

Adults' Health and Care
3rd Floor, Elizabeth II Court West
Sussex Street
Winchester
Hampshire SO23 8UQ

Enquiries to ProviderC19Q@hants.gov.uk

My reference

Direct Line

Your reference

Date 6 April 2020

E-mail

Dear Provider,

Clarification: COVID-19 Pandemic Response – Residential and Nursing Payment Arrangements

Hampshire County Council would like to issue a clarification regarding the letter sent to on 01/04/20 regarding Residential & Nursing Care Payment Arrangements during the COVID-19 Pandemic


It has been highlighted to Hampshire County Council that the following paragraph has caused confusion for our externally contracted providers:

“... part of the additional payments we are agreeing to are being provided to help you meet the costs of staff sickness absence and staff self-isolation. They will be made to you on the understanding that you will continue to pay staff their full salary during any period of absence.”

We would like to clarify that Hampshire County Council expect our externally contracted providers to provide their normal levels of sick pay for staff off sick or self-isolating due to COVID-19, we wish to clarify we are not requesting this to be increased to full salary coverage if this is not your normal policy. The purpose of the measures the Council have put in place are to assist you in meeting the undoubted financial challenges you will face during this difficult period. We are keen that providers follow their normal policies whilst maintaining their financial sustainability for the short and long term. We apologise for any confusion caused and hope that this clarification provides assurance of our intentions.

We would once again like to thank you for your continued support during this difficult period.

Yours faithfully



Graham Allen
Director of Adults' Health & Care

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