

# COVID 19 : Provider Engagement Webinar

Friday 1<sup>st</sup> May 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

- **New FAQ document produced:**
  - Infection Control
  - PPE
  - Death Management
  - Travel and Parking
  - Social Distancing and Non-compliance
  - Employer and Business Guidance
  - Capacity Tracking
  - Recruitment
  - Testing
  - Communications

# Welcome and Introductions (Ian Crabtree)

- **Weekly newsletter to providers:** sent out by Contract Management via email after the webinar (Friday or Monday); summary of key messages
- **Revamped portal:** portal is being redesigned to be more user-friendly and will have clearly themed sections
- **Guest Speaker today:** Tom Owen, My Home Life

# Protecting the Care Sector and its People

Louise Taylor

Executive Director, Adult Services and Health and Wellbeing

- Trauma support : My Home Life
- Testing : a coordinated, place based approach
- Our Strategy : Protect, Manage and Convalesce

# Guidance on Financial Support for Providers during Pandemic

**Tony Pounder**  
**Director of Adult Services**

# Draft Guidance - responses

- Many more providers now requesting financial assistance
- Some Q & As and comments – responses being finalised
- Procedural / process questions
- Some queries from services or pressures that don't fit neatly into the existing programmes

# Residential / Nursing Homes

- The programmes of financial assistance as set out in the LCC guidance is to meet the additional costs providers r e.g. extra staffing, PPE.
- But some / many care homes will experience higher levels of vacancies than normal either now or near future
- This will result in a loss of forecast income for the year
- LCC is keen to receive information from any care home provider which finds itself facing these difficulties,
  - set out the business and financial issues for your service or company
- National discussion are occurring to see if and how Government funding could be allocated to meet such shortfalls for the sector .
- This will enable us to review our own position in the weeks ahead and it will also leave us better placed to inform the discussions occurring at a regional and national level on this issue.

# Day Services

- Financial assistance programme – not easy to see how it fits, but do use it for now
- Currently three groups – fully closed (some), open normally (rare?), or offering a different service (most)
- Contacts planned with each provider to understand current offer / service status
- Zoom conference(s) tba with groups of providers to understand future opportunities, risks, concerns
- BwD and Blackpool council likely to work with us on this too



# PPE : VAT changes

- It was announced yesterday that sales of PPE will be zero rated for a temporary period from 1 May
- The HMRC brief can be accessed through the following link:
- [https://www.gov.uk/government/publications/revenue-and-customs-brief-4-2020-temporary-vat-zero-rating-of-personal-protective-equipment-ppe?utm\\_source=5985fec3-531e-490b-81bo-27ab3c5433a9&utm\\_medium=email&utm\\_campaign=govuk-notifications&utm\\_content=immediate](https://www.gov.uk/government/publications/revenue-and-customs-brief-4-2020-temporary-vat-zero-rating-of-personal-protective-equipment-ppe?utm_source=5985fec3-531e-490b-81bo-27ab3c5433a9&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate)
- The temporary relief is being introduced as an urgent response to the coronavirus emergency. Its main objective is to relieve businesses, particularly in the healthcare and residential care sectors, of the burden of tax on essential infection protection equipment needed to deal with the emergency

- The temporary VAT zero rate will apply to all supplies of PPE which are made between 1 May and 31 July 2020 and which are recommended for use by Public Health England in its guidance dated 24 April 2020 titled 'Guidance, COVID-19 personal protective equipment (PPE)'. This includes supplies made from existing stock.
- Products covered by the zero rate include:
  - disposable gloves
  - disposable plastic aprons
  - disposable fluid-resistant coveralls or gowns
  - surgical masks – including fluid-resistant type IIR surgical masks
  - filtering face piece respirators
  - eye and face protection – including single or reusable full face visors or goggles
- In summary, you should not expect to be paying VAT on this PPE from 1 May
- Please discuss these changes with your accountant, finance person or tax professional to understand in particular how these changes will impact your organisation

# Update on staff/resident testing arrangements

**Diane Macdonald**  
**Public Health**





# Key Worker Staff Testing Arrangements

- Link on portal re: arrangements in each Integrated Care Partnership Area:

<https://www.lancashire.gov.uk/practitioners/health-and-social-care/care-service-provider-engagement/coronavirus-covid-19-information-for-care-providers/provider-staff-testing-arrangements/>

- A one page summary of these arrangements will be shared on the portal today

# Key Worker Staff Testing Arrangements

Area	Documentation	Location
Greater Preston, Chorley and South Ribble	<p>Complete form and email <a href="mailto:csrccg.covid19stafftestingcentrallancs@nhs.net">csrccg.covid19stafftestingcentrallancs@nhs.net</a></p>  <p>GPCSR.xlsx</p>	Preston College / Drive Through
West Lancs	<p>Complete form and email <a href="mailto:yvonne.thomson2@nhs.net">yvonne.thomson2@nhs.net</a></p>  <p>Staff Testing Template April 2020.</p>	Haydock / Drive Through
East Lancashire	<p>Complete form and email <a href="mailto:elccg.pennine.covidresults@nhs.net">elccg.pennine.covidresults@nhs.net</a></p>  <p>Regulated Care Swabbing 160420 v2</p> <p>Or <a href="mailto:staffcovidswabbing@elht.nhs.uk">staffcovidswabbing@elht.nhs.uk</a></p>  <p>KEYWORKER staff swabbing - ELHT.xls:</p>	<p>Preston College / Drive Through</p> <p>Old Bank Lane car park (BB1 2PW) / Drive Through</p>
Fylde Coast	<p>Complete form and email <a href="mailto:fwccg.fcstafftesting.covid@nhs.net">fwccg.fcstafftesting.covid@nhs.net</a></p>  <p>Care Home Staff Swabbing Request I</p>	Preston College / Drive Through
Morecambe Bay	<p>Ask staff member to contact dedicated Occupational Health helpline 01524 591419</p>	Barrow and Lancaster / Drive Through
All	<p>Self-referral:</p> <p><a href="https://self-referral.test-for-coronavirus.service.gov.uk/">https://self-referral.test-for-coronavirus.service.gov.uk/</a></p>	Home testing or a testing centre (choice from dropdown)
All	<p>Via LCC <a href="mailto:COVID19-TESTING@lancashire.gov.uk">COVID19-TESTING@lancashire.gov.uk</a> or call 01772 532123</p>	Preston College / Drive Through

Current guidance re eligibility for testing:

- An individual with COVID-19 symptoms living in the same household as a member of NHS staff or wider NHS family (NHS Family - anyone working in the NHS, Regulated Care Sector, Primary Care and Voluntary sector and is a Key Worker).
- A member of staff in the NHS family, with COVID-19 symptoms.

# Testing for essential workers

## Public Health contacts:

**Andrea Smith,**

**[andrea.smith@lancashire.gov.uk](mailto:andrea.smith@lancashire.gov.uk),**

**07876844093**

**Diane Macdonald,**

**[diane.macdonald@lancashire.gov.uk](mailto:diane.macdonald@lancashire.gov.uk),**

**07876844090**

# How to arrange a test

If you are a manager making a referral on behalf of an employee or a member of their household, you will need to provide the following information for the person who is being tested:

- Full name
- Email address
- Mobile phone number
- Ability to access testing unit by car, if not please state.
- The number of days affected by symptoms
- To arrange a test, please email the above details to [COVID19-TESTING@lancashire.gov.uk](mailto:COVID19-TESTING@lancashire.gov.uk) or call 01772 532123.

If you are making a self-referral please follow the link below:

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

# Care Home Resident Swabbing

- Contact Public Health England (PHE) re symptomatic case 0344 225 0562
- PHE will pass details onto LCC Infection, Prevention and Control (IPC) Support Team
- IPC Support contact care home for further information and complete proforma.
- Request for testing kit submitted to PHE
- LCC IPC Support Team will arrange for community swabbing to take place if care home unable to complete the task.



# Tracker Arrangements

- Thank you for your continued support and engagement throughout the tracker process
- LCC will be updating the tracker questions within the next week to ask more around COVID testing, as this is becoming more widespread
- Blackburn with Darwen Council will be undertaking the same inputting into the trackers from next week

# LCC Staffing Pathway Update

- Started placing some of the 120 people we have processed to a position where they're ready for shadowing placements into our LCC Homes. This number continues to grow.
- So far 46 people have (or are about to) started their shadowing placements at LCC homes. The first are expected to complete their placements by the middle of next week.
- Eager to work with providers who can provide shadowing placements.
- Please can any providers who have already been in touch ensure that this is followed up with LCC and please can any new providers who are interested please get in touch with Contracts Management; they recently sent out correspondence asking for more providers to come forward.

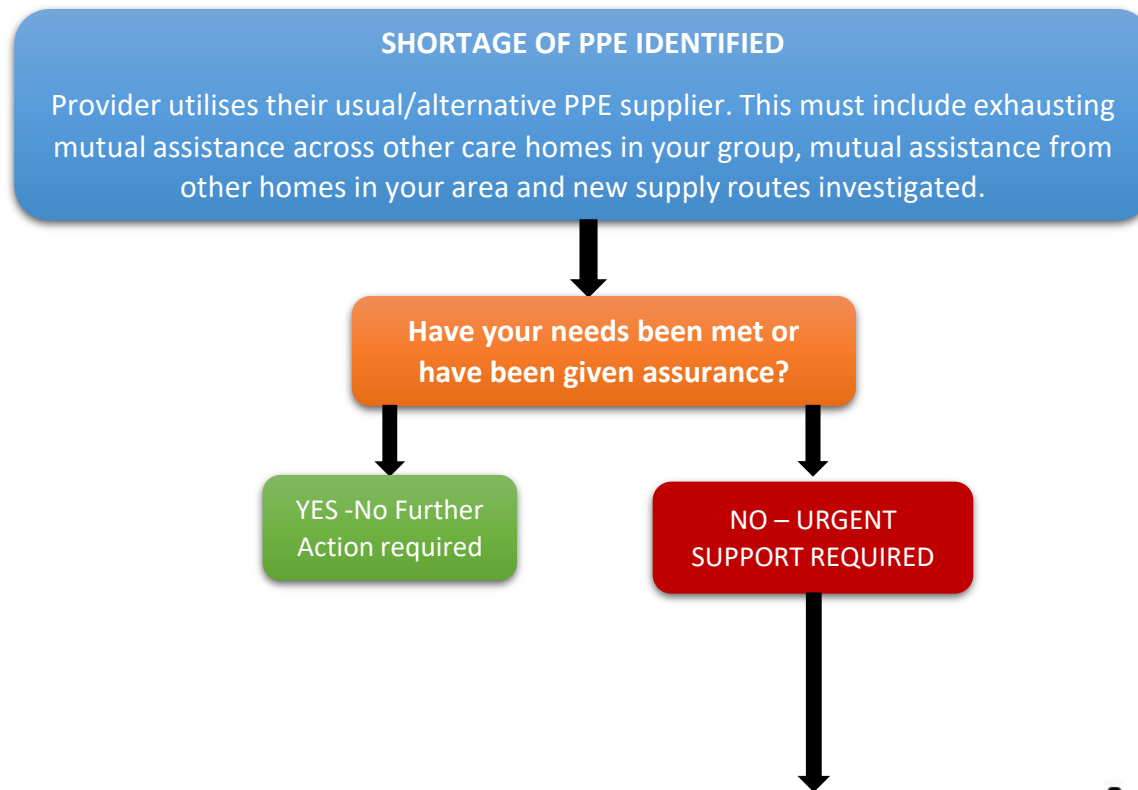
# PPE Update

- 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**

# 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](mailto: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

- Domiciliary Care PPE Guidance
- Version 6 Care Home Guidance
- Reminders



Public Health  
England

## COVID-19

**Personal protective equipment (PPE) –  
resource for care workers delivering  
homecare (domiciliary care) during sustained  
COVID-19 transmission in the UK**

# Direct contact OR within 2 metres

- When providing personal care which requires you to be in direct contact with the client(s) (e.g. touching) OR you are within 2 metres of anyone in the household who is coughing:
  - Gloves
  - Apron
  - FRSM
  - Eye Protection – risk assess



# No direct contact but within 2 metres

- When your visit does not require you to touch the client but you need to be within two metres of the client:
- Surgical mask – sessional use.

# Reminders

PPE is only effective when combined with:

- hand hygiene (cleaning your hands regularly and appropriately); respiratory hygiene  
<https://coronavirusresources.phe.gov.uk/hand-hygiene>
- avoiding touching your face with your hands, and following standard infection prevention and control precautions <https://www.nice.org.uk/guidance/cg139>

# Version 6 Care Home Guidance

- User-friendly structure and easy reference guide
- Limit numbers of care home updates – links to guidance
- Local pathways – currently embedding those into the document

# Updated – 27<sup>th</sup> April



Public Health  
England

## COVID-19

# How to work safely in care homes

# 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...

# Meds Management

<https://www.gov.uk/government/publications/coronavirus-covid-19-reuse-of-medicines-in-a-care-home-or-hospice>

Standard operating procedure on how to run a safe and effective medicines reuse scheme in a care home or hospice during the coronavirus outbreak.

# Direct Payment Update

- Updated COVID-19 guidance for Personal Assistants, PA employers and Direct Payments recipients (v2); will go on the portal
- Letter from LCC posted out to DP recipients this week; information and advice about how we are managing support for Lancashire residents who rely upon it; will go on the portal

# Public Health (Lee Harrington)

- Decreased levels of domestic abuse are being reported during the Covid 19 emergency. DA services are still available for referrals.\*
- Public Health have supported the Domestic Abuse Perpetrator Programme with additional resources to support a new cohort of men
- A named mental health social worker has been attached to each DA refuge and complex housing hostel



- Inspire Substance Misuse Service is continuing to take referrals for people with alcohol and substance misuse treatment needs
- Reduced the number of detoxifications taking place following government advice to reduce possible hospital admissions
- Sexual health services are being provided through Hubs
- A new postal testing offer is being developed for sexually transmitted infections

# Public Health – correction to webinar update.

- \*There has been a marked decrease in reporting of domestic abuse across Lancashire and most of the country, despite the media reporting the national helpline is receiving an increase in calls. Please note, that all domestic abuse services across Lancashire and Lancashire refuges are still taking referrals, and are there for anyone who is experiencing domestic abuse to help people find ways to stay safe at this difficult time.
- The relevant slide has been amended.

# 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.

# 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.

# Skills for Care Resources for Registered Managers

- <https://www.skillsforcare.org.uk/Leadership-management/support-for-registered-managers/support-for-registered-managers.aspx>
- Webinars
- Resources
- Training
- Advice phone line/email

# SCIE Resources

- <https://www.scie.org.uk/care-providers/coronavirus-covid-19/learning-disabilities-autism>
- Guides for families and professionals supporting autistic adults and adults with learning disabilities during the coronavirus (COVID-19) crisis.

# VE Day Memories (Rob email)

- Radio Lancashire would like to speak to various homes to speak to residents about VE Day memories.
- Please could providers get in touch via the portal query form to confirm if they have residents willing to participate and further details will be shared.

# Cards For Kindness Spring/ Summer 2020

Send a  
**message of hope**  
from your home  
to theirs





# Hope, From Our Home To Yours

- Now in its third year, Cards for Kindness is a joint initiative between Lancashire and South Cumbria Integrated Care System, Lancashire County Council and Blackpool Council.
- The campaign has previously appealed for postcards over the summer and Christmas cards during the festive period.
- The theme of this latest campaign is 'hope, from our home to yours'.

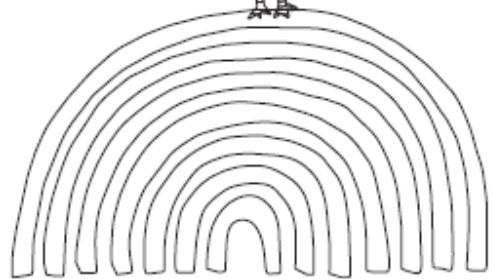
**County Councillor Shaun Turner Lancashire County Council's cabinet member for health and wellbeing, said:**

“Tackling loneliness in our care homes is crucial and receiving a card, picture or message will really help residents at this difficult time.

“We want to remind our residents that there's always somebody thinking of them.”

# How people can get involved

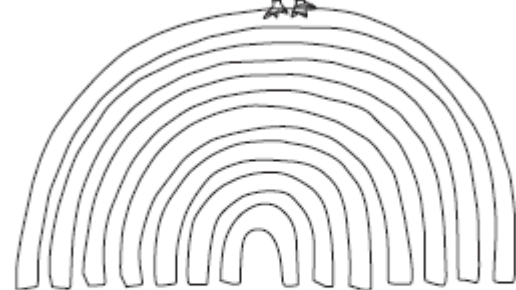
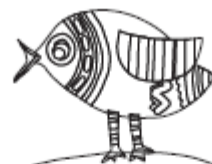
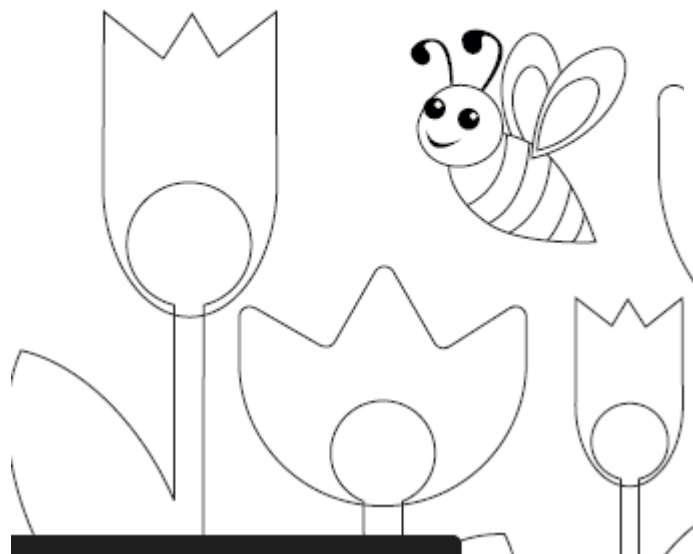
- By being creative with the materials they already have at home, or seeing what can be picked up whilst shopping for necessary supplies. Cards can be posted during daily exercise.
- A range of cards have also been designed to either print off at home or print off and colour at home.



A rainbow  
of HOPE

from our home to yours

Saying hello  
from our home to yours



HOPE

from our home to yours

Download campaign materials to use on your website or social media accounts. You may also wish to print the poster and display in your workplace or local community venue.



[www.healthierlsc.co.uk/CardsForKindness](http://www.healthierlsc.co.uk/CardsForKindness)

# Tights

- 700 pairs of tights been donated by ELHT
- Providers to contact LCC if they would like a stock of these tights for their residents, on a first come, first served basis
- Please contact:  
[CareProviderPPE@lancashire.gov.uk](mailto:CareProviderPPE@lancashire.gov.uk)

# 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.

# Next week's webinar

- **Main webinar 1-2pm**
- Guest speaker: Donna Briggs (Director, Care Leadership Support Limited)
- **COVID-19 & MCA ,DOLS & COP session 2-3pm**
  - DOLS update
  - MCA / COP update
  - Examples of good practice ( providers)
  - Panel Discussion - Q & As (reps from LCC, CCGs , and CQC, if available)
- Please could you send your examples of good practice and questions / issues in advance via the online form @  
<https://lccsecure.lancashire.gov.uk/corporate/questionnaires/runQuestionnaire.asp?qid=815886>



# 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](mailto:contractmgtcare@lancashire.gov.uk) email address

# Next Steps

- Daily Portal Updates
- Weekly webinar (usually Friday), however, the next webinar is Thursday 7<sup>th</sup> May, 1pm (joining instructions to follow)
- Followed by the MCA session at 2pm (joining instructions to follow)
- Collate questions raised today and respond

**Thank You!**

# Tom Owen - My Home Life

- Tom to present via his desktop