**Personal Health Budgets Frequently Asked Questions Relating to Covid-19**

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| **Patient Protective Equipment (PPE)** | How do I access emergency PPE? | Personal Assistants need to ring the supply line and ask them for any information and register themselves on their delivery rota. This service can also direct them to suppliers.The National Supply Disruption line Tel: 0800 915 9964 Email: supplydisruptionservice@nhsbsa.nhs.ukIf you are unable to wait for the delivery, please try the alternative suppliers below who may be able to help:

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| **Alliance / NWOP** | Pharmacy | Customerservice@alliance-healthcare.co.uk |
| **Phoenix** | Pharmacy / GP Surgery |   |
| **Mckesson / AAH Pharma** | Pharmacy |   |
| **DCC Vital / Williams** | GP Surgery  | sales@wms.co.uk |
| **HenrySchein** | Dentist | sales@henryschein.co.uk |
| **DD Group** | Dentist | salessupport@ddgroup.com |
| *Sales Director* |   | brent.sercombe@ddgroup.com |
| *Customer Service Mgr* |   | Nicola.fisher@ddgroup.com. |
| **Wright Health Group** | Dentist | nhsorders@wright-cottrell.co.uk |
| **ODC Direct** | Pharmacy |   |
| **Schottlander**  | Dentist |   |
| **BDSI**  | Dentist |   |
| **Trycare Ltd** | Dentist |   |
| **Sangers** | Pharmacy |   |
| **Careshop** | Social Care | steven.lenihan@careshop.co.uk  |
|   |   | steve.deakin@careshop.co.uk |
| **Delivernet** | Social Care |   |
| **Countrywide Healthcare** | Social Care |   |

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| Is there any guidance on what PPE my PAs should be using? | The government has published further guidance on 5th April 2020 - Covid-19: residential care, supported living and home care guidance - which details PPE requirements. The guidance can be found on the government's website<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control> |
| **PAs employed using a Direct Payment** | I have a direct payment and my PA is off sick | Firstly, it is important that we know that the person being cared for has adequate care especially where a PA is now off sick. If you cannot cover the care needs you need to contact the case manager straight away. We are trying to identify domiciliary care providers who may be able to support you in the short term.With regard to statutory sick pay, the current advice from the Government needs to be followed:By law, medical evidence is not required for the first 7 days of sickness. After 7 days, it is for the PHB holder, as the employer, to determine what evidence they require, if any, from the employee. This does not need to be fit note (Med 3 form) issued by a GP or other doctor.To make it easier for people to provide evidence to their employer that they need to stay at home, we are developing an alternative form of evidence to the fit note. These will shortly be available through NHS online.In the meantime, we continue to urge PHB holders to respect the need to stay at home where they are following government advice to do so and to show flexibility in the evidence they require from employees.Your PA will be advised to isolate themselves and not to work in contact with other people by NHS 111 or PHE if they are a carrier of, or have been in contact with, an infectious or contagious disease, such as COVID-19.We strongly suggest that PHB holders use their discretion around the need for medical evidence for a period of absence where an employee is advised to stay at home due to suspected COVID-19, in accordance with the public health advice being issued by the government.Statutory Sick Pay will be paid from day 1 instead of day 4 for those affected by coronavirus.Where you think you will need extra funds to pay for SSP please talk to your case manager in the CHC team.Where the CCG increases a budget to meet SSP and this is not utilised during the emergency it will be clawed back from your budget at the end of the Covid19 emergency period.  |
| We intend to tell our PA not to attend but will they still be paid? | We need to understand why you do not want your PA attend. The CCG will continue with your budget payments throughout and will make decisions on an individual basis. You are responsible as their employer to pay PA’s during this time. Where you no longer need the employee you need to consider making them a furloughed workerIn order to avoid redundancies.If you do this you will need to access the Coronavirus Job Retention Scheme, and you will need to discuss with the PA about becoming classified as a furloughed worker. This would mean that they are kept on your payroll, rather than being laid off.To qualify for this scheme, they should not undertake work for you while they are furloughed. This will allow you to claim a grant of up to 80% of your wage for all employment costs, up to a cap of £2,500 per month per employee.Your PA will remain employed while furloughedThe government intends for the Coronavirus Job Retention Scheme to run for at least 3 months from 1 March 2020, but will extend if necessary. |
| Could a family member deliver my care during the emergency? | A direct payment can only be used to pay an individual living in the same household, a close family member, or a friend if the CCG is satisfied that to secure a service from that person is necessary in order to satisfactorily meet the person receiving care’s need for that service.As such, as long as your CCG is satisfied that it would meet the needs of the person requiring care, and the person being employed would not be the holder of the direct payment (due to a conflict of interest) on behalf of the person requiring care, then there is nothing in the guidance that says you could not do this. We would need to understand why and what safeguards are in place to manage any risks and ensure that the family member is adequately trained to deliver your care. Please contact your case manager for further discussion. |
| ID badges and uniforms  | Unfortunately, we have received notification of some very sad instances of thieves entering citizens’ property falsely claiming to be social care or NHS staff and then carrying out a burglary. Please remind all of your employees to wear ID badges and uniforms (where appropriate). Please remind citizens to always check ID before they allow entry to their property, to refuse entry if no ID is shown, and to call your office if they are in doubt.  |
| **Travel** | Will you pay for travel for PA during COVID-19? | Where a PA is finding that there are restrictions on their travel because they cannot travel by car and/or public transport the CCG will reimburse the budget holder for any taxi’s that are required. The personal health budget holder should contact their case manager to discuss the specific requirements and for how long they are expected to last. This will only be for the period of the emergency as we would expect normal transport mechanisms to be utilised as soon as local transport networks recover. |
| I need to provide my PA with documents to be able to travel to me should they get stopped by officials to check purpose of the journey | The CCG has created a template for you to complete for your PA to use for travel to provide care to you. Please see attached/contact your case manager for a copy. |

**Further information available for support**

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| **Information for patients and public**  | [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus) .  See also: [easy read guide to Coronavirus](https://nhs.us20.list-manage.com/track/click?u=31a37263f4653323e05f81d4d&id=5598b1f3f0&e=4c194e670a) |
| **COVID-19 learning and development** | It’s important, especially when you may be short staffed due to COVID-19, that you have a strong workforce with the skills and knowledge to continue delivering effective care and support.Some of our endorsed learning providers are offering free or discounted training on COVID-19 looking at signs and symptoms, latest CQC, NHS and government advice, waste disposal/laundry and many other topics.[Search for an endorsed provider here](https://elinkeu.clickdimensions.com/c/6/?T=MjQ3NDI1NDY%3AcDEtYjIwMDg2LTA0ZWQwNTNkYjNkNzQ3MWViNTIzYTRkZjNjMzU5NmM4%3AYXpyYS5yYXNoaWRAbmhzLm5ldA%3AY29udGFjdC1iNzNmZmFjMjNmYWVlNjExOTQxMjAwNTA1Njg3NzlhZC01MmQzZTA1MjM0YmQ0NzU2Yjk1MmY3NTBlMzVlZTNhYQ%3AZmFsc2U%3AMTQ%3A%3AaHR0cDovL3d3dy5za2lsbHNmb3JjYXJlLm9yZy51ay9maW5kYXByb3ZpZGVyP19jbGRlZT1ZWHB5WVM1eVlYTm9hV1JBYm1oekxtNWxkQSUzZCUzZCZyZWNpcGllbnRpZD1jb250YWN0LWI3M2ZmYWMyM2ZhZWU2MTE5NDEyMDA1MDU2ODc3OWFkLTUyZDNlMDUyMzRiZDQ3NTZiOTUyZjc1MGUzNWVlM2FhJmVzaWQ9ZTM1Y2ZlOTItNDU2Zi1lYTExLTgwZTAtMDA1MDU2ODc3Y2I5&K=TrJTp7j_FpDjbpbB49KLWA). |
| **Individuals employing their own staff** | Insurance provider Mark Bates Ltd. have developed a guide for individuals who employ their own staff during this period. This guide contains the most common questions that they have been asked, and reminds individual employers with their policies to seek the support of the helpline if required. The guide can be accessed here: <https://markbatesltd.com/coronavirus-covid-19>. |
| **Skills for Care** | Skills for Care have developed a resource page to provide up to date information for the health and social care sector around COVID-19.<https://www.skillsforcare.org.uk/About/News/COVID-19.aspx>. |
| **Advisory, Conciliation and Arbitration Service (ACAS)** | ACAS, the Advisory, Conciliation and Arbitration Service have developed advice for employers and employees regarding COVID-19. This advice is for all employers and employees, not just those in health and social care. It is reviewed daily in line with government announcements. The advice can be found: <https://www.acas.org.uk/coronavirus>. |
| **In Control challenges and solutions video** | <https://youtu.be/7Tii17_p48Y> |
| **DBS ID Checking** | The government has announced temporary changes to DBS ID checking in response to the COVID-19 outbreak. The change will enable: ID documents to be viewed over video linkscanned images to be used in advance of the DBS check being submitted.Read more [here](https://elinkeu.clickdimensions.com/c/6/?T=MjQ3NDI1NDY%3AcDEtYjIwMDg2LTA0ZWQwNTNkYjNkNzQ3MWViNTIzYTRkZjNjMzU5NmM4%3AYXpyYS5yYXNoaWRAbmhzLm5ldA%3AY29udGFjdC1iNzNmZmFjMjNmYWVlNjExOTQxMjAwNTA1Njg3NzlhZC01MmQzZTA1MjM0YmQ0NzU2Yjk1MmY3NTBlMzVlZTNhYQ%3AZmFsc2U%3AMQ%3A%3AaHR0cHM6Ly93d3cuZ292LnVrL2dvdmVybm1lbnQvbmV3cy9jb3ZpZC0xOS1jaGFuZ2VzLXRvLXN0YW5kYXJkLWFuZC1lbmhhbmNlZC1pZC1jaGVja2luZy1ndWlkZWxpbmVzP19jbGRlZT1ZWHB5WVM1eVlYTm9hV1JBYm1oekxtNWxkQSUzZCUzZCZyZWNpcGllbnRpZD1jb250YWN0LWI3M2ZmYWMyM2ZhZWU2MTE5NDEyMDA1MDU2ODc3OWFkLTUyZDNlMDUyMzRiZDQ3NTZiOTUyZjc1MGUzNWVlM2FhJmVzaWQ9ZTM1Y2ZlOTItNDU2Zi1lYTExLTgwZTAtMDA1MDU2ODc3Y2I5&K=g1WIlyNwK2EIuRy084gDcg).Information about temporary arrangements to fast track emergency checks of the adults and children’s barred lists, are currently being developed in response to COVID-19. |
| **First Aid Certificates** | The Health and Safety Executive (HSE) and Department for Education have released a statement extending the validity of various qualifications by 3 months, including Emergency First Aid at Work and First Aid at Work. This also applies to qualifications held by First Aid trainers and IQAs. [Click here for the full statement from the HSE](https://elinkeu.clickdimensions.com/c/6/?T=MjQ3NDI1NDY%3AcDEtYjIwMDg2LTA0ZWQwNTNkYjNkNzQ3MWViNTIzYTRkZjNjMzU5NmM4%3AYXpyYS5yYXNoaWRAbmhzLm5ldA%3AY29udGFjdC1iNzNmZmFjMjNmYWVlNjExOTQxMjAwNTA1Njg3NzlhZC01MmQzZTA1MjM0YmQ0NzU2Yjk1MmY3NTBlMzVlZTNhYQ%3AZmFsc2U%3AMg%3A%3AaHR0cHM6Ly9ldXIwMS5zYWZlbGlua3MucHJvdGVjdGlvbi5vdXRsb29rLmNvbS8_dXJsPWh0dHBzJTNBJTJGJTJGZW1haWwucXVhbHNhZmUuY29tJTJGMUQ3Qy02U01ZMS1YRlo1RS00MDJXS0YtMSUyRmMuYXNweCZkYXRhPTAyJTdDMDElN0NLYXJlbi5TdGV2ZW5zJTQwc2tpbGxzZm9yY2FyZS5vcmcudWslN0NiODgzZjVjYTE1N2Q0MDJhN2NjMTA4ZDdkMGEwYzU1YSU3QzVjMzE3MDE3NDE1ZDQzZTZhZGExNzY2OGY5YWQzZjlmJTdDMCU3QzAlN0M2MzcyMDcyNjEyNDI1NjY2NTMmc2RhdGE9WVdrMDljbkE0Z0U2dURDbXVObnZCQUhmNmp1bmFjUklmQk8lMkJ0U0RzbmI4JTNEJnJlc2VydmVkPTAmX2NsZGVlPVlYcHlZUzV5WVhOb2FXUkFibWh6TG01bGRBJTNkJTNkJnJlY2lwaWVudGlkPWNvbnRhY3QtYjczZmZhYzIzZmFlZTYxMTk0MTIwMDUwNTY4Nzc5YWQtNTJkM2UwNTIzNGJkNDc1NmI5NTJmNzUwZTM1ZWUzYWEmZXNpZD1lMzVjZmU5Mi00NTZmLWVhMTEtODBlMC0wMDUwNTY4NzdjYjk&K=7k09Anoela1fx-u96QsEwA).This comes into effect for certificates expiring on or after 16 March 2020. HSE will review this matter over the coming months and will issue further statements as necessary.  |
| **Secure digital communication between health and social care** | Find information on how your organisation can use digital technology to support your staff and the people you support at [Digital Social Care](https://elinkeu.clickdimensions.com/c/6/?T=MjQ3NDI1NDY%3AcDEtYjIwMDg2LTA0ZWQwNTNkYjNkNzQ3MWViNTIzYTRkZjNjMzU5NmM4%3AYXpyYS5yYXNoaWRAbmhzLm5ldA%3AY29udGFjdC1iNzNmZmFjMjNmYWVlNjExOTQxMjAwNTA1Njg3NzlhZC01MmQzZTA1MjM0YmQ0NzU2Yjk1MmY3NTBlMzVlZTNhYQ%3AZmFsc2U%3AOA%3A%3AaHR0cHM6Ly93d3cuZGlnaXRhbHNvY2lhbGNhcmUuY28udWsvY292aWQtMTktZ3VpZGFuY2UvP19jbGRlZT1ZWHB5WVM1eVlYTm9hV1JBYm1oekxtNWxkQSUzZCUzZCZyZWNpcGllbnRpZD1jb250YWN0LWI3M2ZmYWMyM2ZhZWU2MTE5NDEyMDA1MDU2ODc3OWFkLTUyZDNlMDUyMzRiZDQ3NTZiOTUyZjc1MGUzNWVlM2FhJmVzaWQ9ZTM1Y2ZlOTItNDU2Zi1lYTExLTgwZTAtMDA1MDU2ODc3Y2I5&K=1l8qa83pcZzza7wbm4MTxQ). The latest updates include: you no longer need to complete the [Data Security and Protection Toolkit](https://elinkeu.clickdimensions.com/c/6/?T=MjQ3NDI1NDY%3AcDEtYjIwMDg2LTA0ZWQwNTNkYjNkNzQ3MWViNTIzYTRkZjNjMzU5NmM4%3AYXpyYS5yYXNoaWRAbmhzLm5ldA%3AY29udGFjdC1iNzNmZmFjMjNmYWVlNjExOTQxMjAwNTA1Njg3NzlhZC01MmQzZTA1MjM0YmQ0NzU2Yjk1MmY3NTBlMzVlZTNhYQ%3AZmFsc2U%3AOQ%3A%3AaHR0cHM6Ly93d3cuZGlnaXRhbHNvY2lhbGNhcmUuY28udWsvZGF0YS1zZWN1cml0eS1wcm90ZWN0aW5nLW15LWluZm9ybWF0aW9uL2RhdGEtc2VjdXJpdHktYW5kLXByb3RlY3Rpb24tdG9vbGtpdC8_X2NsZGVlPVlYcHlZUzV5WVhOb2FXUkFibWh6TG01bGRBJTNkJTNkJnJlY2lwaWVudGlkPWNvbnRhY3QtYjczZmZhYzIzZmFlZTYxMTk0MTIwMDUwNTY4Nzc5YWQtNTJkM2UwNTIzNGJkNDc1NmI5NTJmNzUwZTM1ZWUzYWEmZXNpZD1lMzVjZmU5Mi00NTZmLWVhMTEtODBlMC0wMDUwNTY4NzdjYjk&K=lihhAUTeyJYtn4Ly2c3UZQ) to access NHSmail or do video calling (this will be reinstated after the pandemic is over)there is a new quick process to give all adult social care providers free access to NHSmail and Microsoft Teamsall care homes have been asked to start using [Capacity Tracker](https://elinkeu.clickdimensions.com/c/6/?T=MjQ3NDI1NDY%3AcDEtYjIwMDg2LTA0ZWQwNTNkYjNkNzQ3MWViNTIzYTRkZjNjMzU5NmM4%3AYXpyYS5yYXNoaWRAbmhzLm5ldA%3AY29udGFjdC1iNzNmZmFjMjNmYWVlNjExOTQxMjAwNTA1Njg3NzlhZC01MmQzZTA1MjM0YmQ0NzU2Yjk1MmY3NTBlMzVlZTNhYQ%3AZmFsc2U%3AMTA%3A%3AaHR0cHM6Ly9jYXJlaG9tZXMubmVjc3UubmhzLnVrLz9fY2xkZWU9WVhweVlTNXlZWE5vYVdSQWJtaHpMbTVsZEElM2QlM2QmcmVjaXBpZW50aWQ9Y29udGFjdC1iNzNmZmFjMjNmYWVlNjExOTQxMjAwNTA1Njg3NzlhZC01MmQzZTA1MjM0YmQ0NzU2Yjk1MmY3NTBlMzVlZTNhYSZlc2lkPWUzNWNmZTkyLTQ1NmYtZWExMS04MGUwLTAwNTA1Njg3N2NiOQ&K=2_mVHlEAK3zv7QvmqwvXHg) as a prioritythe national data opt-out compliance deadline has been moved to September 2020 |
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