

Surrey County Council
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Kingston-upon-Thames
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asc.covid19@surreycc.gov.uk

Date: 14th July 2020

ADULT SOCIAL CARE COVID-19 FINANCIAL SUPPORT OFFER TO CARE PROVIDERS FROM JULY 2020

Dear Sir/Madam,

Firstly, I want to say thank you to all our providers in Surrey who have worked incredibly hard to continue to provide vital services to vulnerable residents in these very challenging circumstances. We recognise that the COVID-19 (C19) outbreak has and continues place enormous challenges on care providers.

This letter sets out the approach that Surrey County Council (SCC) is taking to help Adult Social Care (ASC) providers manage the impact of the C19 pandemic from July 2020 onwards.

Overarching support offer

The Council has already implemented an extensive support package for the provision of ASC services in Surrey. This has included:

- Paying Goodwill Grants to all ASC providers equivalent to an extra 10% of the value of SCC commissioned services for the period April to June 2020, costing SCC over £9m.
- Confirming that £18.7m of SCC's £19.2m Infection Control Fund will be distributed directly to care homes, home care, supported living, specialist affordable ASC extra care housing, supported housing and other care providers covering additional costs related to infection control up to 30th September 2020.
- Providing a significant amount of Personal Protective Equipment to providers as far as it has been made available to SCC.
- Supporting providers with cash flow by making payments in advance.
- Guaranteeing that all home care providers were paid a minimum amount equivalent to the value of active care packages commissioned by SCC at the end of March 2020 for the period 23rd March – 28th June 2020 if the value of actual services delivered in this period was less.
- Continuing to pay for SCC commissioned nursing, residential and supported living services at contracted rates, including where costs of care temporarily reduce or people are self-isolating with their families.
- Continuing to pay for services such as day care at contracted rates where services have been delivered by alternative means (e.g. virtually) unless costs of the alternative provision have increased in which case these increased costs are being paid.
- Making payments for services such as day care and outreach where services are closed or not operating to bring SCC's payments up to a level equivalent to before the main impact of the pandemic (where providers have not been able to mitigate financial pressures or access other forms of financial support from government).
- Ensuring that Direct Payment recipients receive the full funding agreed in their support package prior to the pandemic so they can continue to pay for the care services they purchase from ASC providers.

This support package is providing a substantial level of additional funding for SCC commissioned services for the period April – September 2020 in line the guidance published by ADASS/LGA, and the Infection Control Fund payments also provide support to care homes and home care providers in relation to their private self-funder business.

Support offer from July to September 2020

From July to September 2020 SCC will not make any further 'Goodwill' payments. However we will continue to support providers if they have cash flow challenges as well as continue with a range of support measures related to payments for actual services delivered as set out in Appendix 1.

Our approach to ongoing support takes into account the Infection Control Fund grant funding that is being distributed to providers in line with Government guidance for the 75% on a per beds allocation basis and in line with the approach agreed with Surrey Care Association for the discretionary 25%. Our approach to distributing the 25% has been developed to ensure that we can support the wider provider market who will not have received financial support through the direct allocation of the 75%.

Provision of Personal Protective Equipment (PPE) to ASC providers by SCC

Since lockdown measures were implemented, Surrey's Local Resilience Forum has operated a PPE Cell to coordinate the receipt and distribution of PPE to organisations across Surrey.

This has encompassed PPE provided free of charge to SCC by government, donations to SCC and also several million pounds worth of PPE that SCC has ordered directly.

The majority of PPE available to SCC has been distributed by the PPE Cell to ASC providers. Delivery notes clearly stated that providers may have to reimburse SCC for the cost of PPE provided to them out of the stock that SCC has purchased. This letter confirms that providers will not be charged for the cost PPE ordered prior to 13th July 2020. Although SCC is utilising a small proportion of the Infection Control Fund to cover some of these costs, the remainder will be borne by SCC and forms part of the support offer to ASC providers.

From 13th July 2020, SCC will commence charging for PPE that is ordered where fulfilment of the order requires SCC to utilise some of the remaining stock that it has purchased. The PPE Cell will communicate further information about this including the publication of a rate card. To be clear, charges will only be levied where purchased stock is used. The PPE Cell will seek to fulfil orders using remaining government stock or donations wherever possible and will make it clear to providers how much the PPE will cost before the order is fulfilled and PPE delivered.

Arrangements from October 2020

Due to the significant financial pressure placed upon the council in supporting the care market during this pandemic and additional steps to support communities that have seen us incur pressures well above the funding provided by Government, SCC is not in a position to pay out any additional funding to providers beyond what has already been committed. Unless there is further government funding or new national policy requirements to the contrary, SCC expects that payments for all ASC services commissioned by SCC will fully revert to normal contractual conditions from 1st October 2020.

Care services for people for fund their own care

Some care providers will provide care services to people who fund their own care as well as services commissioned by SCC.

SCC is required to maintain an overview across the whole ASC market and does this through close working with organisations such as the Surrey Care Association, as well as through measures such as establishing the ASC Covid19 inbox to disseminate information and respond to queries from all ASC providers regardless of whether SCC purchases care from them.

SCC is distributing Infection Control Fund monies to care providers, which will provide support with additional infection control costs associated with private self-funders as well as SCC commissioned services. However, SCC does not have the resources to provide support to private care business beyond this and so cannot pay funding to meet additional costs related to private self-funder business beyond the Infection Control Fund allocations to each care provider.

Summary

If you wish to highlight any specific issues related to your care business then please write to asc.covid19@surreycc.gov.uk and we will consider these.

We would like to express our sincere thanks for your continued support and dedication in supporting Surrey's most vulnerable residents during this time of national crisis, and we look forward to continuing to work with you when we all get out the other side.

In order to avoid delay or misdirection, we would ask you to please send any replies and correspondence to asc.covid19@surreycc.gov.uk.

Yours faithfully,



Jon Lillistone
Assistant Director for Commissioning
Adult Social Care, Surrey County Council

Appendix 1: Ongoing Support by Care Sector

Home care

- SCC made payments on account to all home care providers for the estimated level of pre-C19 expenditure that would have expected to be incurred for the period 23rd March – 28th June 2020. As part of this a commitment was made that SCC would guarantee this level of funding as a minimum for the period. SCC will honour this commitment. Providers were asked to continue to invoice for the actual care delivered in the period. A credit equivalent to the payment on account was put on each provider's vendor account to enable invoices for actual care delivered to be processed without the provider being paid twice for the period. As soon as we have confirmed that all invoices for the period have been received and processed, a reconciliation will be performed to compare the value of actual services delivered against the payment on account.
 - ⇒ Where the value of actual services delivered is less than the payment on account, SCC will process an adjustment to remove the remaining credit value against the payment on account to ensure that providers receive the full payment on account for 23rd March – 28th June 2020 plus the full amount for all care services delivered from 29th June onwards and the full amount for all C19 hospital discharge packages.
 - ⇒ Where the value of actual services delivered is greater than the payment on account, no action will be necessary as providers will be paid the additional amount for actual care delivered above the payment on account value in line with normal payment terms.
- SCC is paying for all new home care packages provided to people following hospital discharge under the NHS C19 hospital discharge funding pathway. SCC is paying these costs and then recovering the money from the NHS. As these payments have to be made from the same vendor accounts as the payments on account for ASC packages, in some cases there will be a delay in money physically being paid to providers for these packages until the reconciliation of the payment on account for ASC packages set out above is completed. We were clear this may be the case in correspondence we have already set out on this matter, but some providers have queried why payments for the hospital packages have not been made straight away. SCC absolutely commits to paying everything due to each provider, but the 3 month payment in advance means it is very difficult to pay for hospital packages straight away. If you have an immediate cash flow issue then please write to asc.covid19@surreycc.gov.uk and we will try to put in place workarounds to get the monies for hospital packages released prior to finalising the position regarding the payment on account set out above. This is a manual process though and so it is not feasible to do this on a routine basis for all providers. As such, we would please ask that providers only request this to be done where there are facing significant cash flow challenges.
- SCC committed to pay a 10% premium payment for the value of actual care delivered to all new home care packages following hospital discharge from the 23rd March – 28th June 2020. This letter confirms that this commitment will be extended up to the end of July 2020. It will be paid as a single payment across all packages once invoices for all packages for the whole period have been submitted and processed.
- Normal payments will commence for all ASC packages from 29th June 2020 onwards. SCC does not plan to repeat the payments on account made for 23th March – 28th June 2020 as providers have generally not indicated they are facing cash flow challenges. If

a provider that does have specific cash flow challenges that they wish to raise then please write to asc.covid19@surreycc.gov.uk.

Residential, nursing and supported living care services

- Payments will continue to be made based on the current agreed care plan. The vast majority of services are already paid on an automatic schedule basis which will continue to be the case.
- The arrangements put in place for the period April – June 2020, will be extended for the period July – September 2020 in terms of:
 - If the level of care delivered reduces due to circumstances related to C19 in this period, then SCC will not reduce payments to providers.
 - Where an individual is absent from a care setting because they choose to self-isolate with their family at home, SCC will continue to pay the current agreed cost for the care package through the monthly automatic schedule payments.
- Providers who under normal circumstances enter into sub-contracting arrangements with other providers, for example to ensure the provision of stimulating day activities, are encouraged to continuing paying for these services wherever activities continue to be provided using alternative means (e.g. virtual platforms etc.) in order to ensure a buoyant market is sustained.

All other forms of care

This includes a range of support services in the community including day care, outreach, short term breaks and extra care housing.

The arrangements put in place for the period April – June 2020, will be extended for the period July – September 2020 in terms of:

- Providers should only invoice for the actual services they deliver.
- SCC will continue to pay at agreed prices and levels of care where services continue to be delivered (whether they are delivered in the normal way or some alternative form).
- If services are not delivered and this causes financial pressures, then SCC will consider making a payment equivalent to the amount care providers would normally have been paid for the period July to September 2020 (taking into account any other support providers are able to access, e.g. from central government). This payment would be made on the basis that providers continue to pay their staff and make them available for redeployment to support the delivery of other forms of care. If you are in this situation and would like SCC to consider making such a payment then please write to asc.covid19@surreycc.gov.uk.