

May 01, 2020

By E-mail

Dear Provider Colleagues,

Re: Additional Financial Stability and Support During COVID-19

Further to my letter (02 April 2020) I want to thank you as a sector for continuing to provide essential care for the most vulnerable people in our communities, in these extraordinary times. I know that your priority is to ensure that your staff and customers are well, whilst having enough capacity to continue providing care during these challenging times. The sector is balancing many critical issues including, an increase in staff absences, securing PPE and financial cost pressures when trying to deliver vital services.

I know that you and your staff have had to act quickly to ensure service continuity, and this is both recognised and valued. The City of Wolverhampton Council want to assist you by providing the following measures to support your organisations stability. City of Wolverhampton Council will make the changes set out below for an initial period of 12 weeks from April 01, 2020 with a review every 4 weeks. The payments will run from April 06, 2020 to June 28, 2020 with the exception of Day Services.

Home Care

1. In the first instance we will pay home care companies for commissioned hours for each package of care provided, by removing the time banding on CM 2000 or actual time delivered. Providers will be expected to deliver at least 75% of the call time where it is safe to do so. This will be implemented from April 01, 2020.
2. We have increased this offer with additional income to include payment for hospital stays and cancelled calls. These payments will be based on open service agreements whether care was delivered or not during April.
3. Financial support will be paid in a lump sum payment for 4 weeks from 6/4/20 to 3/5/20 of the difference between actual (for which you have been paid) and commissioned. The remaining 5 days from 1/4/20 will be paid in the final period payment. Unfortunately, we will not be able to make this payment until after the end of the final week ending 3/5/20.
4. In order to maintain fair charging and contributions for care, CM 2000 needs to remain in place for current users. For providers who do not use CM2000, please continue to send your invoices with actual care times delivered.

5. Due to the changing nature of this service, payment for cancelled services will be reviewed after the first four weekly payment.

Residential care homes and supported living schemes

1. These services will receive a 10% uplift based on the number of residents living at the care home or scheme from April 01, 2020.
2. This payment will also be paid via a lump sum of 4-weekly payments in arrears for 12 weeks.

Day Services

Day services/community activities will also receive payments based on commissioned hours.

Statutory Advocacy Services and Floating Support

Where agreed, these services will be paid a flat fee based on activity of the preceding 3 months from April 01, 2020.

Additional Measures

Personal Protective Equipment

The Council will also continue to support you if you are unable to obtain personal protective equipment (PPE) and provide you with supplies that we have procured. At present this is based on 3/4 days supplies, with the aim of moving to 7 day supplies when we receive further stock.

Volunteers

The Council are also looking to recruit and deploy a range of volunteers to bolster the care workforce by working with the Councils employment teams, local colleges, universities and WVSC. Please e-mail susan.eagle@wolverhampton.gov.uk if you are interested in accepting volunteers within your service.

Information

Regular bulletins and communications will be shared with you and information on our dedicated council web page is also updated daily.

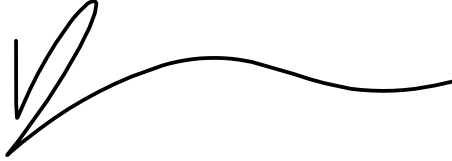
The responses from the daily Care Provider Situation Report are shared with partners to enable us to support you. As an example; if you report an outbreak we will check that the Infection Prevention Team are aware and offer help and support, if you report staffing concerns we will contact to try to support you resolve the issues. Each week we identify ten homes to visit for safe and well checks.

These arrangements are intended to support you in managing the pressures to continue providing essential care for current clients. As an essential provider the measures are to assist you in continuing to operate and accept new clients to enable hospital discharges and support vulnerable people and the NHS during what is a very difficult time.

Once again, I would like to thank you and your staff for your continued commitment and perseverance to support our most vulnerable people during this unprecedented time.

Please contact people.commissioning@wolverhampton.gov.uk for any further queries you may have.

Yours faithfully,

A handwritten signature in black ink, consisting of a large, stylized 'W' followed by a long, sweeping horizontal line that tapers to the right.

Becky Wilkinson
Head of Service - Adult Improvement