

COVID 19 : Provider Engagement Webinar

Friday 17th April 2020

Welcome and Introductions (Ian Crabtree)

- Welcome and Introductions
- Purpose of today's webinar
 - Key messages and updates
 - Weekly webinar for providers, usually held on Fridays, 1-2pm
 - Remote webinar
- 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

Lancashire Resilience Forum: Key updates/messages

Sergeant Paul McLernon

- Police and Army role in assisting the LRF
- Update on Intelligence Gathering

Police and Army role in assisting the LRF

- Supporting the care market is the LRF's key priority
- Police and army role is to save lives in Lancashire
- Understand the pressure that providers are under and are here to support
- Aim is to prevent provider failure and keep Lancashire residents and care staff safe and well

Update on Intelligence Gathering

- From feedback we know that providers are being swamped with information requests
- Provider intelligence is key to preventing provider failure
- We have the LRFs agreement that providers only need to provide information for ONE tracker
- The tracker will be the Covid 19 intelligence tracker developed by LCC
- You will not need to supply tracker information for EMS, NECS or CQC
- We will collate information from NECS/EMS and for CQC as part of our tracker
- You will receive a call from LCC every morning, the call handler will capture information
- If you do not take the LCC call for 2 consecutive days, an officer from Lancashire Police will visit your premises
- You will be asked to call LCC to give them your update
- We know that some providers have said they will fill information in on line on a weekly basis
- We need information daily to ensure that your care home is not in crisis
- We are doing this to save lives in Lancashire and appreciate your co-operation and understanding

Infection Prevention Control Updates (Anita Watson)

- Public Health England North West Care Home Interim Resource Pack (v4)
 - Key messages in the v4 pack
- Adult Social Care Plan:
 - Key messages re: controlling the spread of infection in care settings

PPE - main changes to the guidance as from 12/04/2020

- Tables explain PPE requirements for various scenarios including social care can be found at <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control>
- Includes a table explaining to use PPE for all encounters (not just for those with suspected or confirmed COVID-19) as there is sustained community transmission of COVID-19 occurring in the UK – increased likelihood of any patient having coronavirus infection
- Sessional use of PPE

- Contact is now defined as being within 2 metres (rather than within 1 metre) of a service user - more precautionary and consistent with the distancing recommendations
- hand-washing advice includes washing of forearms, when forearms have been exposed or may have been exposed to respiratory droplets or other body fluids
- FFP2 and N95 respirators may be used for some aerosol-generating procedures if FFP3 respirators are not available. FFP3 respirators offer a slightly higher level of protection than FFP2 respirators.
MUST be fit tested.

- Advice on re-usable PPE components, including the need to refer to manufacturer's guidance on decontamination
- Recommendations about the use of facemasks by patients
- Formatting improvements to make it easier to access different sections of the guidance
- The use of disposable fluid repellent coveralls as an alternative to long sleeved fluid repellent gowns for AGPs. Staff need to be trained in the safe removal of coveralls

Recommended PPE for primary, outpatient, community and social care by setting, NHS and independent sector

Setting	Context	Disposable Gloves	Disposable Plastic Apron	Disposable fluid-repellent coverall/gown	Surgical mask	Fluid-resistant (Type IIR) surgical mask	Filtering face piece respirator	Eye/face protection ¹
Any setting	Performing an aerosol generating procedure ² on a possible or confirmed case ³	✓ single use ⁴	✗	✓ single use ⁴	✗	✗	✓ single use ⁴	✓ single use ⁴
Primary care, ambulatory care, and other non emergency outpatient and other clinical settings e.g. optometry, dental, maternity, mental health	Direct patient care – possible or confirmed case(s) ³ (within 2 metres)	✓ single use ⁴	✓ single use ⁴	✗	✗	✓ single or sessional use ^{4,5}	✗	✓ single or sessional use ^{4,5}
	Working in reception/communal area with possible or confirmed case(s) ³ and unable to maintain 2 metres social distance ⁶	✗	✗	✗	✗	✓ sessional use ⁶	✗	✗
Individuals own home (current place of residence)	Direct care to any member of the household where any member of the household is a possible or confirmed case ^{3,7}	✓ single use ⁴	✓ single use ⁴	✗	✗	✓ single or sessional use ^{4,5}	✗	✓ risk assess single or sessional use ^{4,5,8}
	Direct care or visit to any individuals in the extremely vulnerable group or where a member of the household is within the extremely vulnerable group undergoing shielding ⁹	✓ single use ⁴	✓ single use ⁴	✗	✓ single use ⁴	✗	✗	✗
	Home birth where any member of the household is a possible or confirmed case ^{3,7}	✓ single use ⁴	✓ single use ⁴	✓ single use ⁴	✗	✓ single or sessional use ^{4,5}	✗	✓ single or sessional use ^{4,5}
Community and social care, care home, mental health inpatients and other overnight care facilities e.g. learning disability, hospices, prison healthcare	Facility with possible or confirmed case(s) ³ – and direct resident care (within 2 metres)	✓ single use ⁴	✓ single use ⁴	✗	✗	✓ sessional use ⁶	✗	risk assess sessional use ^{4,5}
Any setting	Collection of nasopharyngeal swab(s)	✓ single use ⁴	✓ single or sessional use ^{4,5}	✗	✗	✓ single or sessional use ^{4,5}	✗	✓ single or sessional use ^{4,5}

Table 2

- This may be single or reusable face/eye protection/full face visor or goggles.
- The list of aerosol generating procedures (AGPs) is included in section 8.1 at: www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe. (Note APGs are undergoing a further review at present)
- A case is any individual meeting case definition for a possible or confirmed case: <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-initial-investigation-of-possible-cases/investigation-and-initial-clinical-management-of-possible-cases-of-wuhan-novel-coronavirus-wn-cov-infection>
- Single use refers to disposal of PPE or decontamination of reusable items e.g. eye protection or respirator, after each patient and/or following completion of a procedure, task, or session; dispose or decontaminate reusable items after each patient contact as per Standard Infection Control Precautions (SICPs).
- A single session refers to a period of time where a health care worker is undertaking duties in a specific care setting/exposure environment e.g. on a ward round; providing ongoing care for inpatients. A session ends when the health care worker leaves the care setting/exposure environment. Sessional use should always be risk assessed and considered where there are high rates of hospital cases. PPE should be disposed of after each session or earlier if damaged, soiled, or uncomfortable.
- Non clinical staff should maintain 2m social distancing, through marking out a controlled distance; sessional use should always be risk assessed and considered where there are high rates of community cases.
- Initial risk assessment should take place by phone prior to entering the premises or at 2 metres social distance on entering; where the health or social care worker assesses that an individual is symptomatic with suspected/confirmed cases appropriate PPE should be put on prior to providing care.
- Risk assessed use refers to utilising PPE when there is an anticipated/likely risk of contamination with splashes, droplets or blood or body fluids.
- For explanation of shielding and definition of extremely vulnerable groups see guidance: <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>



Reminders

- Tests are being introduced prior to transfers/admissions into a care home from hospitals.
- 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

- LCC are in the same position as providers re: obtaining PPE
- Providers are advised to go through their usual supply route, the Parallel Supply Chain and also the National Supplier Distribution Route
- If unsuccessful via this route, then please contact 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 ; it is checked 7 days a week (8am-8pm)
- There will now also be a dedicated phone line for urgent PPE requests; 0300 123 6786; this is now live 7 days a week (8am-8pm)
- LCC received a large PPE delivery last week and has been allocating supplies, in line with urgent requests received
- Through LCC trackers, PPE issues will be flagged and the questions will be amended to better understand current stock levels and how long this will last
- LCC is collating new PPE requests and is expecting a further delivery next week.
TBC

Covid -19 test for everyone who needs one in social care settings

<https://www.gov.uk/government/news/government-to-offer-testing-for-everyone-who-needs-one-in-social-care-settings>

- Plans already in place in some parts of the county to test regulated care staff
- Discussions ongoing at regional level on agreeing a pathway to test all symptomatic residents at time of outbreak. Current proposals suggest this role will be undertaken by care homes.

Swabbing for Regulated Care Staff

- CQC have supported individual homes with staff testing as part of a pilot phase, however, ongoing coordination within regulated care will be undertaken by the CCGs.
- Localised processes will be shared to homes in each CCG area as soon as they are available.
- Test result will be returned to the individual not the employer. Employee responsibility to discuss results.

CCG testing plans

- Morecambe Bay live – Test centres in Barrow and Lancaster
- Fylde and Wyre live – Preston but will try and offer local testing where possible.
- Central live – Test centre in Preston
- Pennine TBC
- West Lancs TBC

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.

Messages for Care Homes

- Accepting admissions over the weekend is vital but does not seem to have improved since the Covid-19 outbreak.
- To support weekend admissions, do Care Homes have an out-of-hours contact number or email address to support the discharge pathway.
- Are Care Homes able to delegate the admission decision to more than one person.

COVID-19 Adult Social Care Action Plan (15th April) Ian Crabtree

<https://www.gov.uk/government/publications/coronavirus-covid-19-adult-social-care-action-plan>

- This document sets out the government's plan for:
 - controlling the spread of infection in care settings
 - supporting the workforce
 - supporting independence, supporting people at the end of their lives, and responding to individual needs
 - supporting local authorities and the providers of care
- The plan applies to all settings and contexts in which people receive adult social care. This includes people's own homes, residential care homes and nursing homes, and other community settings. It applies to people with direct payments and personal budgets, and those who fund their own care.

Controlling the spread of infection in care settings

- Covers support and advice on how to keep care settings safe; the provision, use and distribution of personal protective equipment; managing outbreaks and safe discharge from hospital to social care settings.

Supporting the workforce

- Emphasises the value that Government place on social care as an essential service
- Take steps to increase the workforce to the required capacity through the recruitment of returners and appropriately skilled new care workers via a large scale recruitment campaign
- Ramping up testing of care workers and rolling out to all social care workers who require one
- Fast tracking DBS
- Fast track training (Skills for Care)
- Volunteer recruitment
- Support to care staff; well-being
- Use of technology to support the sector

Supporting independence, supporting people at the end of their lives and responding to individual needs

- More support to unpaid carers, e.g. guidance to employers about furloughing through the Coronavirus Job Retention Scheme, which makes clear that employees who are unable to work because they have caring responsibilities resulting from COVID-19 can be furloughed.
- End of Life/palliative care to be appropriately delivered in a person-centred, holistic and dignified way
- Guidance for LDA/MH
- Supports principals of the MCA
- Social Care Ethical Framework to be used alongside the Care Act Easements Guidance

Supporting local authorities and the providers of care

- Covers the new powers which allow local authorities to streamline assessment processes and prioritise services for the most vulnerable people
- Local authorities to support the provider market (see finance update slide)
- Encourage mutual aid arrangements between Local Authorities, NHS, CQC and other partners to share information to support planning/response
- Support to public sector organisations through SCIE and DHSC
- Local Resilience Forums to plan for and support emergency responses

Finance Update

- Providers are reminded of the arrangements in place re: accessing emergency funding, as shared at the Provider Webinar (27th March)
- When it was originally designed there was an assumption that most of the staffing costs would be agency cover but LCC has received several questions about using existing staff instead of agency as it is cheaper
- Providers can use existing staff and the template has been amended accordingly; it now just says staff cover
- Providers should indicate whether it's internal / agency or a mix
- Template available on the portal

LCC Staffing Pathway (Ian Crabtree)

- The current work being undertaken to provide an auxiliary workforce for the care sector:
- 400+ registrations of interest so far from our communications campaign calling for the people of Lancashire to undertake paid care roles both within our internal services and provider services.
- Our HR team are currently working through those registrations of interest to identify those who can be deployed within our care homes in a shadowing role while pre-employment compliance checks are undertaken in the background.
- This will enable us to utilise the resource much quicker and once the individuals have completed their shadowing and eLearning as well as the background checks, they will be deployed to support the sector.
- Although LCC have 16 care homes which will be able to support this activity, we are asking whether any provider homes would be able to support the shadowing activity in order to expedite the shadowing process, getting the workforce up and running much faster.

Public Health Update (Lee Harrington)

Verbal Update

Fire Safety advice for Residential Care Providers and those managing 'Sleeping Risk' premises during the Covid 19 period

- Letter sent to provider on 15th April on behalf of Lancashire Fire and Rescue Service (on the portal)
- Fire safety should remain at the forefront of any business continuity planning arrangements during this period. Detailed guidance is available at <https://www.gov.uk/government/collections/fire-safety-law-and-guidance-documents-for-business>
- Guidance focusses on matters which may impact on your Fire Risk Assessment as you adapt your processes and provisions due to Covid 19

Update N WAS Covid 19 protocol

- N WAS have revised their protocols in light of the pandemic
- Providers will be written to by LCC to communicate these changes

Age UK 'Good Day Call'

- LCC has commissioned a new service with Age UK in order to help the health and social care system in ensuring that people remain safe during this period of Covid pressure.
- The aim of the service is to make a telephone call to a person for whom there are concerns to ensure that they are safe, well and in no need of additional support. The service is provided by Age UK and is called 'Good Day Call'.
- Age UK will call a person within 48 hours to make a safety check and signpost to other services where required. It is intended that this service be used for **people who are not in receipt of formal care** and who may be vulnerable.

Age UK 'Good Day Call'

- Referrals can be made to this service via the telephone on 0300 303 1234 or via email advice@ageuklancs.org.uk. When referring to this service please ensure you include the following:
 - Name and correct contact details of person to be contacted
 - An alternative contact of a family member/friend in case the person cannot be contacted
 - A brief outline of the reason for the referral – why you want the person to be contacted
 - Name and contact details of referrer

People First 'Keeping People Connected'

- The service aims to support people with a learning disability and/or autism during the COVID-19 crisis.
- Includes calls from specialist advocacy staff who will work with a person to understand and assess their current situation, including issues such as health and wellbeing, food, medication, isolations, support needs, safety and understanding of the current situation re lockdown and shielding.
- People will then be supported by having regular 'check and chat' calls during the week, and signposted to more specialist statutory services if needed. Safeguarding concerns will be addressed rapidly.

People First 'Keeping People Connected'

- The Keeping People Connected service will offer;
 - Immediate safety assessments
 - Support, 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
 - Safeguarding referrals where appropriate

Contact details will be shared via a flyer

COVID 19 dementia support guidance

<http://www.northerntrust.hscni.net/site/wp-content/uploads/2020/03/Supporting-People-with-Dementia-During-Covid-19-NHSCT-final-1.pdf>

This useful guide helps carers and care staff to understand potential changes in the behaviour of people with dementia and offers suggestions on appropriate supports.

Updated Mental Health and Social Distancing Guidance

- The Social Care Provider Services: MCA, DOLS and COP Guidance has been updated in light of the new Government guidance on DOLS.
- LCC has also developed guidance to support people who refuse to comply with the self-isolation and social distancing guidelines.
- These documents will be available on the provider portal later today

Next Steps

- Daily Portal Updates
- Weekly webinar (Friday); the next webinar is Friday 24th April, 1pm (joining instructions to follow)
- Collate questions raised today and respond

Thank You!

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, by email or an addition to the FAQs
- Please look at the website everyday; we will update by 5pm daily
- For specific queries, continue to use the contractmgtcare@lancashire.gov.uk email address