



Pennaeth Comisiynu (plant ac oedolion)
Head of Commissioning (children & adults)
Dylan Owen

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To all Powys Social Services Providers

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Eich cyf / Your ref :

Ein cyf / Our ref :

Dyddiad / Date : 27 March 2020

Os yn galw gofynnwch am /

If calling please ask for: Dylan Owen

Dear Colleagues

[Powys Social Services Update to Providers as at 26 March 2020](#)

As promised on the conference call this Tuesday (24th March 2020) please find this letter which provides an update and confirmation of the issues discussed.

Firstly, it is important to recognise the work that you have all done and are all doing in preparing for the challenges ahead. This hasn't been an easy period of worktime for us within the Council and I'm certain that you are also working under significant pressures.

We are now preparing for a large increase in demand for social care over the coming 2-3 weeks and for that to demand to be sustained for many months. We also recognise that this could happen at a time of reduced staff availability due to illness.

Therefore, we are continually reviewing our business continuity within the Council and we ask that you as providers:

[Business Continuity and Staff Availability](#)

1. Review business continuity to ensure that your service is able to cover up to 20% staff absence.
2. If your service reaches 20% staff absence and/or is finding difficulties in service provision please contact us on PCCSSCommissioning@powys.gov.uk or your routine contact (contract monitoring officer) soon as possible. You can also reach us on 01597826058
3. Similarly, if any Priority 1 care calls are at risk of being missed or have been missed, please could you let us know before 10am on the day in question so that we may provide support if possible. The definition of Priority 1 calls is at the end of this letter.
4. Identify Priority 2 calls and tell us about them – we can try to access volunteer support to undertake these and, in so doing, release more care hours through your service.
5. Support your staff to make use of the childcare support and education hubs being made available to them so that they are free to work. Please see more details further on within this letter.



We want to support and are preparing a large pool of Council staff and volunteers who may be available to be deployed into your service areas free of charge.

Some providers are also actively recruiting at the moment, and with some success. It may be something you would wish to consider.

[Invoicing and Payments](#)

We have guaranteed that we will pay on planned care for 6 weeks (commencing on the 16th March 2020) regardless of whether the care was provided in instances where care staff are unwell, or service users are self-isolating. We intend to review this in a month's time to see if we need to extend this period.

We also asked that if you have calls that have not been made, but you are invoicing for, please could you identify those on your invoices and mark them as COVID-19.

[PPE and COVID-19 Testing](#)

Personal Protective Equipment (PPE) has been received from the Welsh Government and is now available. This can be accessed as follows:

We have received a limited stock of PPE from the Welsh Government. These include disposable gloves, disposable aprons, disposable face masks and reusable eye goggles. Social Care Providers can request a supply of these if,

1. They have a service user who is symptomatic (Fever 37.8C and above and/or new and persistent cough), AND
2. They have to undertake a key care intervention that will bring the carer to within 1m, AND
3. They are unable to source PPE through their own supply chain).

To request PPE, email pccsscommissioning@powys.gov.uk and leave a contact for our PPE team to call you back to discuss your requirements. Outside of normal working hours, contact PTHB for emergency PPE. Please note that Effective Hand Hygiene is key at all times.

There has also been agreement in principle to support testing for social care staff. We are awaiting clarification of the process and system for this and will share as soon as it is available.

[Question and Answer Update](#)

We were really pleased with the interaction with the Question and Answers idea we introduced at the last meeting. We intend to continue with this and ask that you email any question you may have to the email address PCCSSCommissioning@powys.gov.uk

We have decided to place this online so that you have immediate access to it if required. This can be found here - <https://en.powys.gov.uk/article/8833/Care-Providers---Questions-and-Answers>

[Community Sector Emergency Response Team \(C-SERT\)](#)

We are enthusiastic about working with the Powys Association of Voluntary Organisations to develop the Powys Community Sector Emergency Response Team who are recruiting volunteers at the moment. I have attached a copy of their leaflet at



the end of this letter and would appreciate it if you could encourage as many people as possible to access <https://powys.volunteering-wales.net>

Emergency childcare hubs

A number of strategically located emergency childcare hubs open from tomorrow (27/03/20). Providing childcare support to support critical emergency workers, NHS staff and social care workers as well as the county's most vulnerable children. Open 8am-6pm daily and weekends. Based in:

- Brecon – Priory C. in W. School, Brecon
- Builth Wells – Newbridge-on-Wye C. in W. School
- Crickhowell – Crickhowell C.P. School
- Gwernyfed – Archdeacon Griffiths C. in W. (A) School, Llyswen
- Llandrindod Wells – Llandrindod Wells C.P. School Cefnlllys
- Llanfair Caereinion – Ysgol Gynradd Llanfair Caereinion
- Llanfyllin – Ysgol Gynradd Llanfyllin
- Llanidloes – Llanidloes C.P. School
- Presteigne – Presteigne C.P. School
- Machynlleth – Ysgol Bro Hyddgen – Primary Campus, Machynlleth
- Newtown – Ysgol Dafydd Llwyd, Newtown
- Welshpool – Welshpool C. in W. Primary School (Howell Road Site)
- Ystradgynlais – Ysgol Dyffryn y Glowyr, Lower Cwmtwrch

This provision should be viewed as emergency childcare only - the government is recommending that wherever possible, children should be staying at home.

Thank you all for joining the calls on Tuesday morning. We are very grateful for your work and for your support for the people of Powys. Our next call will be on Tuesday at 9.30am and you will can join the call on +44 (0) 1597 827188, using the conference ID: 7563583.

Yours sincerely

Dylan Owen
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Definitions of Priority 1 and 2 Care Calls

Priority 1 = CRITICAL CARE DELIVERY AND DOMICILIARY CARE CALLS:

1. time specific medication requirements
2. individuals who are immobile and who require moving for skin care
3. individuals who require hands-on support for personal care (toileting)
4. Individuals who would otherwise go without food and drink/basic care

Priority 2 = CARE DELIVERY AND DOMICILIARY CARE CALLS:

1. Individuals who have informal care arrangements locally - reducing risk
2. Community Support (shopping/day care etc)
3. Care Agencies to maintain regular contact



COVID 19 COMMUNITY VOLUNTEERING



COMMUNITY VOLUNTEERS

We need Health Care Drivers, help in peoples homes, help in residential homes, food prep in hospitals Volunteers can choose which locality they work in bit.ly/PowysVolunteers



VOLUNTEERS FOR ORGANISATIONS

If your service or agency needs volunteers please email PAVO at volunteering@pavo.org.uk



OTHER VOLUNTEERS

If you have a volunteer query that doesn't fit in to any of the above categories please email volunteering@pavo.org.uk we will respond as soon as feasibly possible.



COMMUNITY CONTACT

Community Connectors: 01597 828649
community.connectors@pavo.org.uk
Powys Befrienders (people 50+)01597 822191pbs@pavo.org.uk

TO REGISTER AS A VOLUNTEER VISIT

[BIT.LY/POWYSVOLUNTEERS](https://bit.ly/powysvolunteers)