

Covid-19: Frequently Asked Questions for people receiving a Direct Payment

Please note that guidance on COVID-19 may change over the coming days, weeks and months. Links to the most recent guidance can be found on www.oxfordshire.gov.uk

1) How do I contact my social care team?

The contact details for teams will depend on where you live and are as follows:



North Team

Tel: 033 00 535126

Adultsocialcarenorth@oxfordshire.gov.uk

Vale Team

Tel: 033 00 535125

Adultsocialcarevale@oxfordshire.gov.uk

South Team

Tel: 033 00 535122

Adultsocialcaresouth@oxfordshire.gov.uk

East Team

Tel: 033 00 535121

Adultsocialcareeast@oxfordshire.gov.uk

City Team

Tel: 033 00 535124

Adultsocialcarecity@oxfordshire.gov.uk

West Team

Tel: 033 00 535123

Adultsocialcarewest@oxfordshire.gov.uk

2) Will I continue to receive my direct payment?

Yes, your direct payment will continue as usual and you will receive payments into your bank account or Direct Payment Online Account.

It is essential that you continue to make regular payments to your care provider even if they are not providing you with care at this time.

3) What do I do if I get a call from my care provider /personal assistant saying that they are not able to provide my care?

You should;

- Confirm with them the length of time that they will not be offering you support

- Contact your social care team (see contact details in Q1)
- Discuss your care needs with your social care team, and consider whether a member of your family can help you for a short period
- Create an emergency plan that considers what to do if your situation changes

4) I have decided that I do not want carers supporting me for a period of time. What do I need to do?

If you decide you want to suspend your care for a certain period of time, there are a number of steps that you should follow:

- Contact your provider/ personal assistant directly
- Be clear how long you wish to suspend the care for
- Contact your social care team (See Q1 for details) and make them aware that you are considering suspending your care
- Discuss your care needs with your social care worker and consider whether a member of your family can help you for a short period
- Create an emergency plan that considers what to do if your situation changes

Please note: If you choose to suspend your care at this time, there is a risk that the person/provider supporting you will not be able to return if they have limited capacity when you want your care to restart.

5) I want to cancel my care permanently what do I need to next?

If you decide that you do not wish to receive support from a provider or a personal assistant there are a number of steps that you should follow:

- Contact your provider/ personal assistant directly and agree a notice period
- Contact your social care team and make them aware that you want to cancel the care package that supports you
- Discuss your care needs with your local social care team
- Create an emergency plan that considers what to do if your situation changes

During the agreed notice period the Council will continue to pay your direct payment and you will be required to pay them for the agreed notice period.

It is important to remember that in your contract with the care provider there is likely to be a 'termination period' during which you will need to continue paying them even if they stop providing your care. If you require support finding the "termination period" within your contract please contact your social care team (see contact details in Q1).

For advice regarding personal assistants please refer to Q6 below.

6) I employ a personal assistant, what advice is available?

If your personal assistant contacts you to make you aware that they will not be able to provide care, you should;

- Confirm with them the length of time that they will not be offering you support
- Please contact your social care team

- Discuss your care needs with your local social care team and consider whether a member of your family can help you for a short period
- Discuss how to find alternative support with your local social care team
- Create an emergency plan
- Keep clear records of periods where you employee was sick/ has taken annual leave
- Consider whether your employee will be entitled to statutory sick pay

If your personal assistant is displaying symptoms provide them with the advice outlined on the government webpages: www.gov.uk/coronavirus

If your personal assistant has a new continuous cough and / or temperature of over 37.8, they should NOT attend work.

- They should stay at home and not leave their house for 7 days from when their symptoms started.

If your provider/ personal assistant is not able to provide support to you, please contact your social care team

Personal assistants who are required to self-isolate following guidance provided by NHS 111 or Public Health England should be paid as usual. During this period of time the Council will continue to pay your direct payment and you will be required to pay your personal assistant in line with your agreement with them.

7) What if I incur additional costs as a result of the new arrangements?

Should you incur additional costs replacing care being provided by a personal assistant who is isolating where possible please discuss these with your local social care team before making arrangements. If this is not possible please keep records of all costs as these will be required before any additional payments will be made. Please note that this does not cover increases in care costs but replacement cover during this period.

8) My day service provider has told me that they are closing what do I need to do next?

If you day service provider contacts you to make you aware that they will not be able to provide care, you should:

- Confirm with them the length of time that they will not be offering you support
- Contact your social care team
- Discuss your care needs with your social worker and consider whether a member of your family can help you for a short period or whether you need to receive this service for a short period of time
- Create an emergency plan that considers what to do if your situation changes

9) Can the Council help me find another provider or day service?

The Council can help you look at other options that might be available to you such as:

- Respite
- Domiciliary Care

- Residential Care
- Personal Assistants

If you wish to look at what options are available you should contact your social worker or social care team (see contact details in Q1).

10) My care has stopped/ I no longer attend daytime support do I still need to pay the invoices for this service?

It is essential that you continue to make regular payments to your care provider even if they are not providing you with care at this time.

11) I pay a contribution towards my care; do I need to continue to pay this?

It is essential you continue to make regular payments for the contributions towards the cost of your care. If any adjustments are required they will be made in due course.

12) I am displaying symptoms but need to continue to receive care – what do I do?

Inform your care provider if you are experiencing a **new continuous cough and / or temperature of over 37.8** then you should:

- Stay at home and do not leave your house for 7 days from when your symptoms started.
- You do not need to call NHS 111 if the symptoms are mild
- You will not be routinely tested unless you have risk factors relating to your age or medical history.
- If you have serious symptoms you cannot manage at home, you should use NHS 111 online

If your provider/ personal assistant is not able to provide support to you, please contact your social care team using the information contained in Q1

13) Where can I find support if I have any other questions?

Our colleagues at Skills for Care have written some more detailed information which is likely to answer any question you have, which you can find at <https://tinyurl.com/Covid19-DPs>.

If you have any difficulties with your care package please contact your team (see contact details in Q1).