

COVID 19 : Provider Engagement Webinar

Friday 3rd April 2020

Welcome and Introductions

- Welcome and Introductions
- Purpose of today's webinar
 - Key messages and updates
 - Weekly webinar for providers
- How to participate: submitting questions via the Q&A function

Approach to provider communications and engagement

- **LCC Care Service Provider Engagement Portal:**
<https://www.lancashire.gov.uk/practitioners/health-and-social-care/care-service-provider-engagement/coronavirus-covid-19-information-for-care-providers/>
- The Portal will be the main method of communicating key messages and updates with providers (**not** via email distribution lists, **apart from weekly (Friday) webinar invites**)
- The Portal will include:
 - National updates
 - Local updates
 - Resources
 - Provider FAQs
- The Portal now contains our online query form, where you can post general non-urgent, non-SU-related queries to us; these queries will be addressed via the updated FAQs, once/twice weekly
- Please look at the website everyday; we will update by 5pm daily with any new information and updates from that day
- For specific queries, continue to use the contractmgmtcare@lancashire.gov.uk email address

Interim PHE NW Care Home Resource Pack

- Uploaded onto the portal
- Different presentation to NE Version
- Action Cards - useful
- Familiarise yourself with Action Card 6 – critical to enable timely discharges to protect NHS



Protecting and improving the nation's health

Interim PHE NW COVID-19 Resource Pack for Care Homes

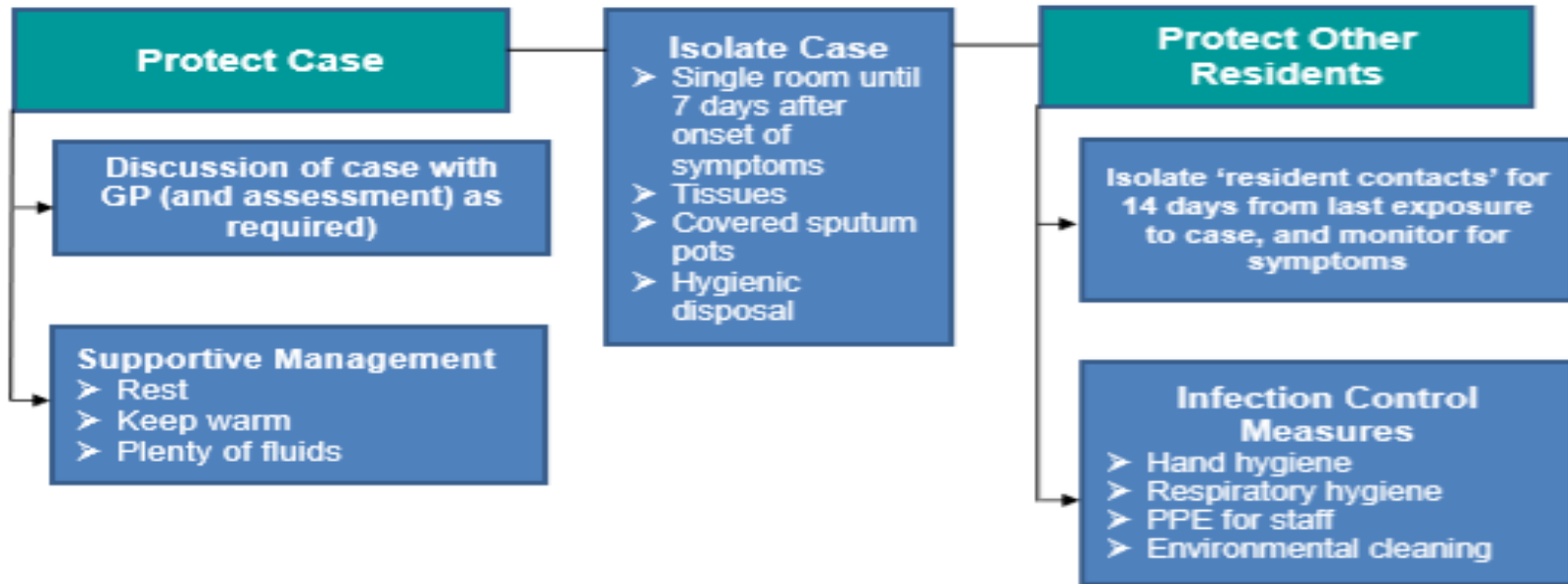
April 2020

Developed by Public Health England South West Health Protection Team (Greater Manchester, Cheshire & Merseyside and Cumbria & Lancashire and colleagues).

UPDATE – Single Case

Action Card 3 – Action to take if a single case of COVID-19 is suspected

Resident displaying signs and symptoms of COVID-19



COVID Suspected Outbreak

- Isolate symptomatic residents for 7 days after the onset of symptoms in single occupancy rooms
- If not practical to isolate in single rooms, cohort symptomatic cases together and minimise staff
- Symptomatic residents should wear a surgical face mask while being transferred to another room within the care home
- Isolate 'residents contacts' for 14 days after last exposure

Discharge without COVID symptoms to a home without an outbreak

There are no restrictions in place and discharge should be as usual.

Guidance for the care of the deceased with suspected or confirmed COVID-19

- Ensure that all residents maintain a safe distance of at least 2 metres from the deceased person or are in another room
- Avoid all non-essential staff contact with the deceased person to minimise risk of exposure. If a member of staff needs to provide care to the deceased person, ensure PPE as set out in the latest guidance is worn
- Follow the usual processes for dealing with a death in your setting, ensuring that infection prevention and control measures are implemented as set out in the guidance on residential care provision.

Personal Protective Equipment

Guidance for when a case status is unknown – either for staff or resident.

Guidance will be uploaded onto care provider web page.

Personal Protective Equipment

Main changes:

- Enhanced recommendations
- Individual and organisational risk assessments at local level to inform PPE use
- Recommendation of sessional use of items such as FRSM, visors/goggles
- Decontamination as per manufacturers instruction
- Apron and gloves still to be changed between resident

Sessional Use

- A single session refers to a period of time where a care worker is undertaking duties, for example a shift.
- However items changed when going for a break.
- The duration of a single session will vary depending on the activity being undertaken.

Person's Own Home

Recommended for possible or confirmed case, providing direct care:

- Gloves
- Apron
- FRSM
- Eye Protection – visor/goggles

Care Homes, Supported Living etc

Recommended for possible or confirmed case, providing direct care (within 2 metres):

- Gloves
- Apron
- FRSM
- Eye Protection – risk assessment

Key publications Recap(April 2020)

1. Update on plans to support access to PPE Equipment across the health and care system (letter)
2. PPE national guidance
3. Admission and Care of Residents during COVID-19 Incident in a Care Home

Department of Health and Social Care PPE Plan (letter)

Update on plans to support access to PPE Equipment across the health and care system

- Usage of PPE equipment across the sector must be in line with national guidance.
- Parallel Supply Chain (PSC) has been developed support the normal supply chain (NHS Supply Chain Network); this is a dedicated PPE channel, and core PPE products for COVID-19 will flow through this.
- The PSC will improve speed and reliability of delivery for these items, whilst relieving pressure on the established supply chain to deliver business as usual products.

Update on plans to support access to PPE Equipment across the health and care system

- Working to provide stock of PPE equipment to wholesalers and distributors for pharmacies, GPs, dentists, adult social care providers (such as care homes), and the third sector (such as hospices). This should allow more providers to order PPE through their business as usual supply chains.
- Mobilised the National Supply Disruption Response (NSDR). Providers who have an urgent requirement for PPE, which they are unable to secure through their business as usual channels, should contact the NSDR via the 24/7 helpline: 0800 915 9964 (Freephone number in the UK), and a Direct Line from overseas: 0191 283 6543.

LCC PPE Update

- PPE is a top priority need for LCC and through the Lancashire Resilience Forum, LCC is making strenuous efforts to source PPE in such a way that builds up the county's reserve and allows all those who need that protection to access it.
- The focus from Government is probably on meeting the NHS needs as its biggest priority and therefore going through the NHS is more likely to reap rewards in the longer term than looking to LCC.
- LCC cannot make any definite offers to help private homes to access PPE even as a last resort because we cannot guarantee that we will be able to deliver. LCC is also experiencing issues in sourcing PPE.
- However, we will commit to assessing our own needs with a view to identifying whether or not we could offer some to other establishments based on immediate and short term need and what we are expecting by way of delivery in the coming days. If there is any leeway in our own supply we will let providers know whether we can and to what extent we are likely to be able to help.

PPE national guidance (published 2nd April)

- <https://www.gov.uk/government/publications/uhan-novel-coronavirus-infection-prevention-and-control>

Admission and Care of Residents during COVID-19 Incident in a Care Home (published 2nd April)

Joint guidance document:

- DHSC
- NHSE
- CQC
- PHE

<https://www.gov.uk/government/publications/coronavirus-covid-19-admission-and-care-of-people-in-care-homes>

Note re: staff/uniforms

- LCC has been notified of a couple of issues with staff visiting public places, such as supermarkets whilst wearing uniforms. It is acknowledged that some carers will travel straight from their home to their first client, and sometimes they will be out in the community doing caring tasks, but where possible, please could carers avoid commuting to and from their work place in uniforms.
- Every carer providing support should always wear additional personal protective equipment (PPE) to reduce the risk of their uniform becoming contaminated. Adherence to these protocols is good, but the uniform may still be a risk for infection.

Care Homes : Briefing Note

Provider briefing note: Health System pressures and current admissions to your homes (LCC and NHS England letter, issued on 25th March):

<https://www.lancashire.gov.uk/media/916142/20200325-provider-briefing-health-system-p pressures-and-current-admissions-to-care-homes-v2.pdf>

Briefing note for Residential Providers: Issued by Karen Thompson, Contract Team Manager, Quality, Contracts and Safeguarding Adults Service (30th March)

- Greater proactive engagement to support the hospital discharge process.
- As per the request of the Hospital Discharge Service requirements, the Care Navigation Service amongst other services included in the discharge service, are operating 7 days a week 8am till 8pm.
- This weekend, it was difficult to discharge medically fit patients into Care Homes either due to the lack of availability of a decision-maker at a Care Home, and/or the availability of staff to review a trusted assessment.

- Please review your current admission process to be supportive of the new Hospital Discharge Service requirements.
- Currently only been an issue when sourcing residential and nursing care, we anticipate and increase in domiciliary hospital discharge referrals also, and so similarly request this of our domiciliary and supported living providers also.

Adult Social Care

- Due to the implementation of Covid-19 Hospital Discharge requirements, ASC are operating a 7 day working week, across all services from 8am to 8pm, effective from 4.4.20
- Realignment of ASC management to ensure coordination of decision making and implementation with local NHS arrangements.

Care Act easements guidance

- Guidance sets out how Local Authorities (LAs) can use the new Care Act easements, created under the Coronavirus Act 2020, to ensure the best possible care for people in during the COVID-19 crisis and to help the care system manage emerging pressures.
- LAs should do everything they can to continue meeting their existing duties prior to the Coronavirus Act provisions coming into force.
- In the event that they are unable to do so, it is essential that LAs are able to streamline present assessment arrangements and prioritise care so that the most urgent and acute needs are met.
- The powers in the Act enable LAs to prioritise more effectively where necessary than would be possible under the Care Act 2014 prior to its amendment (referred to in this guidance as the Care Act). They are time-limited and are there to be used as narrowly as possible.

<https://www.gov.uk/government/publications/coronavirus-covid-19-changes-to-the-care-act-2014>

The temporary provisions cover:

- LAs will not have to carry out detailed assessments of people's care and support needs in compliance with pre-amendment Care Act requirements.
- LAs will not have to carry out financial assessments in compliance with pre-amendment Care Act requirements. They will, however, have powers to charge people retrospectively for the care and support they receive during this period, subject to giving reasonable information in advance about this, and a later financial assessment.
- LAs will not have to prepare or review care and support plans in line with the pre-amendment Care Act provisions. They will however still be expected to carry out proportionate, person-centred care planning which provides sufficient information to all concerned, particularly those providing care and support, often at short notice.

- The duties on LAs to meet eligible care and support needs, or the support needs of a carer, are replaced with a power to meet needs.
- Powers are there only to be used if absolutely essential. LAs should do everything possible to continue meeting their existing duties, for as long as possible.
- All assessments and reviews that are delayed or not completed need to be followed up and completed in full once the easements are terminated. Local Authorities will remain under a duty to meet needs where failure to do so would breach an individual's human rights under the European Convention on Human Rights.
- This should be read in conjunction with the ethical framework:
<https://www.gov.uk/government/publications/covid-19-ethical-framework-for-adult-social-care/responding-to-covid-19-the-ethical-framework-for-adult-social-care>

COVID-19 Daily Bed Capacity Reporting Arrangements : Residential and Nursing

Recap on arrangements shared at Provider Webinar (27th March):

- NHS Midlands and Lancashire Commissioning Support Unit issued a briefing note detailing arrangements for daily bed capacity tracking to support implementation of the Government's discharge planning/service requirements, https://www.lancashire.gov.uk/media/916084/covid-19-daily-reporting-bed-capacity-briefing_-002-002-002.pdf
- Providers were asked to update the EMS-Plus system on a daily basis and this information would then automatically electronically transfer over to the NHS North of England Commissioning Support (NECS) capacity tracker system.

Revised reporting arrangements:

- Mandated that providers need to update both EMS Plus and NECS on a daily basis
 - EMS Plus is a local system
 - NECS is a national system

LCC Trackers

Why do we need your information?

- We need to build a picture of capacity across providers
- We need to understand emerging risks to your services and staff and to respond to support you where possible
- We need a way to flag immediate issues directly impacting your organisation as a result of COVID-19
- We need to understand the state of overall service delivery in each locality
- This will allow us to respond more effectively around reducing harm to people, supporting your service and understand where there is opportunity to assist in the overall response to the current situation.

LCC Trackers

2 Trackers have been developed:

1. Non-residential tracker (homecare and supported living)
2. Residential tracker

LCC Residential Tracker

- Weekly ring round of residential and nursing homes by Contracts team
- Collating information into a tracker spreadsheet, which will feed into a dashboard
- Service capacity information (e.g. staffing levels)
- Shared as part of planning/response pathways to inform resource requirements, e.g. staffing, emergency food supplies, equipment, PPE
- Looking at how to streamline tracking activity across Health and LCC

LCC Non-residential tracker

- Daily ring round of providers by LCC staff
- Collating information into a tracker spreadsheet; which will feed into a dashboard
- Service capacity information (e.g. staffing levels)
- Shared as part of planning/response pathways to inform resource requirements, e.g. staffing, emergency food supplies, equipment, PPE

Response to provider issues raised via the trackers

- The Contracts team will phone any providers who have identified staffing issues via the tracker(s) to ascertain specific details e.g. roles required, staffing hours required (when; what; period of time); key tasks; training/skills required; key contact.
- These details will be passed to LCC's internal staffing pathway to match skilled and unskilled requirements with demand.
- The Contracts team will contact providers to ensure staff are mobilised and confirm when the staffing resource is no longer required.
- NB: the same process will be followed for any other issue raised, e.g. food supplies, PPE, equipment etc

Care Homes/Food Supplies

- Emergency food supplies required for care homes who are struggling
- Process is via Contracts Team ring round
- Contracts will link providers in to local food suppliers to meet need

Working Together to Co-ordinate Volunteers and Identify Vulnerable People- COVID-19

- **Shielded Persons list from Central Government:**
 - 1.5 million individuals deemed high risk due to their health conditions will receive a letter telling them to self-isolate for an extended period (12 weeks)
 - Clinical vulnerability
 - Social vulnerability
- Stratification of vulnerable persons on the list, once received
- LCC Business Intelligence Team have been compiling our own lists with districts and other partners and some of the district hubs are now contacting people they already know to be vulnerable to check if they are coping.
- Human Aspect Group (HAG); mutual aid initiatives between Local Authority/District Councils, etc

Identifying and capturing volunteers and those volunteers with background/experience in care

- Need to support social care providers who experience significant gaps in staff availability to ensure continuation of critical support services
- LCC has put out a call for action within its own services to identify additional staff who may be able to support vulnerable people
- Need to identify potential staff across the Lancashire Resilience Forum partners (and beyond) who have appropriate skills who could offer different types of support.
 - Lancashire Volunteer Partnership (LVP)
 - Our Lancashire
 - District Council Hubs

District Council Hubs

- Link to District Hub contact details on LCC website:
<https://www.lancashire.gov.uk/health-and-social-care/your-health-and-wellbeing/coronavirus/>
- Each district now has a hub set up to coordinate the local response for vulnerable people who don't require Adult Social Care or Children's Social Care, but are nonetheless vulnerable and have some level of need.
- The approach does vary a little between hubs; some are focused on delivery of food parcels, others are looking to coordinate other types of practical support or link people into other local VCFS support.

Finance Update

- Providers are reminded of the arrangements in place re: accessing emergency funding , as shared at the Provider Webinar (27th March)
- “Adult Social Care Providers Emergency Financial Support Information” (on the provider portal)
 - Powerpoint explanatory and contact details
 - Blank funding request template
 - Sample funding request template
- Providers should be following the guidance for PPE usage and for any additional claims, Finance will require a brief explanation as to the reason behind the additional requirements

SOCIAL CARE PROVIDER SERVICES MCA, DOLS AND COP GUIDANCE DURING COVID-19 CRISIS

- LCC has produced a guidance document for providers re: Mental Capacity Act, Deprivation of Liberty Safeguards and Court of Protection
- Uploaded to the provider portal:
<https://www.lancashire.gov.uk/media/916279/lcc-social-care-provider-services-mca-dols-and-cop-guidance-during-covid-19-crisis.pdf>
- Any questions on the guidance, please submit via the online query form on the provider portal

Provider Letter for Key Worker Staff

- Reports that both LCC and provider staff have been stopped by the Police to question their activity, when out and about
- LCC's Chief Exec has authorised a letter to support key workers to evidence that they are providing crucial services to vulnerable children or adults and are supporting the local government response to COVID-19.
- **Letter has been shared on the portal; must be completed by the relevant organisation and needs to be accompanied by an appropriate ID badge.**
- **Can also be used by Personal Assistants (employed via Direct Payments).**

Accessible Resources

- The North West Training and Development Team (NWTDT) and Pathways Team are sharing a VLOG update every day (Monday to Friday) to make sure that people with learning disabilities have accessible, accurate and up to date information about COVID 19.
- These videos may be useful for learning disability or autism providers to share information with the people they support. You can view the VLOGS on the [NWTDT YouTube channel](#)
- Each VLOG has the date on so that you can find the most up to date information. Videos so far have included:
 - the new words that we keep hearing
 - using your existing support during the outbreak
 - what you should do if you are ill or hurt

Monitoring Community Tensions

- An increase in incidents of racism or anti-social behaviour across Lancashire have been reported. With more people working at home and using Apps to stay in touch, associated online activity is on the rise.
- If you see anything of concern e.g. stickering/graffiti, you can report it, or provide photographic evidence, to:-
- Report online through our [online reporting site](#) or through [True Vision](#)
- Call us on [101](#) or in an emergency dial [999](#).
- Call Crimestoppers anonymously on [0800 555 111](#).
- In person at your [local police station](#).

Next Steps

- Daily Portal Updates
- Weekly webinar (Friday); however, due to Good Friday, the next webinar is Thursday 9th April, 1pm (joining instructions to follow)
- FAQ updates (weekly)
- Collate questions raised today and answered via FAQs

Thank You!