

Direct Payments - Frequently Asked Questions for adult Direct Payment users and Personal Assistants (PAs)

The government has issued guidance for Direct Payment users and Personal Assistants which can be found [here](#). Below are some FAQs to offer additional clarification and reflect decisions made by Hertfordshire County Council, which may differ from the government guidance.

| I am a Personal Assistant (PA) | |
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| <p>I am a PA and have symptoms of Covid-19, do I still visit my client?</p> | <p>No. Please use the NHS online 111 coronavirus service for medical advice at https://111.nhs.uk/covid-19/. You must observe the isolation periods, set out within the government's stay at home guidance.</p> <p>Please call Adult Care Services on 0300 123 4042 or Children's Services on 0300 123 4043 so that we can follow up with additional care and support for the person who you care for.</p> <p>We will make sure that individuals have enough money in their direct payment account to pay for any sick pay related to Covid-19 and for additional care to meet their assessed care and support needs.</p> |
| <p>Do I still visit my client if they have symptoms of Covid-19 (a a high temperature and a new, continuous cough) or they are self-isolating?</p> | <p>Yes. If a person receives essential care in their home, then carers should continue to visit.</p> <p>Personal Protective Equipment (PPE) should be worn. There are guidelines on the government website on the correct procedures to follow.</p> <p>You should attempt to buy PPE equipment through your regular supplier. If you have any problems with getting supplies, please refer to the information on the Provider Hub at https://www.hcpa.info/covid-19/ or call the Provider Hub on 01707 708108.</p> <p>Practice good hand hygiene and keep safe distances where possible.</p> |

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| <p>I am a PA; do I still get paid if:</p> <ul style="list-style-type: none"> • I have to go into 7- or 14-day isolation? • I have to self- isolate because I am in an at-risk group? | <p>Yes. Please follow NHS guidelines and call us to arrange for the person you care for to be supported on 0300 123 4042 (Adult Care Services) or 0300 123 4043 (Children’s Services).</p> <p>The person who receives the Direct Payment should continue to pay you as normal and we will arrange to pay for additional care, if needed.</p> |
| <p>I am a PA; do I still get paid if the person I care for has decided they do not need my support for the following reasons:</p> <ul style="list-style-type: none"> • they are isolating for 7 or 14 days? • they are shielding for 3 months and have decided to cease support? • they have temporarily arranged for family and friends to support them to reduce contact? | <p>Yes. Consider if you can support them remotely such as keeping in touch by telephone or video call, shopping or collecting prescriptions. If you have concerns about this decision and feel the person you care for may be at risk, please call their social care team.</p> <p>If you have paid hours unaccounted for, please email directpayment@leonardcheshire.org or call 01462 439 000 if you do not have access to email to register for redeployment opportunities.</p> |
| <p>I am a <u>self-employed</u> PA; do I still get paid if the person I care for has decided they do not need my support for the following reasons:</p> <ul style="list-style-type: none"> • they are isolating for 7 or 14 days • they are shielding for 3 months and have decided to cease support? • they have temporarily arranged for family and friends to support them to reduce contact? | <p>Yes. Consider if you can support them remotely such as keeping in touch by telephone or video call, shopping or collecting prescriptions. If you have concerns about this decision and feel the person you care for may be at risk, please call their social care team.</p> <p>You should continue to invoice for your services as normal. Alternatively, you may qualify for government support. If HMRC invite you to claim, you must not claim for the same period twice.</p> <p>We will make sure that individuals have enough money in their direct payment account to pay for any sick pay related to Covid-19 and for additional care.</p> <p>To redeploy your paid hours or express an interest in additional work, please email directpayment@leonardcheshire.org or call 01462 439 000 to register on our PA Register.</p> |

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| <p>I am a PA, am I classified as a keyworker?</p> | <p>Yes, your payslip or contract of employment will confirm this. If you need further evidence for essential travel, shopping or schooling, please email Leonard Cheshire on directpayment@leonardcheshire.org for a verification letter.</p> |
| <p>Can PAs be tested for Covid-19?</p> | <p>Yes, if you meet the criteria for people who are being tested. For more information please check here: www.hcpa.info/covid-19/ or call the Provider Hub on 01707 708108 if you are unsure.</p> |
| <p>I am a PA on a zero hours contract or work varied hours, how will my sick pay be calculated?</p> | <p>Your average pay should be calculated using the last three months, this is the sum you will be paid for Covid related leave.</p> |
| <p>I am a PA and I wish to resign, what do I do?</p> | <p>Leonard Cheshire can advise you on the terms and conditions of your contract. Please email directpayment@leonardcheshire.org or call 01462 439 000.</p> |
| <p>I am a Direct Payment User</p> | |
| <p>I receive a Direct Payment to pay for my care, should I continue to pay my PA if:</p> <ul style="list-style-type: none"> • they have to go into a 7- or 14-day isolation period? • they have to self- isolate because they are in the Shielded category? | <p>Yes.</p> <p>We will make sure you have enough money in your direct payment account to pay for any sick pay and for a new carer.</p> <p>Call 0300 123 4042 (Adults) or 0300 123 4043 (Children) to talk to our social work team about replacement care and Direct Payment amendments.</p> |
| <p>I receive a Direct Payment to pay for my care, if I decide to cancel my PA for the following reasons, do I still pay my PA?</p> <ul style="list-style-type: none"> • I have to go into 7 or 14-day isolation • I have to self- isolate because I am in the Shielded category • I am getting support from family or friends to reduce contact | <p>Yes. You can use your direct payment flexibly or differently to get the support you need.</p> <p>Consider ways that you can be supported remotely by your PA such as keeping in touch by telephone or video call or asking them to do your shopping or collect your prescriptions.</p> |

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| I want to stop my Direct Payment, what should I do? | Please call 0300 123 4042 (Adults) or 0300 123 4043 (Children) to talk to your case worker or care management team who will explore this further and ensure you are getting the right amount of help to meet your care and support needs. |
| Should I continue to pay my Client Contribution if my usual support services have ceased? | Please contact 0300 123 4042 (Adults) or 0300 123 4043 (Children) for more information. |
| I want to end the employment of my PA, what do I need to do? | Leonard Cheshire can advise you on the terms and conditions of your contract. Please email directpayment@leonardcheshire.org or call 01462 439 000. |
| Activities Funded by a Direct Payment | |
| My regular activity has stopped running because of Covid-19, should I continue to use my Direct Payment to pay the provider? | <p>Yes. Activity providers have been asked to offer different types of services during this pandemic so that everyone can follow guidelines about social distancing or shielding.</p> <p>Continuing with these arrangements will support the provider during these challenging times and strengthen them for the future.</p> |
| My regular community activity has stopped running, can I use my Direct Payment for something else? | <p>Yes. Please take every opportunity to use your money as creatively and flexibly as you can to support your needs. You can call your case worker or care management team for advice on 0300 123 4042 (Adults) or 0300 123 4043 (Children).</p> <p>If you are invoiced by your regular provider, you must continue to pay them even if you are not using their remote support.</p> |
| Should I continue to pay my Client Contribution if my usual support services have ceased? | Please contact 0300 123 4042 (Adults) or 0300 123 4043 (Children) for more information. |
| I am a provider and we have had to stop our regular activities because of Covid-19 guidelines. Can we still get Direct Payment funding? | <p>Please try and diversify your current offer to include online and remote support to your clients and continue to invoice them as normal.</p> <p>For any issues or general advice, please refer to the Provider Hub: www.hcpa.info/covid-19</p> |