

Royal Borough of Windsor and Maidenhead COVID-19 Payment and Additional Funding Guidance for Providers

Version 3: 22nd July 2020

This replaces the previous guidance issued on 27th

March 2020 and 5th May 2020

The Royal Borough of Windsor and Maidenhead received an allocation of funding from government to support providers in responding to the COVID-19 pandemic. This guidance has been reviewed during the course of the pandemic in line with any further guidance from government.

This guidance will apply to all care provided from week commencing 9th March 2020 through to the end of July 2020. Providers will have until the 10th August 2020 to submit claims as per the guidance below to strategic.commissioning@rbwm.gov.uk. Claims submitted after the 10th August 2020 will not be accepted.

Adult Homecare Providers - Standard Payments

- Homecare providers contracted to the borough will be paid on plan for care commissioned by the council; this will be subject to a subsequent reconciliation exercise. This does not mean that the council will pay for care that is not actually delivered. It is intended to ensure that providers have adequate cash flow during the COVID-19 period and that invoices are paid quickly. If people refuse care then providers will be entitled to claim for the notice period as per the contract agreed between them and the council.
- Providers will be paid as per the usual process, unless providers request alternative payments as a result of financial difficulty.
- The council will process payments quickly and not hold them up for queries. Queries may be raised and reconciled retrospectively. All providers are requested to submit invoices via email to ensure timely payment.
- Please submit invoices and visit data as normal, as this will enable us to process payments and client charges accurately.

This arrangement will apply to all care provided from week commencing 9th March 2020 through to the end of July 2020.

Adult Residential and Nursing Homes and Supported Living Standard Payments

- Residential and Nursing Homes and Supported Living providers under contract with the borough will be paid as usual.
- Any new payments for FNC will be paid in full, and the Council will reconcile retrospectively with the CCG. This arrangement will apply through to the end of May in the first instance. The end date will be reviewed and if necessary extended.
- We will work with providers on an individual basis to flex these arrangements if they are experiencing financial difficulties. Please contact the Strategic Commissioning Team at strategic.commissioning@rbwm.gov.uk if you need to discuss this.

Other Community Support Providers

- Providers under contract with the borough will be paid as usual.
- We will process payments quickly and not hold them up for queries. Queries will be raised but will be resolved retrospectively.
- Please submit invoices by email where possible as this will enable us to process payments and charges quickly.

All providers – urgent need for financial assistance

In addition to the measures above, if any providers are experiencing financial difficulties, please contact the Strategic Commissioning Team at strategic.commissioning@rbwm.gov.uk. This will help us to consider whether we can make other changes to current arrangements to assist you.

We will continue to keep providers up to date about financial support that is being put in place nationally. We would ask all providers to review these options. Further information can be found at: www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses

Additional payments

For providers with CQC registered premises located in the borough, additional costs incurred through your COVID-19 response will be met by the Royal Borough of Windsor and Maidenhead. This is providing costs are reasonable and social care related, from the grants allocated by the government for this purpose. This includes additional “over and above” business as usual costs (examples in the list below) incurred by providers supporting residents of the Royal Borough of Windsor and Maidenhead who fund their own care.

Providers should capture these costs using a template which will be supplied.

Ordinarily, returns for additional costs should be submitted monthly by the 10th of the month and payment will be made no later than two weeks from submission.

Costs will be expected to be 'over and above' business and usual costs and may include:

- Additional cost of overtime paid to regular staff
- Additional agency / temporary staff employed
- Additional costs of recruitment including any additional advertising and training costs for staff to cover workforce shortages
- Any additional costs with "hard to fill" roles such as waking nights/sleep-ins such as additional pay to cover shifts above normal rates
- Additional travel costs
- Additional equipment or PPE purchased; the provider is expected to be using PPE in line with current government guidance
- Costs where the Royal Borough of Windsor and Maidenhead expressly approves the provision of support to a self-funder or a direct payment holder
- Additional administration costs related to the above points

Costs for staff bonus pay and loss of income from self-funders who refuse care will not be paid.

Providers should retain evidence to support expenditure incurred. We will pay this on trust, providing it meets the criteria above. However, we reserve the right to check retrospectively and claw-back funding if evidence is not made available.

Providers of domiciliary care and supported living contracted the borough with registered offices in another local authority area should contact strategic.commissioning@rbwm.gov.uk to discuss their individual circumstances.

Queries

Providers with queries on this guidance should contact the Strategic Commissioning Team at strategic.commissioning@rbwm.gov.uk

Changes that have been made to the guidance from Version 1

1. As this funding has now been confirmed by Government to be for a different use to the funding for Clinical Commissioning Groups, the reference to CCGs in the original guidance has been removed. The funding to CCGs is for funding discharges from hospital, not to give providers funding for PPE costs etc.
2. The following in italics has been added to the guidance. It does not change the original guidance but adds clarity.
 - Homecare providers contracted to the borough will be paid on plan for care commissioned by the council; this will be subject to a subsequent reconciliation exercise. *This does not mean that the council will pay for care that is not actually delivered. It is intended to ensure that providers have adequate cash flow during the COVID-19 period and that invoices are paid quickly. If people refuse care then providers will be entitled to claim for the notice period as per the contract agreed between them and the council.*
3. The following sentence has been added. It does not change the original guidance but adds clarity.

- Costs for staff bonus pay and loss of income from self-funders who refuse care will not be paid.

Changes that have been made to the guidance from Version 2

1. The guidance has been reviewed and an end date for the guidance has been issued as follows:

This guidance will apply to all care provided from week commencing 9th March 2020 through to the end of July 2020. Providers will have until the 10th August 2020 to submit claims as per the guidance below to strategic.commissioning@rbwm.gov.uk.

Claims submitted after the 10th August 2020 will not be accepted.