



CHC PHB Support during Covid-19 (including FAQs)

Brighton and Hove Clinical Commissioning Group (BHCCG) currently supports over 300 individuals who are eligible for NHS Continuing Healthcare (CHC) and Children and Young People's Continuing Care (CYPCC). The majority of individuals live in care home settings and these care homes are working hard to provide people with excellent care during the coronavirus pandemic.

Some CHC eligible individuals live in their own homes in the community and many of them have their care arranged through a Personal Health Budget (PHB).

Some people manage their PHB by

1. The CCG arranging care or
2. Working with a third-party organisation to support the PHB holder to manage the budget in a way that suits them and which can include finding agency staff when needed or
3. Choosing to have a Direct Payment (DP) where they manage the PHB themselves and employing their own care staff who are known as Personal Assistants (PAs) or
4. Some people chose a mixture of 1, 2 and 3

The Brighton and Hove CHC team is part of BHCCG oversee Direct Payment and employment support with some care planning on a case by case basis for individuals receiving CHC and CYPCC. The team is working with all local health and care organisations to ensure the best arrangements possible are in place during this pandemic.

The team has been made aware that there are a number of people who have a PHB, are living at home and who are feeling especially concerned about how to manage their care during this unprecedented time.

All people who have a PHB have a CHC Case Manager and it is really important that they keep in touch with the CHC team during this current public health issue. Some of our CHC Case Managers may be re-deployed to front line health services but there will be team members manning the answer phones and emails to offer advice and support.

The contact details for the CHC team are as follows:

Tel: 01273 238800

Email: nhsfundedcareteam@nhs.net

The CHC team are working towards contacting all PHB holders to make sure that care is in place and that there are plans to cover situations when carers may not be able to work as normal.

Every individual is different but the CHC team hopes that the attached questions and answers might be helpful. These are primarily to assist PHB DP holders but could be helpful to others if they have agency staff.

Whatever your situation, it is important that you regularly check the guidance on government websites and keep up to date on most the most recent advice for the public.

Should you have any queries regarding this correspondence or the information included please feel free to contact the Brighton and Hove CHC Team on 01273 238800. In addition, further information can be found on our website at www.brightonandhoveccg.nhs.uk/your-care/continuing-healthcare



Covid-19 CHC & CYPCC PHB FAQs

	Question	Answer
1	Where can I find government guidance on PHB DP during Covid-19?	<p>You may find the following links helpful:</p> <p>www.gov.uk/government/publications/coronavirus-covid-19-guidance-for-people-receiving-direct-payments/coronavirus-covid-19-guidance-for-people-receiving-direct-payments</p> <p>https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-for-people-receiving-direct-payments/coronavirus-covid-19-qa-for-people-receiving-a-personal-budget-or-personal-health-budget</p>
2	My Personal Assistant (PA) needs to self-isolate. What should I do if there is no care available for a shift?	<ul style="list-style-type: none"> • First of all, see if one of the other PAs in your team can cover the shift • If you don't, then please leave a message for the West Sussex CHC Case Management Team on 01273 238800 or email nhsfundedcareteam@nhs.net • They will work with you to make arrangements to keep you safe
3	Will I be able to get some extra funding to help cover any additional costs to meet my needs?	<ul style="list-style-type: none"> • The team will make sure that you have enough money in your PHB account to cover any additional costs • It may be that you have a contingency that can help cover the initial costs • If you don't have a contingency or if that is already spent, let the CHC team know as soon as possible
4	Can a family member step in to provide care?	<ul style="list-style-type: none"> • A family member should only be supporting care if your PA/carer is unavailable • It is preferable that a family member does not step in except in exceptional circumstances • Contact the CHC team and they can discuss the best way forward for your circumstances
5	Can my family member automatically be paid?	<ul style="list-style-type: none"> • No • The CCG policy is that family members can only be paid in exceptional circumstances • Please discuss this with the CHC team so they can talk through the implications for you and your family and ensure an out of Personalised Commissioning Panel (PCP) decision is made • If it is agreed that a family member will provide care they will need to become an employee and the necessary paperwork will need to be completed • They will not need a DBS check
6	My PA has decided to self-isolate. Do I need to pay him/her?	<ul style="list-style-type: none"> • Your PA is your employee and you have all the responsibilities of an employer with regards to employment matters, including sick pay • Government advice is that you need to pay statutory sick pay from day 1 <ul style="list-style-type: none"> • There is advice on line from HMRC https://www.gov.uk/statutory-sick-pay



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7	My PA may find that statutory sick pay is not enough for him/her to live on so what should I do?	They may be entitled to financial support from the DWP so ask your PA to contact them for advice
8	Can I ask my PAs to come in to support me if I have coronavirus?	<ul style="list-style-type: none"> Yes, you can ask your PA to come to work and many of them will want to continue to provide your care Make sure they follow all the advice that is available nationally relating to personal hygiene and hand washing etc. when they care for you Make sure you have personal protection equipment (PPE) where needed Advice on PPE is available on https://www.gov.uk/government/publications/wuhan-novelcoronavirus-infection-prevention-and-control This also gives some really good advice on infection control and prevention in the home for you, your family and PAs
9	What do I do if carers say no?	<ul style="list-style-type: none"> Carers have the right to say no and if they do not want to work you will need to pay statutory sick pay for as long as they are entitled (see 5 above) Let the CHC team know what is happening so they can help you find replacement care (see 1 above) The CHC team will also help you make sure you have enough money in your PHB to cover any extra costs
10	Can I buy extra items needed from my PHB budget?	<ul style="list-style-type: none"> We have a responsibility to make sure you have the care and materials you need to maintain your health and wellbeing status based on the outcomes you wish to achieve. It is acceptable for you to use your PHB to buy additional anti-bacterial hand-wash, wipes and products to keep your living areas clean, especially the key touch areas around personal care and cooking. Try to keep receipts where possible to help keep track of your PHB expenditure.
11	What about additional Personal Protection	<ul style="list-style-type: none"> You need to source PPE for your PAs and you can use your PHB to meet the additional cost, bearing in mind that there is some PPE already included in your budget



	Equipment (PPE) for my carers?	<ul style="list-style-type: none"> If you need advice on what to buy you can contact your primary and community clinicians who support you or contact the PHC team on the above number and where possible they will give you advice on what you need to buy If any of your carers come from a CQC registered agency, the agency can contact a dedicated line: 0800 915 9964/0191 283 6543 email supplydisruptionservice@nhsbsa.nhs.uk to get help
12	I usually go to a day centre but it is going to close. Can I get extra funds in my budget to cover additional care costs from my PA?	Yes, and if you give the CHC team a call they will help you work out what extra funding may be needed
13	I need help with moving and handling and it takes two people. What do I do if only one carer turns up?	<ul style="list-style-type: none"> The occupational therapists in the community teams are able to help and are already advising people how to manage if things don't quite go according to plan. It may be that they can help work out a way for you to be moved with only one carer It may be that you will need to stay in bed a bit longer if you cannot be helped to get up at your usual time Everything possible will be done to keep you safe and comfortable
14	I was meant to be having a review next week. Will it still happen?	<ul style="list-style-type: none"> The CHC team will not be doing face to face reviews for the time being If everything is working well and you are happy to have a telephone review it can be done that way; or perhaps a FaceTime call if you have that facility If things are not working well and you are worried, please contact the CHC team
15	My Personal Assistant was stopped by the authorities who thought she may be making an unnecessary journey.	<ul style="list-style-type: none"> The CCG is offering to provide a letter that PHB holders can give to their PA as proof that the PA is undertaking a role on behalf of the NHS. This can be shown as evidence that the PA is a key worker In order to make this happen the PA needs to give their consent to the CCG to hold their name on the CCG's database If this has been a problem for you, please contact the CHC team on the number above
16	I have a live-in carer from an agency who is due to go back home in 4 weeks. What if the agency cannot find a new live-in carer for me?	<ul style="list-style-type: none"> The agency will do their best to find a suitable replacement If this is proving difficult please let the PHC team know as soon as possible so other options can be explored
17	I would like some general advice.	<ul style="list-style-type: none"> If you would like an overview on advice for PHB holders an excellent guide has been produced by Mark Bates Ltd, a Legal and Employment Advice agency that operates in the UK. It is endorsed by the NHS Confederation, a membership organisation that speaks on behalf of the whole NHS. This advice was issued on 20th March and in this quickly moving environment advice is changing day by day so please be sure to keep updated on the national websites in section 5.



Sussex
NHS Commissioners

