

Our Ref: ID 1707

NHS Wirral Clinical Commissioning Group
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Re: Freedom of Information Request – Supported Living Providers

Thank you for your request for information made under the Freedom of Information Act 2000, which was received into this office on 24th June 2020.

You Asked for:

We are currently facing the covid-19 crisis. As a result of this, the government initiated a lock-down. This resulted in some service users not being able to attend day services, and the service providers have had to look after them during the period they would have otherwise been in day services. Can you please inform me:

1. What protocols are in place to ensure payment for supported living providers?
2. What documentation needs to be in place before supported living providers can be compensated for supporting individuals at home during the period they would have been in day services?
3. Are all supported living providers requested to present similar information?
4. What is the current hourly rate the supported living providers are being paid for supporting individuals at home when they would otherwise have been in day services?
5. Are the rates the same for all providers?
6. Are there any circumstances you would not pay a supported living provider for looking after individuals at home at the time they would have been at day services? if so, can you please clearly state the criteria and provide any legally binding proof.

Our Response:

1. Payments would be made once NHS Wirral Clinical Commissioning Group (CCG) receives a fully costed support plan from providers detailing the services provided during this period.
2. It is expected that providers submit a fully costed support plan detailing activities carried out during this period.
3. Yes, every provider is expected to provide this document for governance purposes.
4. NHS Wirral CCG does not have a standard hourly rate for Supported Living. Providers are paid differing amounts depending on the needs of the individual patient.
5. Please see the answer to question 4.
6. Every provider would receive payment for all services provided once the requested documents are provided.

We hope this information is useful, however if you require any further information please do not hesitate to contact a member of the Corporate Affairs Team (contact details at the top of this letter)

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