

COVID-19 guidance for Personal Assistants, PA employers and Direct Payments recipients

The outbreak of COVID-19 (also known as Coronavirus) is a current public health issue and as such certain precautions need to be taken with both your own health and the health of your employees. This guide contains the most common questions we have been asked and some important information when employing personal assistants. Please note that Government guidance and legal provisions are changing almost daily. This FAQ is for guidance only.

The situation is unprecedented and it is a challenge to process and issue clear, correct information and guidance to you all. This Q&A will be reviewed regularly and updated in line with the national guidance at <https://www.skillsforcare.org.uk/COVID-19IEPA> and the national guidance at: <https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-for-people-receiving-direct-payments>.

Stay connected and keep talking to each other and we will make this work because everyone is pulling together. Take care of yourselves and your families.

General medical advice

Question 1: Where can I get medical advice if I am concerned about the Coronavirus?

The Government are urging you to follow the NHS guidance which is being kept up to date on their website: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Stay at home

- Only go outside for food, health reasons or work (where this absolutely cannot be done from home);
- Stay 2 metres (6ft) away from other people;
- Wash your hands as soon as you get home;
- Keep everyone updated on actions being taken to reduce risks of exposure within the household;
- Make sure everyone's contact numbers and emergency contact details are up to date;
- Consider extra precautions for PAs who might be more vulnerable, for example if someone is pregnant, aged 70 or over, or has a pre-existing health condition;
- Make sure everyone knows how to spot symptoms of coronavirus and are clear on any relevant processes, for example sickness reporting and sick pay, and procedures in case your Personal Assistant (PA) shows symptoms of the virus;
- Make sure there are clean places to wash hands with hot water and soap, and encourage everyone to wash their hands regularly; and

- If possible provide hand sanitiser and tissues for your PA and encourage them to use them.

At present the public are being asked not to go to the GP or even to call NHS 111 unless you cannot cope with your symptoms at home, your condition gets worse or your symptoms do not get better after 7 days.

Question 2: I and/or someone in my household have shown symptoms of the virus. What do I do?

The current guidance is that if one person in any household has a persistent cough or fever, everyone living there must stay at home for 14 days. The purpose of this provision is to try to prevent the spread of infection. You can find detailed Government guidance on staying at home due to a possible Coronavirus infection here <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

Question 3: What happens if my PA becomes unwell at work?

If someone becomes unwell in the workplace with coronavirus symptoms, they should:

- If possible, stay at least 2 metres (7 feet) away from other people;
- Go to a room or area behind a closed door;
- Avoid touching anything;
- Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow;
- Use a separate bathroom from others, if possible;
- The unwell person should either:
 - [use the NHS 111 online coronavirus service](#)
 - call 111, for NHS advice
 - call 999, if they're seriously ill or injured or their life is at risk
- It is best for the unwell person to use their own mobile phone to access these services if possible.

Question 4: What happens if my PA has recently visited an affected area in Europe for example Spain, France, and Italy?

Anyone returning from any affected area, for example China or Italy, should self-isolate and either:

- [use the NHS 111 online coronavirus service](#); or
- call 111, for NHS advice

Their employer must pay them Statutory Sick Pay (SSP) or contractual sick pay while they are in self-isolation and cannot work.

Payments

Question 5: Will my Direct Payments continue to be paid?

Direct Payments will not be stopped, but recipients will not be expected to continue to pay for services that they are no longer able to access. Instead, they will need to use the Direct Payments differently in order to meet their needs in an alternative way and in an alternative environment i.e. at home. Lancashire Independent Living Service (LILS) can help with further information about how to access alternative forms of support using

the Direct Payment, and we will direct any queries that we are unable to answer and / or which require a Council response, to Lancashire County Council's Social Care Teams.

Question 6: Can I change the arrangements for the care and support I pay for with my direct payments?

Yes, you can change the type of support and/or services you receive as long as you pay attention to any legal issues that might arise, say from making PAs redundant or breaking an agreement with a provider.

You may choose to buy software or digital resources to support your wellbeing and help you to socialise while self-isolating. Remember, this is your personal budget and you can spend the money flexibly. You do not need permission to do something different to what was first agreed – as long as it is legal and meets your assessed needs.

Question 7: Can I use the surplus budget which I have built up, to buy emergency or replacement care?

Yes, during this period we will not be claiming back any unspent money. Employers are able to purchase replacement care using any surplus budget and this additional expenditure will be audited at review.

In addition, the Council will also be offering emergency financial support for individuals who are struggling. In particular, the lump sum payments are aimed at those individuals who confirm that they expect to be below safe staffing levels. Support will include covering emergent costs relating to:

- Additional staffing to cover extraordinary sickness/staff absence levels;
- Ongoing contractual payments for day services, supported living services and domiciliary care agencies which are not being used for the period of this emergency;
- Additional Personal Protective Equipment; and
- Other relevant costs as identified by the DP recipient

Apply for support by emailing: Lils@disability-equality.org.uk

Isolation

Question 8: Who needs to self-isolate under current measures?

If one person in any household has a persistent cough or fever, everyone living there must stay at home for 14 days.

Question 9: My employee has self-isolated as they or someone in their household have shown signs of a consistent cough or fever. What do they do?

Self-isolating employees are legally defined as being unfit to attend work. They should therefore notify you of their intention to self-isolate in accordance with your sickness and absence procedures.

Question 10: What are their rights?

- a) Who needs to self-isolate under current measures?

If one person in any household has a persistent cough or fever, everyone living there must stay at home for 14 days.

- b) My employee has self-isolated as they or someone in their household have shown signs of a consistent cough or fever; What do they do?

Self-isolating employees are legally defined as being unfit to attend work. They should therefore notify you of their intention to self-isolate in accordance with your sickness and absence procedures.

They have the right to remain away from work for a period of 14 days from the symptoms becoming known. You can find detailed Government guidance on staying at home due to a possible Coronavirus infection here:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

As the employee is considered to be unfit for work, they are entitled to statutory sick pay (if eligible) from day one of the absence.

Statutory sick pay is payable to employees who:

- are employees or workers (includes zero hours and casual workers) and have earned on average £118 per week over the last 8 weeks; and
- have given you the correct notice.

If the employee is not eligible you must provide them with the SSP1 form to explain why, which will allow them to present a claim for possible benefits. Statutory sick pay is paid at a rate of £94.25 per week, rising to £95.85 from 6th April 2020.

The Government have announced that they will repay payments of SSP, up to 14 days, for each employee. If your employee is genuinely poorly with the virus themselves, they may well need more than 14 days. The NHS would expect to hear from them if symptoms have not alleviated after 14 days and so it is likely that further medical treatment and testing would be required at that stage. If the sickness absence persists beyond 14 days your normal sickness reporting procedures will apply, as will ongoing payment of SSP. At this stage you may feel it appropriate to obtain medical evidence to support the claim for ongoing SSP.

Question 11: What about medical evidence?

In normal cases of sickness absence, you can ask the employee for a medical certificate, after the first seven days of absence. Under circumstances of self-isolation however, it is not advisable that you press for such evidence as the current guideline to self-isolating employees is that they are not to go to the GP. It would also be impossible for you to demand evidence of another householder's private medical affairs where someone else is the reason your employee is self-isolating.

Question 12: What do I do to get the support I need?

You can call upon your usual resources when employees are on sick leave. If you have other employees, you may be able to compel them to attend work to cover absences. Check your contract of employment to see how clear your rights are. Casual workers may be called upon to fill in hours also.

If you have no other employees, use of a temporary agency may work for you. Speak to the LILS team urgently if you cannot manage to get replacement cover yourself, particularly if you want to employ family members who live with you on a temporary basis.

Question 13: Will a temporary PA or casual worker need a DBS check and how do I get one?

In response to COVID 19, the Home Office and the Disclosure and Barring Service (DBS) have put temporary arrangements in place to provide DBS checks and fast-track emergency checks of the adults' and children's barred lists free-of-charge to PAs being recruited in connection with the care and treatment of COVID 19.

These arrangements will provide employers with the option to appoint new PAs to support adults and/or children, as long as the new PA is not barred and appropriate measures are put in place to manage the individual until the full DBS check is received.

Please submit an application via [DBS Online](#) in the usual way. The eligible positions have been added to DBS Online. Only positions with 'COVID 19' in the Job title will be treated as fast track. E.g. COVID 19 Personal Assistant.

The Fast-track job titles have been set up as 'volunteer'. Do not edit this in the system, The Fast-Track checks will be processed free of charge even though they might not meet the volunteer definition.

If you need any help with the application process, LILS can offer support to complete the form and ID checks via Zoom or FaceTime.

Question 14: I am self-isolating does that mean I go without care?

No. The Government are urging everyone to stay at home and where possible to allow employees to work from home. However, it is recognised that you may not be able to manage without your Personal Assistant(s) and so you are not under an obligation to remove your employees from the household.

Where you continue to receive employee support at home you remain under an obligation to ensure that there is a safe system of work in place and that the employees are provided with Personal Protective Equipment and clothing (PPE) where necessary. If you have symptoms, it is essential that your Personal Assistant(s) uses appropriate PPE. See question 22.

Make sure that new health and safety rules and procedures are always fully explained to your workers and ensure to enforce them. Ideally, a record should be made of the measures you have implemented and keep records of PPE obtained and used in your home.

Question 15: I would rather not have my employees come into my home whilst my household is self-isolating, and I believe I can cope without paid support for 14 days, what are my employee's rights?

For permanent employees who work regular hours you may find that there is a right in the contract to put them on a period of lay off. This means a temporary suspension of their work and pay. Please note that this will only apply if your contract is very clear that you have a right to lay off the employee under these circumstances.

An employee on lay off has a right to statutory guarantee pay which is up to £29 per day (rising to £30 from 6th April 2020) and is only payable for the first five days of absence. If you do not have a lay off clause you can ask the employee not to attend work and pay them in full during the absence. If there is a lay off clause, but you want to pay your employee anyway, it would be sensible to check with LILS to make sure they are happy for you to pay it.

If you use casual or zero hours workers and work has not already been agreed in advance, you do not have to offer them work during this time.

Question 16: What do I tell my employees to do?

Assuming your employees are themselves fit and willing to attend work, they should carry on fulfilling their duties. It is essential that they take very seriously any new rules on health and safety procedures you implement. It is not just for their own protection but also to prevent the spread of infection to other people in the household, fellow colleagues and the public at large when leaving your home.

Question 17: The Government have suggested that people over 70, those who are pregnant and those with serious health conditions are high-risk and should consider social distancing for 12 weeks;

If or someone in my household fall into that category, but I still need care, what can I do? You can social distance and avoid going out in public as the Government have recommended, but still have workers come into your home to provide care. Of course, if no one in the household has any symptoms of the virus and neither do the workers, there isn't strictly a need to put in place stringent health and safety procedures above and beyond your current regime. However, as you are a high-risk household you can choose to insist on greater standards and hygiene and care from your workers. See the Government guidance on supported living management:

<https://www.gov.uk/government/publications/covid-19-residential-care-supported-living-and-home-care-guidance/covid-19-guidance-for-supported-living-provision>

Question 18: My worker is in the high-risk category but wants to continue to attend work, can I allow them to?

Yes, you can. The Government have made recommendations for high-risk individuals to stay at home, but it is not mandatory.

If your employee continues to attend work, it would be wise to increase your hygiene and health and safety procedures so you are doing everything you can to prevent the risk of spreading infection between you. Make a written record of steps you have taken to protect each other.

Question 19: What happens if my PA isn't ill but does not want to go to work?

Some people might feel they do not want to go to work if they're afraid of catching coronavirus. An employer should listen to any concerns the PA may have. If there are genuine concerns, the employer must try to resolve them to protect the health and safety of their staff, for example, if possible, the offer of flexible working.

If the Personal Assistant self-isolates through choice, when current guidance does not require it and they are not high risk to you or themselves, you are within your right not to pay them as essentially there is no grounds for why they have not turned up for work.

Please bear in mind this is an exceptional time which people are going through, so you may decide they can take annual leave or unpaid leave. This type of scenario isn't what the government are classing as furlough as the work is still there.

You might want to seek advice from your insurance company to see if there is a disciplinary aspect to this or if Furlough could be applied as daily the Government are releasing new information and have not yet released all guidance around Furlough. See the Government's guidance on furlough: <https://www.gov.uk/guidance/claim-for-wage-costs-through-the-coronavirus-job-retention-scheme>

Question 20: My worker is in the high-risk category and is refusing to attend work, what can I do?

Under normal circumstances, an employee who isn't sick but is refusing to attend work, would be in breach of contract that would justify disciplinary action, and potentially lead to termination of employment. However, under the circumstances, and given that they are acting upon Government guidance, it is far less likely that a dismissal on such grounds would be reasonable.

Those who are highlighted as being at risk and recommended to stay at home for 12 weeks, are also employees who have protected characteristics under the Equality Act 2010. In cases of those with disabilities, you are under an obligation to make reasonable adjustments and alter working practices so they do not suffer a detriment. In the case of those with a comparably different age to the rest of your work force and pregnant women, you cannot allow them to suffer a detriment as a result of their protected characteristic. You must also not penalise these workers for having attempted to assert their rights.

For these workers, you may be able to simply agree that they remain away from work. You would have no obligation to pay them during this time, but holiday would continue to accrue as normal. Remember that accrued annual leave can be taken during this time. Speak to LILS if you are struggling to arrange replacement cover.

For those who are pregnant and staying off work without pay, it is important to note that this could impact their rights to claim Statutory Maternity Pay (SMP) when their maternity commences. To be eligible for SMP the employee must have earned an average of £118 per week during the 8 weeks prior to the qualifying week (the 15th week prior to the due date). A period of 12 weeks with no pay whatsoever could interfere with her average earnings. This issue may not stop her from taking the time out, but it is advisable for you to notify her of the risk. If she does not qualify for SMP when the time comes, she will need to apply to the Government for Statutory Maternity Allowance instead.

Childcare

Question 21: What happens now schools are closing and my PA can't get childcare?

Employees have the right to take emergency leave to care for a dependant. This right includes the unexpected need to care for a child who cannot attend school. The right exists for a reasonable time to allow the employee to make alternative arrangements and the leave is without pay. What is 'reasonable' will entirely depend upon the circumstances.

Some employees may be able to rely on family members or friends to help with childcare, but the chances are reduced more than usual as more people self-isolate or social distance for some time.

You are encouraged to have good communication with your employee to ensure you are satisfied they have a genuine need to be away from work. Under the circumstances it is expected that a high number of parents will not be able to attend work for some time and will rely on unpaid parental leave rights. If they are eligible for such leave you cannot allow them to suffer a detriment because of it.

Question 22: What happens if my PA has to school-age children and the schools have closed?

Schools will remain closed until further notice except for children of critical workers and vulnerable children, as part of the country's ongoing response to coronavirus. Vulnerable children include those who have a social worker and those with Education, Health and Care Plans – a legal document that describes a child's special educational needs and the support they require. Children who do not fall into these groups should remain at home with appropriate care.

There is an expectation that vulnerable children who have a social worker will attend provision, so long as they do not have underlying health conditions that put them at higher risk than others. In circumstances where a parent does not want to bring their child to an education setting, and their child is considered vulnerable, the social worker and education provider should explore the reasons for this directly with the parent.

Those children and young people with an Education, Health and Care plan should be risk-assessed by their education setting in consultation with the local authority and parents, to decide whether they need to continue to be offered a school/college place in order to meet their needs, or whether they can safely have their needs met at home. This could include, if necessary, carers, therapists or clinicians visiting the home to provide any essential services. Many children and young people with EHC plans can safely remain at home.

The list of critical workers in the guidance includes: doctors; nurses; midwives; paramedics; social workers; care workers, and other frontline health and social care staff including volunteers; the support and specialist staff required to maintain the UK's health and social care sector; and those working as part of the health and social care supply chain, including producers and distributors of medicine.

Schools should therefore recognise parents who are employed as PAs as critical workers as they fall into the category of 'care workers and other frontline health and

social care staff'. Read more about this in the following guidance:

<https://www.gov.uk/government/news/schools-colleges-and-early-years-settings-to-close>

The Department of Health and Social Care have confirmed that PAs are included in the definition of critical workers. If your PA is being challenged as to whether or not they are a critical worker they should follow the steps below:

- contact LILS to ask for a letter that validates the PA is a critical worker and can share with their child(ren)'s school; and/or
- provide the school with a copy of their contract of employment.

If your PA has to take time off to look after children throughout the school closure period, you may be able to arrange for them to reduce or their hours or change their working pattern. You may also agree for them to take holiday or unpaid leave.

Personal Protective Equipment

Question 23: What PPE should my PA be using?

The following answers presume that care is taking place in a household setting. If you are receiving PA support in another setting, please find the [relevant guidance from Public Health England \(PHE\)](#).

Guidance from PHE should be consulted when determining what PPE is appropriate for PAs to wear. See the [guidance for home care during a time of sustained COVID-19 transmission \(as we're currently experiencing\)](#).

This guidance applies whether the individual receiving care has symptoms of COVID-19 or not and includes all individuals, including those in the shielded group.

In short, the guidance sets out that:

- when providing personal care that requires a PA to be in direct contact with you (for example, touching), or when within 2 metres of anyone in the household who is coughing, the PA should use disposable gloves, a disposable plastic apron and a fluid-repellent face mask. Eye protection may be needed for care of some individuals if there is a risk of droplets or secretions from the individual reaching the PA's eyes (for example, caring for someone who is repeatedly coughing or who may be vomiting)
- when the PA's visit does not require them to touch the individual receiving care but they need to be within 2 metres of the individual, gloves and an apron are not needed but a surgical mask is recommended. This might cover activities such as removing medicines from their packaging, preparing food for those who can feed themselves without assistance or cleaning
- if you or any members of your household are in the 'extremely vulnerable' category undergoing shielding, any visit from a PA requires, as a minimum, a single-use, disposable plastic apron, a surgical mask and gloves. If direct contact is required, a fluid-repellent face mask is needed instead of a surgical mask. Further details on who this category includes can be found in the [shielding and protecting extremely vulnerable people guidance](#)
- new disposable gloves and plastic apron must be used for each episode of care. It's essential that PPE that has come into contact with someone with COVID-19

symptoms is stored securely within disposable rubbish bags. These bags should be placed into another bag, tied securely and kept separate from other waste within the room. This should be put aside for at least 72 hours before being put in the usual household waste bin. Waste that has not come into contact with anyone that has COVID-19 symptoms can be disposed of as normal.

- surgical and fluid-repellent face masks can be re-used for different episodes of care and potentially while caring for multiple individuals, providing the PA does not have to touch or remove the face mask in between episodes of care. Eye protection can also be used continuously, subject to risk assessment. The [current domiciliary care PPE guidance](#) provides details on the conditions when this should be carried out.

Question 24: I need some PPE, how do I get it?

If you or any member of your household is symptomatic or has a confirmed case of COVID-19, and your PA will be providing direct care, PPE is required.

LILS are working closely with Lancashire County Council to distribute PPE as appropriate and will contact DP recipients in the area to arrange this.

Employees should not remove stocks of PPE from your home and they should notify you in advance of stocks becoming low to allow you plenty of time to re-stock.

Testing and Swabbing

Question 25: My PA is self-isolating because they are showing Covid-19 symptom, can they have a test?

PAs are frontline workers, delivering vital services. Getting tested is important, so they can have clarity on whether they, or their family member, has the coronavirus and then they can either return to work or continue to isolate. PAs are eligible for a test if:

- they have coronavirus symptoms – a new continuous cough or high temperature and are following government guidelines on self-isolating; or
- a member of their household has coronavirus symptoms meaning they are self-isolating in line with government guidelines.

A test can only be arranged within the **first five days** of symptoms, ideally within the first three days. Individuals who are not showing symptoms will not be tested.

The test will take place at the NHS Drive-in Service at Preston College. The site operates a drive-through model, meaning your PA must drive to the site. They will not test people who arrive on foot, take public transport or a taxi. PAs will also need access to a smartphone, in order to scan the test kit barcode in order to receive their results.

Lancashire County Council has set up a new testing hub which allows direct payment recipients to refer their PA and members of their household for a test. If you are making a referral on behalf of a PA or a member of their household, you will need to provide the following information for the person who is being tested:

- Full name
- Email address
- Mobile phone number
- Ability to access testing unit by car, if not please state.
- The number of days affected by symptoms

Please email the above details to COVID19-TESTING@lancashire.gov.uk or call 01772 532123.

The booking team are able to advise and support direct payment recipients through the process, including giving information about how to chase results. They can ensure PAs get an appointment at the site nearest their home or get access to home testing if they can't travel. The testing hub will gain priority over requests made to the government's self-referral service (detailed below) if the system becomes over-subscribed and it allows the feedback of issues locally which can be addressed to make testing work for our local population.

Alternatively you can use the national essential worker self-referral service and complete the registration using this [online form](#). It is important you complete all of the fields accurately.

Question 26: What will happen at the test site?

This [helpful video](#) shows you what to expect at a drive-thru test site.

Your PA will need to present their confirmation email from the registration, along with the filled out temporary PA ID that can be found below against the window for site security to see. If you are unable to print these, your PA can show an electronic copy on their smart phone.

[Confirmation of employment and eligibility for testing- letter of ID \(DOCX 276 KB\)](#)

Family Members

Question 27: I am in the high-risk category and do not want to take the risk of having workers coming into my home, I would prefer to have unpaid support from family for a 12 weeks period, what can I do?

This depends on your circumstances. Such a large gap in cover from an employee would usually result in amending the employee's contract on the grounds of furlough, as their work has diminished but you probably want to re-instate the employee once the 12 week period is over.

As you have a direct payment as a result of a care and support plan, any changes you make will need to be agreed with Lancashire County Council. Speak to LILS for guidance on the options which can be summarised as the following:

1. Terminate the employee's contract on grounds of redundancy. Your employee would be entitled to a statutory redundancy payment if they have completed two years-service. You would also need to pay the employee in full for any notice period and annual leave which has been accrued and not taken.
2. Pay the employee in full whilst they are not attending work. You should seek confirmation from LILS before making this decision.
3. The new Government Job Retention Scheme allows a leave of absence with pay. The Government will pay 80% of your employee's salary to make this possible. This scheme is running for an initial period of three months. Any UK employer with a UK bank account will be able to claim, but the PA must have been on your

employer's PAYE payroll on 28 February 2020. The PA can be on any type of contract, including a zero-hour contract or a temporary contract. You will need to talk this through with your Insurance Company. They can help you draft a letter to your PAs.

Where 12 weeks of absence isn't a realistic consideration for you remember that the employee has accrued annual leave which can be used to give them time off with full pay.

If you use casual or zero hours workers and work has not already been agreed in advance, you do not have to offer them work during this time.

Question 28: As I want to self-isolate for a period, can I use the direct payment to employ and pay a family member who lives with me?

Most funding bodies have a restriction on your use of direct payments to employ a family member. However, considering Government guidance and drastic steps to keep vulnerable people from too much social interaction, you will find that the rules are relaxed temporarily. LILS will consider the use of your direct payment to pay a family on a case by case basis. The relaxation of the local rules will apply for the duration of the current COVID-19 crisis and will not continue beyond this period.

As the position is temporary, you can employ the family member on a casual contract so there is no ongoing obligation beyond the work you offer.

Question 29: Can I dismiss my PA and pay my family member instead?

It is generally not fair to dismiss an employee because of a preference for someone else. However, the restrictive measures in place for the movement of vulnerable people may be relevant. It is important to take specific advice before you decide to dismiss anyone.

Working from Home

Question 30: I keep hearing about home working, can I ask an employee to work from home?

It depends on the type of work that they carry out for you. Obviously, it wouldn't work for personal care workers who need to be with you. But some employers will have duties to be fulfilled that can perhaps be done elsewhere. A worker who cooks meals could be asked to do so from their own home and deliver them to you. You may have someone employed to socialise with; it may be that with the use of technology this could be adopted from a distance, playing games online, or skype calling for example.

Many contracts will already provide a mobility clause which allows you to insist they work from another location. In cases where you are asking the employee to use their own equipment (such as their oven, telephones, and internet access) it would be sensible to agree a payment of additional expenses to cover their costs.

Asking the employee to make changes to their work is fine so long as your request is a reasonable and lawful order. In such difficult times, it is likely that your request would be

considered reasonable and most employees would be happy to know that their jobs are continuing in the meantime.

Confirmation of critical worker status

Question 31: My PA has been stopped by the Police and questioned as to their activities, whilst carrying out their work duties. Can you provide a letter that evidences my PA is a designated critical worker?

Lancashire County Council has produced a letter, which has been authorised by the Chief Executive, Angie Ridgwell. The letter states that the bearer is carrying out an important role to support the social care response to COVID-19. You will need to print off the letter (pdf) and personalise the fields relating to your name and your PAs name.

- [Template letter for staff \(PDF 88 KB\)](#)

The GOV.UK guidance provides more information about workers in critical sectors: <https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-educational-provision/guidance-for-schools-colleges-and-local-authorities-on-maintaining-educational-provision>

More about coronavirus

[coronavirus on NHS.UK](#)

[latest coronavirus information and advice on GOV.UK](#)

Contact details

Lancashire Independent Living Service (LILS)

Call: 01772 558 863 and select Option 1

Email: lils@disability-equality.org.uk

Write to LILS: Lancashire Independent Living Service
Disability Equality North West
103-104 Church Street, Preston PR1 3BS