

Frequently Asked Questions

Problems with PPE

Please continue to use your own suppliers where possible however if you are struggling with PPE supplies then please contact us via the Commissioninginbox@bradford.gov.uk

We will need to know the following details:

- Description of item and quantity
- The correct address for delivery of items. Please specify if it is a private address due to home working
- Key contacts name and phone number

Cancelled calls – Non Residential

- Where the person being supported no longer wants to receive a service or wishes to suspend the service, due to self-isolation, providers are asked to make contact with the Access Team on 01274 435400 to advise them of the situation. A social worker will check with individual and assess the impact of the service being suspended or ended.
- If providers have not been able to deliver the planned level of service due to Covid-19 related issues, payment for the undelivered service will be made to the provider. However the specific reason and amount of undelivered service must be recorded on the Payment Claim Form (PCF).
- Recording the undelivered service is necessary to ensure there is a record of the actual service delivered to each person and help to adjust the person's financial contribution before or after the contribution holiday that has been implemented from the 30th March 2020
- From w/c 6th April 2020, PCF's will not be posted out to providers. Instead, PCF's will be produced in MSEXcel format and emailed to providers for completion. When completed, the Electronic PCF (ePCF) will need to be emailed back to cca.payments@bradford.gov.uk
- If you have not provided an email address for the Payments Team to send the ePCF to the right person/team in your organisation, please can you urgently send the email details to cca.payments@bradford.gov.uk
- If you have PCF's still to return to the Payments team for weeks before w/c 06.06.20, please can you complete and urgently send them to cca.payments@bradford.gov.uk
- If you think the planned service could be arranged differently, again, we would ask you to contact the Access team on 01274 435400 so we can record any changes to the planned service.

Additional Capacity – Care homes

We have recently sent out a survey to all Providers asking who can provide additional capacity to support discharge from hospital for people who have tested positive for COVID-19. We are following this up with those who either responded that they could support individuals or potentially provide cohort facilities. If you have not completed this survey or feel that you could support this, please email the Commissioning Inbox

Payments issues

If you have payment issues:

- For non-residential services please contact the Payments Team via email cca.payments@bradford.gov.uk .
- For residential and nursing home placements, please contact cca.contracts.team@bradford.gov.uk

The LA and CCG will be sending out Payment Claim Forms (PCF's) as normal for the last remaining periods of this current financial year. We are working hard to get into a position where we can email providers the PCF's in MS Excel format rather than posting them. We will let you know when this will commence but it is likely to be the first PCF period in April. **It is however important that we have an up to date email address where we can send the electronic PCF's.** The document will be protected using Galaxkey and providers are asked to return the completed PCF using the same encryption method.

Please send your preferred email address for electronic PCF's to cca.payments@bradford.gov.uk

Home Support payments

- Please continue to send in completed Payment Claim forms as this will help to make sure adjustments to the services delivered are inputted to make sure provider payments are correct. If you are having difficulties with the completion and supply of PCF's, please get in touch with the payments Team via email cca.payments@bradford.gov.uk.

Daycare

- We will continue to pay daycare providers while they are making their staff available to support people in the least restrictive way in their own home.

Funding for additional costs

We are working on a process to provide additional funding to cover extra costs that the sector is incurring as a result of Covid 19 and will get details to you as soon as possible.

Social Care staff not being treated as key workers

We have produced a letter that can be adapted by you with your organisations contact details should any of your staff be challenged on their key worker status in relation to public transport, shopping or access to childcare.

Concerns about staffing situation

We are currently working with the Council staff at Skills House to recruit and train new care staff to join a council staff bank. Workers will be able to be deployed to independent sector providers with staffing shortages. Details will be shared as soon as possible

Guidance on DBS checks for staff

The Home Office and the Disclosure and Barring Service (DBS) has put in place temporary arrangements, to provide DBS checks and fast-track emergency checks of the Adults' and Children's Barred Lists free-of-charge. This will apply to healthcare and social care workers being recruited in connection with the provision of care and treatment of coronavirus (COVID-19) in England and Wales.

<https://www.gov.uk/government/publications/covid-19-free-of-charge-dbs-applications-and-fast-track-barred-list-check-service>

Guidance on using volunteers

You can recruit volunteers (including family members) during this period. It is important you assess each situation and match volunteers with activities that suit their skills. You must make sure background checks and relevant training and supervision are in place to ensure people using the service are safe, and that you're properly supporting your volunteers. You must still have oversight of the care and support you are providing.

There is guidance from CQC about this - in an emergency, you can deploy staff and volunteers on just an adult first check, which is usually returned very quickly.

[Guidance on DBS \(criminal record\) checks \(PDF\)](#)
[DBS \(criminal records\) checks for volunteers on GOV.UK](#)

[The National Care Forum](#) has useful information on using the National Care Force. You do not need to notify us if you use this.

We encourage you to have systems that ensure volunteers are following the latest guidance from Public Health England - for example, they should not be showing any symptoms of COVID-19 and should not have been in recent contact with anyone else with symptoms.

<https://www.cqc.org.uk/guidance-providers/adult-social-care/information-adult-social-care-services-during-coronavirus-outbreak#volunteers>

Pathway for reporting COVID-19 cases

All suspected COVID-19 cases should be reported to the Health Protection Team at Public Health England using the telephone number **0113 3860300** and in the SUS

Guidance on admissions to Care Homes from hospital

Further guidance on hospital discharge is identified in the following document:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/874213/COVID-19_hospital_discharge_service_requirements.pdf

Guidance in relation to staff with pre-existing health conditions

Please find information here:

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults#what-is-the-advice-for-visitors-including-those-who-are-providing-care-for-you>

Testing for COVID-19

Staffing testing arrangements are being developed with the NHS and will be available to independent sector front line staff in the near future. Further details will follow.

Difficulties with Food Supplies

Below is a list of suppliers that some Care Homes are using in the district. The Council does not have direct experience of these suppliers and therefore is unable to recommend or endorse them. That said we have contacted these suppliers and they have told us they have supplies and would be able to take orders directly from Care Homes.

Suppliers		Response	Open	Contact	Order	Payment
Threshfield	www.threshfieldcatering.co.uk	Fresh food - veg, eggs, milk butter, no issues. Dried food – some availability Deliver Tue, Thu, Sat. Order by phone	Mon - Fri 8 - 4	01943 870055	Phone	Card on order
Turner Price	www.turner-price.com	No supply issues - have to register and order on line - order up to 11pm for next day delivery	Online - or phone lines Mon - Fri 8 - 5	01482 577100	On Line	Card on order
Appetito	www.apetito.co.uk	Frozen meals to cook at the home - 2 meal pack, or 10 meal multipack	Online	01225 560 368	On Line/phone - there is a Res Home sales team	On Line, phone
Total Food Services	www.totalfoodservices.co.uk	No supply issues - have to register and order on line. Special rates for res homes	Online	01484 536 688		
Brakes	https://www.brake.co.uk/	No supply issues - have to register and order on line	Online	0345 606 9090	On Line	Card on order
Strawberry Fields	https://www.strawberryfields-fruitandveg.co.uk/	No problems with supply and did not foresee any problems	Online	sales@orangegroveshop.co.uk	Card on order	

		Mainly Fresh fruit & veg - deliver Mon, Wed, Fri			
Veg2Table	Veg2tableleeds.co.uk	Fresh fruit and veg to Bradford postcodes (BD1-BD8)	Online only		Card on order