions support are charged at normal rate.

A: We can confirm that we will pay your next month's payment based on the amount we paid you last month and will not reduce payment due to closure. We will continue to review whether this is the best way to support you.

Q: We have some client/families that have cancelled support for 12 weeks due to self-isolation, expressing they wish for their support to commence after this with their regular support workers. Can we continue to charge for this support?

A: We can confirm that we will pay your next month's payment based on the amount we paid you last month and will not reduce payment due to closure. We will continue to review whether this is the best way to support you.

Q: Can I buy resources and equipment e.g. books, jigsaws etc out of my DP now that day services are cancelled?

A: If you are in a receipt of a Direct Payment this can be repurposed or surplus used to purchase some equipment. Please keep records of any additional costs incurred over the forthcoming weeks so that we can work with you to reconcile these.

Q: Will I need to pay the care provider out of my DP when they have ceased providing carers due to concerns they have that my daughter may have the virus?

A: We can confirm that we will pay your next month's payment based on the amount we paid you last month and will not reduce payment due to closure. We will continue to review whether this is the best way to support you.

## **PA FAQ**

Q: Can we continue to pay PAs if the individual decides to cancel shifts?

A: We can confirm that we will advise your employer to pay your next month's payment based on the full amount you were paid last month and will not reduce payment due to any changes in support delivered.

Q: Can a PA still be paid a normal wage if they need to self-isolate?

A: This depends on the reason for self-isolation if the individual you support or a member of their household is symptomatic, isolating due to child care or isolating due to having a household member in a risk group we recommend that their wage is paid in line with the following statement: *We can confirm that we will advise your employer to pay your next month's payment based on the full amount you were paid last month and will not reduce payment due to any changes in support delivered.* If your PA is unwell, Covid-19 sick pay [guidance](#) applies. If your PA isolates due to any other reason please ask them to use their annual leave allowance or offer them unpaid leave.

If you need further advice please contact your payroll provider or Disability Sheffield PA advice line 0114 2536750.

Q: Can a PA still be paid a normal wage if the individual they are supporting needs to self isolate?

A: We can confirm that we will advise your employer to pay your next month's payment based on the full amount you were paid last month and will not reduce payment due to any changes in support delivered.

Q: Can a PA still be paid a normal wage if the government introduces a lockdown for an extended period of time?

A: We can confirm that we will advise your employer to pay your next month's payment based on the full amount you were paid last month and will not reduce payment due to any changes in support delivered. This will be kept under review as government guidelines change.

Q: My PA has had to stop working to look after their family, is there any other support I can access?

A: Please contact Disability Sheffield on [CV19@disabilitysheffield.org.uk](mailto:CV19@disabilitysheffield.org.uk) or 0114 2536750 that are in the process of creating a PA matching service to address issues such as these.

Q: What if I contract Coronavirus, can my PAs access PPE? Do we need to pay for this?

A: PAs can access PPE for free by contact Disability Sheffield on [CV19@disabilitysheffield.org.uk](mailto:CV19@disabilitysheffield.org.uk) or 0114 2536750. Please consider the [government guidelines](#) to when PPE is required.

Q: Can I have a live in PA if it comes to a lockdown situation?

A: Please contact the social care team on 0114 2734908 for advice if this situation was to arise.

Q: Can I pay for my PA to travel to work in a taxi instead of using public transport?

A: Yes, please record any additional spend and keep receipts for auditing purposes.

Q: Can I have my PAs work longer shifts e.g. 30 hours in a run?

A: All shifts would have to comply with the [employment law requirements](#).

Q: Can family members be paid as a PA?

A: Please contact the social care team to discuss this issue on a case by case basis.

Q: Can I pay myself to cover the hours that PAs are unable to work?

A: Please contact the social care team to discuss this issue on a case by case basis.

Q: I am a PA and the individual I support has decided to self-isolate with their family and does not require my support. Can I work as a PA for someone else?

A: Yes, we encourage PAs who would like to redeploy or work additional hours to contact Disability Sheffield on 0114 2536750 and sign up to the PA register.

Q: Can I pay my PAs who are providing non-contact support or virtual support?

A: Yes

Q: Are PA's classed as key workers?

A: Yes PAs are classed as key workers. An authorisation letter is available via Voluntary Action Sheffield on [info@vas.org.uk](mailto:info@vas.org.uk) and 0114 253 6600 or contact Disability Sheffield on 0114 2536750.

Q: If day provision is cancelled can I use the funds that would have been used to pay for this, to increase my PA hours?

A: We are still discussing how to address this issue. We will update the FAQ once this decision has been made.