

## **The Practical Steps Local Authorities Are Taking to Support Local Social Care Providers**

The following is a summary of the measures that local authorities have introduced to enhance support to local social care providers in response to the Covid-19 outbreak. The focus here is on 1) financial support, and 2) other forms of practical support. Whilst much of the media focus has been on the financial arrangements that are being put in place, the reality is that local authorities are offering providers extensive packages of support.

The information was gathered as part of the ADASS Provider Support Rapid Survey (28<sup>th</sup> April – 1<sup>st</sup> May). It illustrates the extensive range of measures that local authorities have put in place to support local social care providers to deal with increased costs and other pressures.

These measures relate to the first tranche of central government funding, so do not include more recent measures and innovations adopted by local authorities.

This short summary demonstrates the lengths local authorities are going to and the extensive range of support they are putting in place to support providers, ensure their stability and most importantly to safeguard care and support available to millions of people at this difficult time.

### **Financial Support Being Offered to Social Care Providers**

- Increased home care rate 5-10%
- Increased care home rate 5-10%
- Offered smaller % increases offered as part of a wider package of support
- Paid on plan for home care, including for non-delivered hours
- Paid on plan for care homes
- Paid in advance
- Mobilised central team to fast-track payments

- Ensured invoices (outstanding and new) are settled upfront or within 7 days
- Provided lump-sum based on number of clients
- Provided One-off grants
- Offered bespoke support to providers who are facing major sustainability issues due to closure of income generating services such as day care services
- Guaranteed care home payments up to x% occupancy
- Offered guarantees to micro providers in receipt of Direct Payment income that payment will be made irrespective of whether services can operate or not
- Offered temporary payment uplifts
- Undertaken block booking of beds
- Continued to pay for empty care home beds to ensure provider viability
- Met excess costs including PPE, agency staff and other reasonable costs
- Introduced emergency fund to cover additional costs (Invoices settled upfront 2
- Funded and supplied PPE for emergency shortages
- Conducted surveys of local authority to gauge experiences and identify concerns.

#### **Non-financial Support being Offered to Providers**

- Offered Procurement and delivery of Personal Protective Equipment at no cost to providers
- Reimbursed providers for PPE costs that they have procured directly for Covid-19
- Subsidised PPE supplies
- Reimbursed providers for PPE costs that they have procured directly for Covid-19.
- Offered free PPE to Informal Carers and those receiving Direct Payments recipients
- Established a local 7-day Public Health support and advice line on Covid-19 for care providers, manned by health protection specialists
- Provided Weekly webinar training session on infection prevention and control for providers, delivered by CCG infection control and public health protection specialists
- Distributed weekly communications to providers summarising, and with links to, key guidance and information.

- Offered Weekly support calls to each provider
- Disseminated training and advice
- Created early access to staff testing through local STP NHS testing sites (1-2 weeks before the national programme was opened to care providers), in addition to the national testing programme
- Established 'virtual' GP and Pharmacy appointments for care and nursing home residents through supplying IPADs to care homes at no cost to them and brokering the clinical arrangements with GP practices and the CCG
- Organised deliveries of basic supplies (toilet rolls etc) where homes report they are having supply issues
- Coordinated information and responses to care providers from a range of organisations including the local authority, CCG, Local Resilience Forum and Public Health England
- Disseminated weekly communications to providers summarising and providing links to key guidance and information
- Introduced Mutual Aid scheme for staff
- Launched recruitment campaign
- Undertaken provider recruitment support.
- Established provider helpline/hub/portal
- Offered daily support calls with providers.