

Your reference: «SSRef»



County Hall  
New Road  
Oxford  
OX1 1ND

«AddressBlock»

15 April 2020

«GreetingLine»

### **Corona Virus: Information for people who receive a Direct Payment**

During this time of uncertainty, I wanted to write and offer you some reassurance about your Direct Payment and also provide you with other useful information should you need it.

#### **Your Direct Payment**

You will continue to receive your Direct Payments as usual and we ask that you tell your social care team about any changes to your care package for example:

- If you choose to cancel your care provider or PA permanently
- If you request that your carers do not visit you for a period of time
- Your day service closes for a period of time

During this difficult time the Council is committed to continue funding your care and support, and we request that you continue paying your providers using your Direct Payment as normal, even if your care is temporarily suspended.

You will also receive an additional one-off payment to cover Covid-19 related costs. This payment will be calculated based on 10% of your average monthly payment.

#### **Frequently Asked Questions**

We have enclosed a set of frequently asked questions which should address the most common concerns. This includes information on:

- What to do if you are employing a personal assistant
- Planning for unforeseen circumstances

However, if you have any other questions or are experiencing difficulties with your care package please contact your locality team (contact details can be found on page 1 of the FAQs).

Finally, I would like to take this opportunity to send my best wishes to you and your family during this difficult time. Please stay safe and well.

Yours Sincerely,

A handwritten signature in black ink that reads "Stephen T. Chandler".

**Corporate Director of Adult Services  
Oxfordshire County Council**