

COVID 19 : Provider Engagement Webinar

Thursday 9th April 2020

Welcome and Introductions

- Welcome and Introductions
- Purpose of today's webinar
 - Key messages and updates
 - Weekly webinar for providers, usually held on Fridays, 1-2pm
 - Remote webinar as of this week
- How to participate:
 - Please ensure that you're on 'mute'; no audio/webcam function for attendees
 - Please submit any questions via the Q&A chat function; these will be collated at the end of the webinar and taken away for a response
 - Presentation and recording will be shared on the provider portal

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 contains our **online query form**, where you can post general non-urgent, non-SU-related queries to us; which will be addressed appropriately, e.g. via the updated FAQs.
- 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

North West Care Home Resource Pack Version 3

- Describe COVID-19: the SARS-CoV-2 virus, routes of transmission and clinical symptoms
- Understand how care homes can prepare for COVID-19
- Respond to a single case of COVID-19 in a care home
- Respond to an outbreak of COVID-19 in a care home
- Facilitate safe transfers in/out of care homes during COVID-19
- • Support and advise care home colleagues on how to keep themselves safe
- • Know where to find further guidance

Table 1: Care needs of residents being discharged from hospital (see plain text below)

Upon discharge, patient/resident has...	What care is required upon discharge?	What care is required upon first sign of symptoms?
No symptoms of COVID-19	Provide care as normal	<p>Provide care in isolation if symptoms occur within 14 days of discharge from hospital</p> <ul style="list-style-type: none"> • Resident does not leave room (including for meals) for 14 days after onset of symptoms or positive test • Staff wear protective equipment & place in clinical waste after use <p>Consult resident's GP to consider if re-hospitalisation is required</p>
<p>Tested positive for COVID-19</p> <p>✓ No longer showing symptoms</p> <p>✓ Completed isolation period</p>	Provide care as normal	N/A
<p>Tested positive for COVID-19</p> <p>✓ No longer showing symptoms</p> <p>⚠ Not yet completed isolation</p>	<p>Provide care in isolation</p> <ul style="list-style-type: none"> • Resident does not leave room (including for meals) for 14 days after onset of symptoms or positive test • Staff wear protective equipment & place in clinical waste after use 	N/A

National Guidance – main points

- Isolation of residents. Recommendation due to vulnerability and immune response is for 14 days from onset of symptoms, not 7 days.
- Staff who have come into contact with symptomatic residents without PPE can remain at work. Risk assess and monitor for any symptoms.

Personal Protective Equipment

- Should always be used when within 2 metres of a residents with possible or confirmed COVID-19
- Where there is no possible or confirmed cases i.e. no sustained transmission in the setting, no additional PPE will be required specific to COVID-19 (i.e. just gloves and aprons for personal care)
- Where there is one or more possible (new and continuous cough or fever) or confirmed cases of COVID-19, additional PPE will be required in line with the national guidance (attached) i.e:
 - Disposable Gloves (single use)
 - Disposable Plastic Apron (single use)
 - Fluid-resistant (Type IIR) surgical mask (single or sessional use)
 - Eye/face protection (risk assess sessional use)
- The above advice applies to domiciliary care, supported living, residential care, nursing care and other community settings where direct patient/ resident care is provided (within 2m).

Personal Protective Equipment

Recommendation of sessional use of items such as FRSM, visors/goggles:

- When the care worker goes for a break. A new FRSM will be needed on return to duties.
- If the FRSM is soiled.
- If the FRSM is uncomfortable.
- If the FRSM is damaged.
- If the FRSM becomes moist.

ALL PPE IS SINGLE USE

- Decontamination as per manufacturers instruction

FRSM

- **MUST** watch the video of how to put on and take off
- **MUST** decontaminate hands before putting on and after taking off
- **MUST NOT** touch once in place
- **MUST NOT** pull down to talk to a colleague or resident – leave in place

Other Points

- Clear guidance on cleaning rooms/areas with possible or clear cases.
- Staff should be changing in and out of their uniforms at work. Uniforms should be transported home in a disposable plastic bag – wash separately from other household linen.

Reminders

- Negative tests are not required prior to transfers/admissions into a care home.
- If resident has no COVID-19 symptoms or has tested positive but is no longer showing symptoms and has completed their isolation period, then care should be provided as normal.
- A timely discharge is much more preferable for the resident to recuperate in their own home.

LCC PPE update (Tony Pounder)

- LCC are in the same position as providers re: obtaining PPE
- Providers are advised to go through their usual supply route and also the National Supplier Distribution Route
- If unsuccessful via this route, then please email LCC and we will try to support where we can but we cannot guarantee we will be able to
- Mailbox has been set up: CareProviderPPE@lancashire.gov.uk (will be shared on the portal)
- Will be checked Monday to Friday (not over Easter)

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

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

- **LCC Residential Tracker**
- **NECS Capacity Tracker**
- The National Directive set out in the Discharge Guidance indicates that all care homes, community rehab and hospice service providers are required to be registered and be updating the NECS capacity tracker with bed capacity and essential COVID -19 information at least daily; this will enable the service leads to identify bed availability and hot spots for prompt response.
- We would ask that the NECS system remains the primary system, however, many of you will be registered on the local system EMS plus and we would ask that this is also updated to ensure localised data is collated.

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

- Through both the residential and non-residential trackers, LCC will gather detailed intelligence from providers that will feed into the following pathways that are being established to then be addressed as appropriate on a case by case basis:
 - PPE
 - Equipment
 - Emergency food supplies
 - Transport
 - Staffing (pathway will match skilled and unskilled requirements with demand)
 - Medication
 - Finance

LCC Staffing Pathway

- The staffing pathway has now been mapped out and will be fine-tuned as we go along but there is now an identified route for requests to come in from Contract Management.
- Starting to support requests for volunteers from providers through this pathway and making use of the NHS Volunteer Responders as a first port of call.
- Comms are going live today for our call to action for anyone who is willing to help within the frontline care sector; these individuals will be drafted in to the Lancashire Temporary Staffing Agency (LTSA) that LCC HR are setting up. The LTSA will look to have some limited availability within the next week or so.
- NW ADASS have also started a #careheroes campaign with Greater.jobs which will direct resource to the LTSA.
- LTSA is also working through our own Lancashire Volunteer Partnership list to identify those who may have the skills to be part of the temporary paid workforce.

Use of Residential and Nursing Beds in Crisis which are currently suspended to admissions

- Due to the Covid-19 Outbreak, we have needed to assess capacity and reassess.
- On a case by case basis during the crisis, we may have to approach a provider who has current restrictions to work with us.
- This approach will include an MDT discussion including CQC and families to make a decision.
- This will only be used for the duration on the pandemic.

NHS email accounts

- All care home and home care providers can now apply for NHS mail accounts, which will offer access to Office 365 and Microsoft Teams.
- Access to these systems will enhance the ability of improved connectivity for your residents to their families and allow staff to access professional support remotely.
- 2 documents that offer additional advice on how to obtain your NHS account; these will be shared via the portal.

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/>
- All District Hubs are now up and running and are 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 Hubs are reporting any issues or pressures that they are facing in supporting vulnerable people through the Lancashire Resilience Forum Human Aspects Group (LRF HAG) which, going forward, will be meeting twice a week on a Tuesday and a Friday.

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
- Over the past 2 weeks, LCC Business Intelligence Team has been in regular contact with the district councils to share information about vulnerable individuals who:
 - are known to LCC who have been categorised into 4 different priority groups
 - are on the NHS shielded list of clinically vulnerable adults
 - are on the daily incoming list of vulnerable adults who have responded to the government letter indicating they need support
- The full incoming list is published daily and only those new individuals who appear on the list for the first time will be shared with the districts on a daily basis.
- Business Intelligence match LCC data where possible with the NHS lists and incoming lists via NHS number; although not 100% comprehensive, it does show many who are known to LCC and who are in receipt of residential/nursing care, home care, direct payments or telecare.
- Daily lists will resume on Tuesday 14th April.

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.

Direct Payments Update

- LCC has developed a local guidance document: **COVID-19 guidance for Personal Assistants, PA employers and Direct Payments recipients**
- The guidance will be shared on the:
 - LILS website
 - Local Offer website
 - Provider Portal
- National Q+A:
<https://www.skillsforcare.org.uk/Documents/PB-PHB-and-DP-QA-FINAL.pdf>

CQC Updates

- Reminder to always use the .gov.uk website for updated guidance as it changes almost daily:
<https://www.gov.uk/coronavirus>
- “Acting lawfully and ethically under Coronavirus Act 2020” (document to be uploaded onto the portal)
- <https://www.cqc.org.uk/guidance-providers/all-services/coronavirus-covid-19-pandemic-information-providers>

Public Health Update (Lee Harrington)

Keeping People Connected initiative with People First

- 'Keeping People Connected' exists to support people who have, or may have, learning difficulties and/or autism during the outbreak of Covid-19.
- Over the phone support service.
- Provides a safe, reliable and friendly outlet for vulnerable people; connecting through calls and conversation, the service brings those who are feeling isolated connection and support.

Keeping People Connected initiative with People First

The service will provide:

- Immediate safety assessments
- Support and connection
- Advice and information in accessible formats
- Signposting to specialist service
- Regular check in calls by trained professionals
- Friendship and support to be less isolated

The service will discuss health and wellbeing, food, medication, isolation, support needs, safety and general issues regarding Covid-19, social distancing and shielding.

Further details to follow.

Miscellaneous Updates

Pharmacies (Morecambe Bay CCG area):

- Numerous reports of pharmacies stopping dosette/Monitored Dosage System (MDS) boxes for patients, which could be a potential risk.
- Local Pharmacy Committee has written directly to one pharmacy with a specific concern.
- CCG have drafted a letter to community pharmacies on this issue, which will be sent, if signed off.
- Please can providers flag any meds issues through the Contracts Team tracker ring rounds?

Hospices:

- LCC has contacted all Hospices in Lancashire and have provided a SitRep (Situation Report) to the Lancashire Resilience Forum Human Aspect Cell.

Next Steps

- Daily Portal Updates
- Weekly webinar (Friday); the next webinar is Friday 17th April, 1pm (joining instructions to follow)
- FAQ updates (weekly)
- Collate questions raised today and answered via FAQs

Thank You!