Carer Retention Bonus Payments

Questions and Answers – updated 20/01/22

Q: Who is eligible?

All staff who have been critical to the delivery of care and support will be eligible to receive a carer retention bonus payment of £250 (full time equivalent). This excludes office/administration staff unless they have delivered care.

Q: I have managers who have been delivering care throughout the pandemic. Am I able to include these on an invoice?

All staff who have been critical to the delivery of care and support will be eligible to receive a carer retention bonus payment of £250 (full time equivalent). This excludes office/administration staff unless they have delivered care.

Q: Many of my office staff / coordinators have been out delivering care. Will they receive a payment?

All staff who have been critical to the delivery of care and support will be eligible to receive a carer retention bonus payment of £250 (full time equivalent). This excludes office/administration staff unless they have delivered care.

Q: I am just wanting to clarify if it is just frontline staff i.e., those who do face to face that are eligible for the bonus. Or the office staff as well that plan and manage the staff to ensure the clients get their calls.

All staff who have been critical to the delivery of care and support will be eligible. This excludes office/administration staff unless they have delivered care.

Q: Dorset have awarded all staff working in a care home a payment of £150, regardless of their role. Whilst the payment from Somerset will be made to those delivering personal care only, am I able to adjust this so that all staff are able to receive a lower payment?

It is our intention that the full £250 (full time equivalent) is paid to individuals who have been critical to the delivery of care and support.

Q: Is this payment available for carers who are employed to deliver care outside of Somerset?

Joint funding has been agreed by Somerset County Council and Somerset Clinical Commissioning Group for payments to be made to carers who are providing CQC regulated care to residents in Somerset only.

Q: How do I submit a claim for our employed carers?

Please refer to the separate guidance document which provides information on how to submit a claim and information that must be provided. It is important that invoices are sent to the mailbox address which has been provided in the guidance. Failure to use this mailbox will result in delays for processing and payments.

Q: I have recently recruited carers who started in November / December. Will they receive a payment before payments end in April 2022?

Yes, any carers who have started within the last 3 months will receive a carer retention bonus payment when they have been in post for 6 months. An additional invoice will need to be submitted at that point for any carers who have joined within this time.

Q: Are providers able to claim for the additional on-costs in relation to the Carer Retention Bonus Payments, when invoices for the costs? The guidance appears to indicate that the full £250 should be paid over to the carer, which would still leave any additional costs outstanding.

It is our intention that the full £250 (full time equivalent) is paid to individuals but is taxable. Providers can claim for additional costs relating to employers national insurance and pension contributions only.

Q: For zero hours staff, do we use average hours worked to calculate FTE? Assuming they are eligible?

Yes. If a member of staff is employed on a zero-hour contract, the provider will need to calculate their average weekly hours for the payment.

Q: What do Somerset County Council class as the FTE?

We ask that each provider bases the FTE on their own contracted FTE.

Q: Is £250 per FTE paid gross so we will then need to deduct NI, PAYE etc. Or will SCC be grossing it up and paying £250 + NI, PAYE etc?

Somerset County Council will pay £250 FTE. The payment will be taxable to the individual. Providers can claim for additional costs relating to employers national insurance and pension contributions only.

Q: is the Carer Retention Payment taxable?

Yes, the payment will be taxable.

Q: If a payment is worked out on pro rata, would the carers average hours work include travel time?

The Payment is made based on the total number of hours the person is paid so if the person is paid travel time, this would be included.

Q: What information do I need to include when a carer is part time / pro rata? Do I need to work out what the payment cost would be?

Yes. The FTE will be paid at £250 so if the person works part time, providers will need to calculate the total pro rata payment for each person based on employed hours.

Q: Are staff under notice entitled to the payments?

Yes

Q: When does the preparation starter payment begin for Domiciliary Care Providers? Is it also for same period as the retention bonus i.e. new starters from September 2021 – March 2022?

The preparation starter payment for Domiciliary Care Providers began on the 16th December 2021.