

COVID 19 : Provider Engagement Webinar

Friday 24th 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
- 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 an appropriate response
 - Presentation and recording will be shared on the provider portal

Finance Update (Tony Pounder)

**Draft Guidance: Financial Support for Adult
Social Care providers during Pandemic v1.3**

24 April 2020

Purpose

- The primary objectives of these financial arrangements during the Pandemic are to ensure that Lancashire adult social care providers are supported:
 - With extra money to meet any reasonable extra costs they incur during the Pandemic for additional management, staffing, PPE, extended operating hours, transport etc – **'Financial Assistance'**
 - With procurement and supply of **PPE**
 - With their cashflow during the Pandemic –via the **'Pay on Plan'** measure
 - By the deployment of our **Auxiliary Workforce** to stabilise a service which is facing significant and insurmountable staff shortages

Scope

- This document sets out information and guidance for adult social care providers on LCC's temporary arrangements for financial support for care services during the current Covid 19 Pandemic.
- These apply to all the main types of adult social care services including
 - Care homes for adults aged 18 to 64 years
 - Care homes (residential and nursing) for older people over 65 years
 - Domiciliary care for adults and older people incl. Reablement and Crisis Support
 - Supported Living
 - Day Services

Financial Assistance Programme 1

- This programme is designed to help meet the additional costs adult social care providers in Lancashire are facing during the Pandemic.
- The council will pay the provider their estimate of additional costs per week for an initial period of up to 3 months.
- Additional costs that will be met include the costs of:
- Extra Staffing
 - to cover above normal sickness/staff absence levels
 - to cover additional time and tasks associated with infection control procedures
 - to attend additional training
 - as additional or alternative arrangements for sleep-in shifts as a result of Covid-19
- Personal Protective Equipment acquired for infection control as per organisational, local authority, or national guidance
- Extended service hours
- Transport costs where normal public or private transport arrangements cannot operate
- Other relevant costs as identified by the supplier

Financial Assistance Programme 2

Principles

- Open Book
- Review
- Simple

How to Access

Financial support can be requested by emailing:

- contractmgmt.care@lancashire.gov.uk
- The title of the email should include '**FINANCIAL ASSISTANCE**' so it can be easily identified and prioritised.
- There is a simple template at <https://www.lancashire.gov.uk/practitioners/health-and-social-care/care-service-provider-engagement/coronavirus-covid-19-information-for-care-providers/> in the section headed '**Financial support for care providers**'.

Support with procurement and supply of Personal Protective Equipment

This programme is designed to support providers obtain necessary PPE to continue to operate their services safely.

- Most providers will have longstanding arrangements for securing PPE for their staff,.
- Providers should continue to do their utmost to source supplies when and where they can.
- Extra costs – due to higher volumes needed and the higher unit prices charged - can be funded through the Financial Assistance Programme.
- The scale and complexity of the procurement challenge will be too great for some or many Lancashire adult social care providers.
- The County Council will continue to source PPE and offer it to providers free of charge to keep their staff working safely in care settings.

Pay on Plan Programme

This programme is primarily aimed at ensuring steady cashflow for providers during the Pandemic.

- It is to assist providers in avoiding potential cashflow difficulties during a time of higher than normal volatility in service levels.
- It will also minimise the risk and impact of any disruption in normal payment processes between the council and providers during the Pandemic.
- Lots of details in the main guidance document

Auxiliary Workforce

This programme is designed particularly to support care home and supported living providers maintain a safe service when they have experienced insurmountable staff shortages.

- Providers have their own 'bank', 'agency' or 'locum' staff to fill workforce gaps in ordinary times and situations.
- During the Pandemic the size of these workforce gaps may be unusually and suddenly larger than ever
- Equally expected that there may be a shortage of available agency staff to call upon.
- LCC has therefore been establishing its own Auxiliary Workforce to provide urgent and immediate staffing into independent sector services that are unable to fill their own rotas to safe levels.
- This auxiliary workforce will be employed by the council itself and in the event that it is deployed in a service it will be provided free of charge to the provider for the duration.

Feedback and Comments

- 'Draft Guidance' document is being placed on the Provider Portal from Friday 24 April, and emailed out
- It is important to be able to act upon it asap for you and for us
- So you can begin to use its provisions from now on.
- Comments and feedback on any areas that need further clarification, ideally by close of Tuesday 28 April 2020 so that we can make any changes needed as soon as possible.

Lancashire Resilience Forum: Key updates/messages:

- Lancashire Resilience Forum (LRF) have agreed the following changes to:
 - COVID-19 data returns
 - PPE

to be implemented immediately (wef 20th April).

- Letter sent to providers along with a PPE flowchart.

Tracker Arrangements

- **Only one tracker/data return will be used: the LCC COVID-19 tracker.**
- This tracker has been re-designed to ensure it meets providers' statutory obligations to the CQC, PHE and NHS England.
- Any data that is required to be submitted to any of these agencies will be made available to them via LCC Commissioning team.
- Your setting has a named contact at LCC who will ring you between 08.00-12.00 daily to check on your staff welfare, ensure your workplace remains stable and to take the data from you, including PPE figures.
- **In relation to COVID-19, you do not have to submit any other data returns and can carry on with your main priority; the care of your service users.**
- There i
- **The statutory obligations upon care providers for exception reporting to the CQC and PHE (adverse incidents, outbreaks, deaths etc.) will remain in place.**

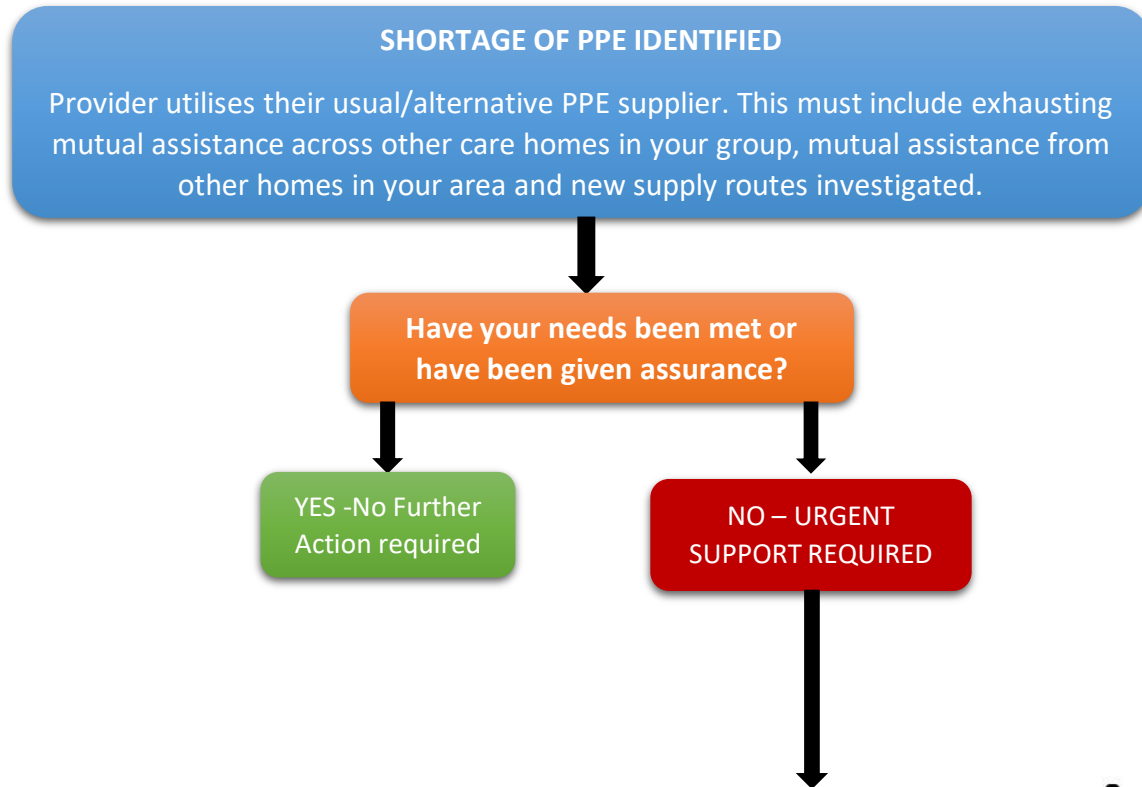
PPE Update

- With regards to PPE, you should follow the flow chart for supplies.
- If all of this does not meet your **urgent PPE needs**, then these will be met by LCC.
- You can call the PPE Contact Number between 0800-1900, 7 days a week:
- **PPE Contact Number - 0300 123 6786 (08.00-19.00hrs)**

Personal Protective Equipment (PPE)

Shortage of PPE – Pathway for Providers

PLEASE NOTE YOU SHOULD BE FORECASTING YOUR PPE NEED 7 DAYS IN ADVANCE






Contact LCC Procurement via:

0300 123 6786 (available 0800-1900: 7 days a week)

E-mail: CareProviderPPE@lancashire.gov.uk (shared access Procurement & Contracts will work together)

Providing details of provider, key contact name, number and email, PPE required and level of urgency.
(template to completed)



The request will be reviewed taking into account County Council supplies and the provider will be contacted to indicate if/how the provider can be supported

IPC Update (Tanya Shaw)

- Care Home Guidance
- Reusable PPE
- Resident Swabbing
- Sustained Transmission
- Reminders

Care Home Guidance



Protecting and improving the nation's health

Interim PHE NW COVID-19 Resource Pack for Care Homes with a confirmed or suspected outbreak of COVID-19




Version 5.2

This resource pack has updated following publication of additional guidance on 17th April 2020

21st April 2020




When providing personal care which requires you to be in direct contact with the resident(s) (e.g. touching) or within 2 metres of a resident who is coughing

This applies to all care e.g. assisting with getting in/out of bed, feeding, dressing, bathing, grooming, toileting, giving medications, dressings etc. and in circumstances of wandering residents. Applies to all residents including those in the extremely vulnerable group. The only exception is for aerosol generating procedures such as open suctioning of airways/tracheostomies for which [separate guidance applies](#).

Recommended PPE	Explanation
 Disposable gloves	Single use to protect you from contact with resident's body fluids and secretions.
 Disposable plastic apron	Single use to protect you from contact with resident's body fluids and secretions.
 Fluid repellent surgical mask	A fluid-repellent surgical mask can be used continuously while providing care until you take a break from duties.
Eye protection	<p>Eye protection may be needed for care of some residents where there is risk of contamination to the eyes from respiratory droplets or from splashing of secretions e.g. caring for a resident who is repeatedly coughing or may be vomiting.</p> <p>Use of eye protection should be discussed with your manager and be informed by a risk assessment in your care home.</p> <p>Eye protection can be used continuously while providing care until you take a break from duties.</p>

When performing a task requiring you to be within 2 metres of resident(s) but no direct contact with resident(s) (i.e. no touching)





e.g. performing meal rounds, medication rounds etc.

Recommended PPE	Explanation
 Disposable gloves	Not required.
 Disposable plastic apron	Not required.
 Surgical mask	<p>A surgical mask can be used continuously while providing care until you take a break from duties.</p> <p>A fluid repellent surgical mask may be needed where there is high risk from respiratory droplets (e.g. when undertaking prolonged tasks close to residents who are repeatedly coughing).</p> <p>Use of fluid repellent masks should be discussed with your manager and be informed by a risk assessment in your care home.</p>
Eye protection	<p>Eye protection may be needed for certain tasks where there is risk of contamination to the eyes from respiratory droplets or from splashing of secretions (e.g. when undertaking prolonged tasks near residents who are repeatedly coughing or may be vomiting).</p> <p>Use of eye protection should be discussed with your manager and be informed by a risk assessment in your care home.</p> <p>Eye protection can be used continuously while providing care until you take a break from duties.</p>

When working in communal areas with residents- no direct contact with resident(s) though potentially within 2 metres of resident(s)

Note: residents with respiratory symptoms should remain in their room

e.g. working in dining rooms, lounges, corridors etc.

Recommended PPE	Explanation
 Disposable gloves	Not required.
 Disposable plastic apron	Not required.
 Surgical mask	<p>A surgical mask can be used continuously while providing care until you take a break from duties.</p> <p>A fluid repellent surgical mask may be needed where there is high risk from respiratory droplets (e.g. when undertaking prolonged tasks close to residents who are repeatedly coughing).</p> <p>Use of fluid repellent masks should be discussed with your manager and be informed by a risk assessment in your care home.</p>
 Eye protection	Not required.

Reusable PPE

- Due to the national shortages of PPE the guidance from PHE/Department of Health was revised again on Friday evening.
- The recommendation is that a risk assessment is undertaken for care within 2 metres for homes with no symptomatic cases for the wearing of face masks.

PPE Guidance

- The new guidance is also advocating the re-use of the masks – please see:

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/managing-shortages-in-personal-protective-equipment-ppe>

What does it say?

- the mask should be removed and discarded if soiled, damaged, or hard to breathe through
- masks with elastic ear hooks should be re-used (tie-on face masks are less suitable because they are more difficult to remove)
- hand hygiene should be performed before removing the face mask

- face masks should be carefully folded so the outer surface is held inward and against itself to reduce likely contact with the outer surface during storage
- the folded mask should be stored between uses in a clean sealable bag/ box which is marked with the person's name and is then properly stored in a well-defined place

- hand hygiene should be performed after removing the face mask
- some models of PPE cannot be physically reused as they deform once being donned and do not go back to original condition (meaning it would be difficult to re-don and achieve a fit check). Fit checks should be performed each time a respirator is donned if it is reused

Resident Swabbing

- PHE NW is finalising an SOP for testing single or multiple symptomatic care home residents.
- Currently, courier delivered kits are used by care home staff to take the sample.
- PHE have committed to organising another webinar to provide appropriate instruction asap after the SOP is signed off.
- Local arrangements already in place in Morecambe Bay and Great Preston/Chorley South Ribble CCG areas.
- Awaiting information from the other 3 ICP areas.

Resident Swabbing

- Don appropriate PPE
- Follow the instructions to the letter – concerns over false negative swabs.
- Ensure consent is gained.
- Consider Mental Capacity.

Sustained Transmission

- We are currently experiencing sustained transmission of COVID-19 across the UK. COVID-19 is common in the community and care workers should assume they are likely to encounter people with COVID-19 infection in their routine work. Sustained transmission means that we are detecting many people with COVID-19 infection who do not have a single recognisable contact with an individual who has had symptoms of infection.

Reminders

- Don't forget hand hygiene – staff and residents.
- People recuperate much better at home.
- PPE is only protective if donned and doffed appropriately.
- Gloves and apron are still to be changed between each care task with each resident.
- Guidance is fast moving – frequent changes so please keep up to date.

IPC Team

- In the event of an outbreak, we will contact you at least once a week – depending on scale.
- Our role is supportive and not monitoring.
- Updated picture in terms of IPC issues, cohorting, basic IPC principles etc.
- We are here to support you...

COVID-19 staff testing arrangements

Diane McDonald and Andrea Smith
LCC Public Health

Who is eligible for a Coronavirus test?

1. A key worker who is self-isolating because they are showing corona virus symptoms.
2. Household members who are showing symptoms, resulting in a key worker self-isolating.

So, I'm eligible for a test, what happens next?

3. Contact your employer/manager to report the current situation about you/or family member in the household.
4. Your employer/manager will ask you to provide the following information:
 - Name of person with symptoms
 - Contact email address
 - Mobile telephone number
 - All of these will be used for access to the test centre and to provide a result following the test

What happens now?

5. Firstly, you must be able to drive to the testing centre or be driven by member living in the same household.
6. These details will now be confidentially passed onto the L&SC Coordination Hub and you will receive a call to arrange a test on the mobile number you have provided.
7. If you are a manager or an employer: **You will contact LCC Testing Hub and pass on the information using the dedicated email address at:**

COVID19-TESTING@lancashire.gov.uk

or Tel: 01772 532123

About the test...

Eligibility for testing is available 7 days a week

You should be swabbed in the first 3 days of the onset of COVID-19 symptoms at the time the swab is taken - although testing is considered effective up until day 5

Where is the test done?

Preston College
St Vincents Road, Fulwood, Preston, PR2 8UR

This is appointment-only 'drive in' testing for staff and symptomatic members of the same household over the age of 5yrs

You may be asked to attend an alternative depending on your circumstance, such as location or if you cannot get there by car.

CONTACT DETAILS:

COVID19-TESTING@lancashire.gov.uk

or Tel: 01772 532123

Public Health contacts:

Andrea Smith,

andrea.smith@lancashire.gov.uk,

07876844093

Diane Macdonald,

diane.macdonald@lancashire.gov.uk,

07876844090

<https://self-referral.test-for-coronavirus.service.gov.uk/>

The above link is for any key worker groups to request a test for COVID-19.

The tests are for key workers or their families who are self-isolating due to suspected symptoms.

This is another option which has been made available by the government to help staff get back to work as soon as possible to prevent any possible provider failure.

Public Health Updates

Lee Harrington (verbal update)

LCC Staffing Pathway Update

- Now over 500 initial registrations of interest for paid care worker roles from the people of Lancashire.
- These are being processed by HR with individuals now in a position to start shadowing placements.
- Started placements in some of our 16 LCC care homes.
- Ever evolving process which we'll tweak as we go along but the basics are now in place.
- While shadowing placements and eLearning takes place, our HR team are undertaking background checks.

LCC Staffing Pathway Update

- Once the placements and background checks are complete, we'd look to move the individuals out of the shadowing placement slot and either back into the LTSA pool as a deployment ready worker or if an urgent demand is identified, we'd discuss whether its viable for the individual to stay on as part of the provider's staff rota. Either way, the shadowing placement slot would become available again.
- Most urgent next steps is for providers to provide their shadowing placement availability.
- It might be that they have one available slot for each shift e.g. 1 x 8:30-14:00, 1 x 14:00-22:00 & 1 x night shift.
- LCC is currently creating a document which will provide further information on what we require from the provider, what they can expect from the individual and some of the principles and guidelines of the shadowing process. This will hopefully be available early next week.

Change to barring list eligibility for fast track Covid 19 DBS checks

The Disclosure and Barring Service has now changed the barring lists for Fast Track Covid 19 DBS Checks.

Previously enhanced with barred list applications that are eligible for the barred list fast track service are required to have both barred lists selected, regardless of the role. Applications submitted can now only have the relevant barred list(s) for that role. The DBS Online system has been updated.

Further guidance can be found on the [Government website](#).

Voluntary Sector Updates

- Lancashire COVID-19 Community Support Fund to support voluntary sector/community organisations.
- Application form and process will be shared on the portal.
- Free Microsoft Teams licences for voluntary, community, faith and social enterprise organisations working to support health and care in Lancashire and South Cumbria for 6 months (details to be shared on the portal).

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.

Direct Payments Updates

1. General advice on using Direct Payments during Covid-19 Crisis

Visit: <https://www.lancashire.gov.uk/media/916358/covid-19-guidance-for-personal-assistants-pa-employers-and-direct-payments-recipients.pdf>; for local information; and <https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-for-people-receiving-direct-payments> for the new national guidance

2. Direct Payments and Funding Implication during the Covid-19 Crisis

- Lump sum payments are available for DP recipients to cover 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; and
- Additional Personal Protective Equipment.
- To discuss funding implications, DP recipients should contact the Lancashire Independent Living Service (LILS) on 01772 558 863 or email: lils@disability-equality.org.uk.

Direct Payments Updates

3. Covid-19: Infection Control, Protective Equipment and Clothing

- If DP recipients are unable to obtain the necessary protective clothing or equipment they can contact the Lancashire Independent Living Service, who hold emergency supplies.

4. Covid-19 Testing for Personal Assistants

- The Coronavirus National Testing Programme has now expanded capacity to test Personal Assistants who are having to self-isolate due to having coronavirus-like symptoms or because a member of their household has symptoms. Information about access to testing will be sent to all DP recipients.

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.

Update N WAS COVID 19 protocol

- Letter from N WAS has been circulated to providers by Contracts.
- The letter details important operational changes to the ambulance service, as a result of the COVID-19 pandemic.
- On the portal.

Resources for Providers

Emotional Support & Wellbeing

A difficult and worrying time for care managers, care staff and service users, residents and families. Help and Support is available:

- CRUSE - support specifically around supported those affected by Covid 19. There is a specific section on their website <https://www.cruse.org.uk/coronavirus/trauma> and their Bereavement Care Freephone National Helpline offers emotional support to anyone affected by bereavement 0808 808 1677 / helpline@cruse.org.uk
- The Mental Health Foundation has a page about emotional wellbeing and managing mental health, including coping at work during coronavirus <https://www.mentalhealth.org.uk/coronavirus>
- 24/7 text number for support with emotional and mental health which is supported by the Samaritans – Text SHOUT to 85258 and someone will reply

Emotional Support & Wellbeing

- National COVID-19 online care home community or practice, led by Anita Astle, has been established and care home staff, NHS and social care professionals are encouraged to join. Contact Anita at: anita@wrenhall.com
- The Queens Nursing Institute has also set up a Facebook support page for Care Home Registered Nurses.
- The NHS has launched a mental health hotline to support staff and volunteers as they help people deal with the coronavirus / 0300 131 7000 / Text FRONTLINE to 85258 / <https://people.nhs.uk/help/>.
- NHS Bereavement Support Line: 0800 2600 400
- Lancashire County Council – Every mind matters: <https://www.lancashire.gov.uk/health-and-social-care/your-health-and-wellbeing/mental-health/>

LCC are exploring further opportunities to support the sector and information will be shared once finalised.

Emotional Support & Wellbeing

A LCSFT helpline offering advice and emotional support has been extended to be available 24/7 as people across Lancashire and South Cumbria deal with the implications of the coronavirus pandemic on their mental health.

- <https://www.lscft.nhs.uk/news/814>

Healthier Lancashire and South Cumbria resources:

- <https://www.healthierlsc.co.uk/MentalHealthSupport>

LCC are exploring further opportunities to support the sector and information will be shared once finalised.

Tom Owen (My Home Life): guest speaker on next week's webinar.

Housing LIN

- The Housing Learning and Improvement Network (LIN) is a network bringing together housing, health and social care professionals in England, Wales, and Scotland to exemplify innovative housing solutions for an ageing population.
- <https://www.housinglin.org.uk/Topics/browse/HealthandHousing/coronavirus-info-hub/>
- https://www.housinglin.org.uk/_assets/Resources/Housing/Support_materials/Practice_briefings/HLIN_Briefing_COVID19-Bereavement.pdf

Easy Read COVID 19 Resources

- <https://www.mencap.org.uk/advice-and-support/health/coronavirus-covid-19>

North West Training and Development Team:

- <https://www.youtube.com/user/nwttdt/videos>

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

VE Day Memories

- Radio Lancs would like to speak to various homes to speak to residents about VE Day memories. Several registered managers (Woodlands and Meadowfield) have flagged this up.
- Please could providers get in touch via the portal query form to confirm if they have residents willing to participate.

Provider Input into Webinars

- Provider input to share best practice, tops tips, good news stories etc., via a slot on the webinar
- Please express your interest via the portal online query form.

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

Next Steps

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

Thank You!