



Telford & Wrekin
COUNCIL



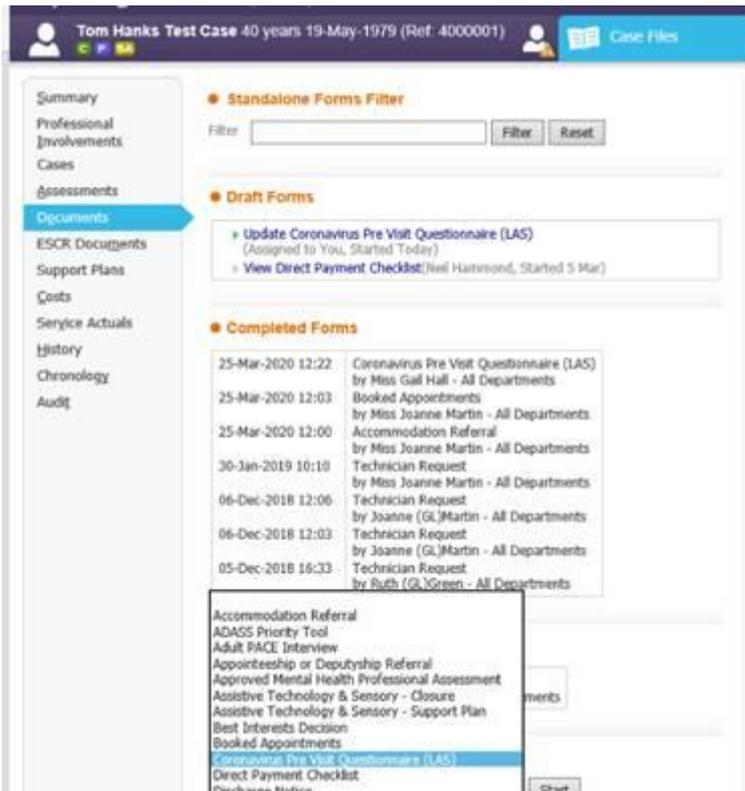
LAS and ContrOCC COVID19 Recording User Guide

Please ensure that you follow the guidance below this guide maybe updated as the situation changes

Coronavirus Pre Visit Questionnaire

We have now added the Coronavirus Pre Visit Questionnaire in to LAS and it is ready to be used. Please start to use the form within LAS with immediate effect.

The form is available from within the standalone forms in LAS via 'Case Files' and 'Documents' on the left hand menu. The form can be found in the drop down list within 'Start Form' select 'Coronavirus Pre Visit Questionnaire'



The form has a build in authorisation stage and the steps below need to be followed when completing the form:-

1. Practitioner who is planning a visit completes the form and within the 'Authorisation' section selects a manager will authorise the visit and then clicks "Send for Authorisation"
2. The form will then appear in the Managers LAS Worktray. They should review all of the details in the form and within the 'Authorisation' section answer to confirm if they authorise the visit or not and clicks on "Authorise Visit"
3. Once the Manager has authorised the form the Practitioner will receive the visit form back in their tray and needs to add the "Visit Date" and click 'Finalise to complete the form. If the visit has been denied the worker will just finalise the form and not have to add the "Visit Date" field.

4. The worker can then record the visit details in the assessment/review form and record any case note as per normal recording processes.

If you have already completed and had the word version of this form authorised please ensure that it is uploaded to the persons LAS record.

Recording for where the person/family have requested the provider does not deliver care

Non-Residential Support Plan Only

1. Practitioner must completed an 'Unscheduled Review' for the person to detail the changes required/requested
2. Practitioner must trigger 'Update Plan'. Please add an additional 'Alternative Care Arrangement' of 'COVID-19', select the appropriate 'Service Provider' e.g. Family Support and add a 'Start Date'

Please add any comments to confirm the arrangements and care to be provided. If the information is known please complete the timetable but this is not mandatory.

You must **NOT** amend or end any of the current services in place.

3. The normal practice should be followed to finalise the plan and send for authorisation - which will need to be sent to their Team Leader for authorisation.
4. Once the plan has been authorised the 'Next Action' task will appear in your worktray to completed and should schedule a review for 4 weeks and allocate to the appropriate tray.
5. A 'Special Factor' of 'Safety and Wellbeing - Alternative Care in Place – COVID19' must be added.

● Details

Special Factor Group	Safety & Wellbeing
Special Factor Category	Alternative Care in Place
Special Factor Type	COVID-19
Notes	
Date Started	17-Mar-2020 12:41
Date Ended	

- There is a new case note type of 'COVID19' has been added and any information relating to this should be recorded under this case note type.
- Once this period has ended the Practitioner will need to complete an unscheduled review and update the plan to remove the alternative care arrangement that has been added and end the special factor.

APMO/Brokerage note

Where the provider has been asked not to provide care for the person this should be recorded as a 'Frustrated' actual this will allow us to continue to pay them.

FCM note – Every new, existing and amended **non-residential packages only** will have a 3 month 'Client Contribution Holiday' from Monday 23rd March 2020 - there will be no retrospective charging for this period.

Recording for where the provider continues to deliver care

Non-Residential Support Plan and Non-Residential Enablement Support Plan Only

There is nothing that needs to be recorded on the LAS record, unless there are any changes to care during this period when the normal Review and Support Plan process **MUST** be followed and case notes recorded as appropriate.

There is a new case note type of 'COVID19' that has been added and any information relating to this should be recorded under this case note type.

A 'Special Factor' of 'Safety and Wellbeing - Alternative Care in Place – COVID19' must be added.

If this following hospital discharge please add a comment of 'Hospital Discharge' or 'Admission Avoidance'

APMO/Brokerage note

If the providers are providing care this will be actualise on their behalf by the Adult Placement Monitor Officers as 'Planned'. Unless they are aware of any additional care provided where this will be recorded as additional

FCM note – Every new, existing and amended **non-residential packages only** will have a 3 month 'Client Contribution Holiday' from Monday 23rd March 2020 - there will be no retrospective charging for this period.

Direct Payments

Please do not end Direct Payment during COVID.

Personal assistants (PA) will be paid as follows in regards to Covid-19:

- If the PA self isolates they will be entitled to statutory sick pay (SSP).
- If the client asks the PA to not go to work then the PA is entitled to their contracted pay.
- If the PA is unable to do the job they are employed to do e.g. taking the service user out in the community, and there is nothing else that the PA can do instead then they are entitled to "furlough leave" which is 80% of their pay from the government.

Please see the additional guidance 'COVID19 – Personal Assistance Coronavirus FAQ documents from FCM.