

COVID 19 : Provider Engagement Webinar

Friday 15th 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

Reminders:

- **FAQ document produced:** On the portal and is updated following both webinar and portal questions; please check the FAQs as well as the other portal content for updates
- **Revamped portal:** portal has been redesigned to be more user-friendly and has clearly themed sections: <https://www.lancashire.gov.uk/practitioners/health-and-social-care/care-service-provider-engagement/coronavirus-covid-19-information-for-care-providers/>
- **Weekly newsletter to providers:** sent out by Contract Management via email after the webinar (Friday or Monday); summary of key messages

Today's Agenda

Extended session:

1-2.30pm

- Regular webinar updates
- Guest Speakers:
 - **Sarah Cullen**, Nursing, Midwifery and AHP Director, Lancashire Teaching Hospitals NHS Foundation Trust
 - **David Orr**, Consultant Microbiologist and Clinical Director for Pathology, Lancashire Teaching Hospitals NHS Foundation Trust
 - **Pauline Jumaa**, Consultant Microbiologist, Lancashire Teaching Hospitals NHS Foundation Trust
- **Guest Speaker: Suzanne Clague**, Registered Manager, Conifers Care Home (Thornton-Cleveleys) “Creativity in Care”

COVID-19 Testing (Ian Crabtree)

- Request from Chief Nursing officer in England to provide Infection Prevention and control training for care homes as a matter of urgency
- NHS will be contacting you to participate in this virtual training very soon
- Training will also include how to swab residents for a covid test
- Must use principles of MCA
- If Care Homes unable to offer swabbing, then we will support either by NHS swabbers or volunteer swabbers
- If Volunteer swabbers, we would ask due diligence is followed and residents are supported by someone they know

IPC Update

There are no updates to any national or local guidance this week....so far.

Version 6 remains the current local care home guidance is available on the care provider portal.

IPC Update

Version 6 – Local Arrangements

PHE NW COVID-19 Template Resource Pack for Care Homes

Version 6

(Version for local adaptation by partners)
Lancashire County Council Details 5.5.2020

26 April 2020

COVID - Getting Tested Guidance

Latest guidance on testing is below.

Care homes should apply for training – scroll to the bottom of this document and follow the pathway.

<https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>

Swabbing Training

- Carers and nurses who will be swabbing residents in care homes should complete the online care home swabbing competency assessment before carrying out swabbing.
- Individuals can register at www.genqa.org/carehomes or care home managers can create an organisational account by contacting info@genqa.org.

PPE - Train the Trainer

- Ruth May (Chief Nursing Officer for England) has written to CCGs to provide a named contact to help 'train the trainers' in care homes about PHE's recommended approach to infection prevention and control.
- IPC Team and health colleagues across the CCG's will be offering training to care homes re correct use of PPE.

Train the Trainer con't

- Currently ongoing and updates regarding this will be uploaded onto the care provider portal when available.

Reminders

- 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...

Reminders

- If your home is at the end of an outbreak, please email the IPC Team infectionprevention@lancashire.gov.uk with subject header “End of Outbreak”
- Follow Version 6 care home guidance re cleaning.
- Continue with robust IPC precautions.

PHE - Care Home Calls

- A national team on behalf of PHE is contacting care homes to follow up where the home has notified an outbreak.
- The Minister of State for Care wants a daily update on care home status, focussing on whether a care home is 'recovered' from a previously notified outbreak of COVID-19 (based on 28 days since onset of symptoms in the most recent case).
- To meet this requirement, a short-term programme to follow-up care homes to ascertain 'recovery' status has been established based on actively contacting homes that have notified HPTs of outbreaks more than 28 days ago. The team started calling NW care homes on 14th May.
- This is understood to be a short term measure with another reporting mechanism being developed.

Guidance on Financial Support for Providers during the Pandemic (Tony Pounder)

Providers are reminded to refer to the detailed guidance about the financial support available to providers from LCC during the pandemic under the **“Financial advice and support”** heading on the portal.

Local Resilience Forum: Development of Social Care Cell

- Leadership: by Louise Taylor, Operating across the Lancashire footprint including BwD and Blackpool and including NHS
- Objective: Protect Life and Support Resilience of the care sector: safe staffing, safe care, safe working practices and a financially viable and sustainable care market
- Infection prevention control: effective arrangements including deep clean and consistent and appropriate use of PPE
- PPE: reliable comprehensive supply
- Testing: regular and effective arrangements which is place based
- Auxiliary workforce: capacity to support and at pace but no rotation

Local Resilience Forum: Development of Social Care Cell

- Data intelligence: trackers to inform hot spots and mobilisation of support in all its guises
- Support: virtual contact from wide array of disciplines to limit foot fall but provide advise/support/guidance and professional intervention (e.g. GP)
- Modelling: understanding how to 'protect' homes where outbreak to 'maintaining' care in those that do by creating additional convalescence support
- Communications: making sense of all this for the benefits of providers

COVID -19 Care Home Support Package

- Adult Social Care Infection Control fund – not yet sure of allocation but to pay for additional staff or maintain wages
- PPE – continue to draw on LRF if urgent shortages; distribution portal rolling out to support normal supply chain
- Quarantining- all patients to be tested on discharge and local authorities to find alternative accommodation as required to help isolate residents
- Clinical support stepping up to support, including remote monitoring
- Comprehensive testing for all residents and staff
- Care Home Support Plan to be produced and published by council by 29/5 and include engagement

Day Services

- Terms of Reference for workstream have now been produced
 - Buildings
 - Finance
 - Workforce
 - Emotional and Psychological
 - User Group
 - Activities and Purpose
 - Transport
 - Managing gatherings and movement

Day Services

Guidance:

- Councils
- Providers
- Service Users

Communications Plan:

Health Guest Speakers

- **Sarah Cullen**, Nursing, Midwifery and AHP Director, Lancashire Teaching Hospitals NHS Foundation Trust
- **David Orr**, Consultant Microbiologist and Clinical Director for Pathology, Lancashire Teaching Hospitals NHS Foundation Trust
- **Pauline Jumaa**, Consultant Microbiologist, Lancashire Teaching Hospitals NHS Foundation Trust

- Can you tell us a little bit about COVID-19 and how the virus passes between people?
- How severe is the infection?
- How can staff protect themselves and those that they care for?
- How likely is it that we will see the infection in those that we care for?

- What tests are available for COVID-19?
- Where can we access the tests for our staff and those that we care for?
- How reliable is the PCR test? We have heard that it misses some infections
- We have heard of people with no symptoms having positive results, how common is that?
- We have also heard of people testing positive for COVID-19, then negative and then positive again. How does that happen? Are they being reinfected?

Tracker Arrangements

- Thank you for your ongoing support in working with us to complete the trackers
- If you are not receiving calls or don't have access to the Oracle COVID-19 reporting, please let Contract Management know: contractmgmt.care@lancashire.gov.uk
- Please input data by 12pm
- Any providers who want to set up a password for the tracker call, please email the Care Capacity Tracker Team mailbox: CareCapacityTracker@lancashire.gov.uk
- Upload of data from the tracker to NECS is now up and running:
 - 92% of vacancy information
 - 83% of business continuity data

LCC Auxiliary Staffing

- A further communication will be going out to providers, pushing for more shadowing placements.
- Some individuals have been 'handed back' when they have returned to a full rota and before they have completed their shadowing programme.
- Shadowing placements need to last until you're confident that the individual is appropriate for a role within a home's rota.
- They are meant to be there in addition to the rota and being overseen by an experienced member of staff as opposed to being part of the rota.
- The aim of shadowing placements is to get individuals to a point where they can be part of a rota in a home that requires additional support.
- Ongoing work to process individuals through shadowing placements in order to build up that pool of people who can be called upon when there is a need.

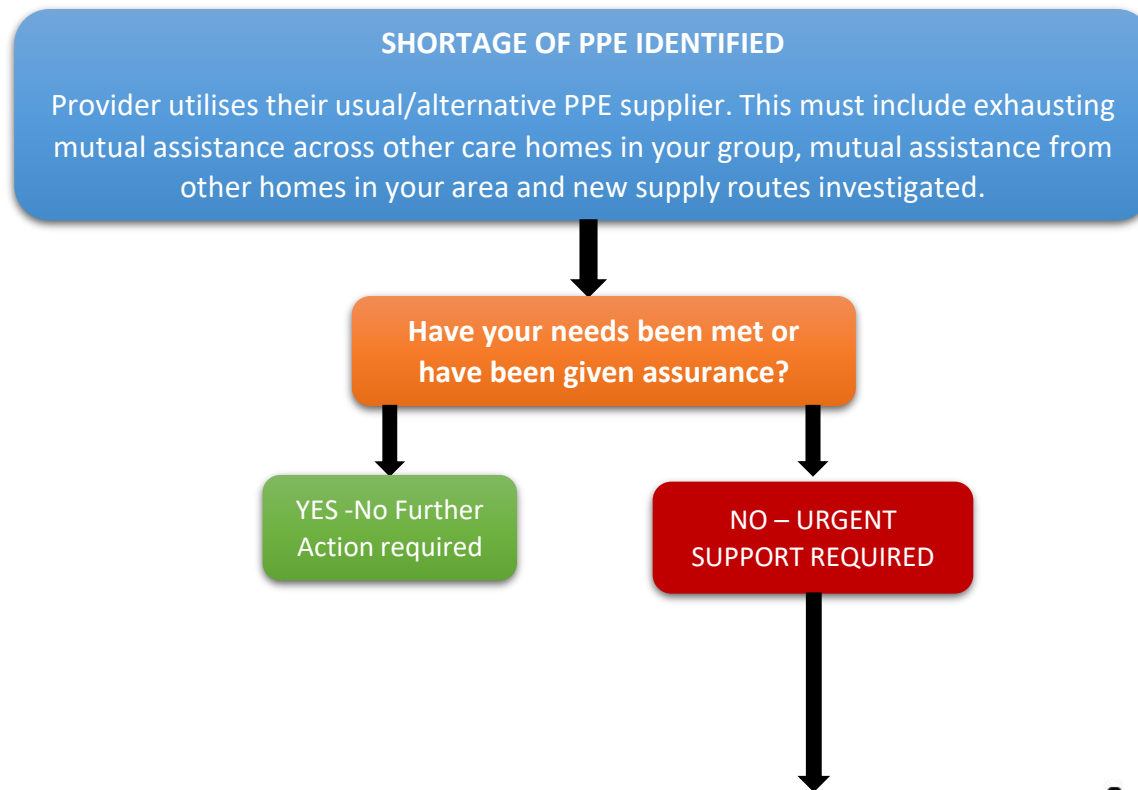
PPE Update

- 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 - **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 (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

PPE Product Recall

- A letter has been sent to all providers re: Tiger Eye Protectors; this product should not be used in a Covid-19 setting.
- It may be the case that you were supplied this products as part of the PPE distribution organised by the Council between the 10th April and 30th April 2020.
- If you are in need of visors to use in place of this product or need to request any other items of PPE from the Council, after being unable to source PPE from your usual supply chains, please ensure that you flag this through your interactions with the Oracle Tracker or are raising immediate requirements through the PPE helpline: 0300 123 6786.



EYE PROTECTION

(Goggle Frames and Lenses)

Issued in packs of 50

Public Health Updates (Lee Harrington)

- Decreased levels of domestic abuse are being reported during the Covid 19 emergency.
- Business as usual for DA services - they are still taking referrals and available for support
- Information on how to access support for victims, friends and family is available and has been uploaded to the portal, and what to do in an emergency . This will include information on perpetrator programmes.

- 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
- Needle exchange is available through 'click and collect' and via delivery
- Joint working with health colleagues on the clinical van particularly around the Hotels/Hostel provision e.g. District Nurses. MDTs are working well in the ICPs for these vulnerable cohorts. Out of hours support available from Consultants /Nursing & Operations for moving between Covid Protect to Covid Care.

Sexual health services – Blackpool Teaching Hospitals

Postal testing (T₄) available for Lancashire residents via website this week – hard launch via social media targeted for bank holiday weekend. This will be for both symptomatic testing and asymptomatic. The service is working towards a quality improvement plan.

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
- <https://lancsfoundation.org.uk/apply>

NHS Updates

End of Life Guidance

- Clinical guide for supporting compassionate visiting arrangements for those receiving care at the end of life
- <https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/Co393-clinical-guide-for-supporting-compassionate-visiting-arrangements-13-may-2020.pdf>
- Guidance is focused on supporting compassionate visiting arrangements for those receiving care at the end of life. It provides advice on how visiting at the end of life can be facilitated across a range of settings:
 - Healthcare inpatient settings (including mental health and learning disability)
 - Care homes
 - Hospices
 - Home

Provider resources / best practice

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

DHSC adult social care workforce app

- The Department of Health and Social Care (DHSC) have launched a new dedicated app for the adult social care workforce. It aims to support staff through the coronavirus (COVID-19) pandemic:
- https://www.gov.uk/government/news/dedicated-app-for-social-care-workers-launched?utm_source=fb2324d5-c22a-4a1a-bae3-ae33db351751&utm_medium=email&utm_campaign=govuk-notifications&utm_content=daily

North West Training and Development Team Resources

- Ideas of what to do when you're bored:
- <https://youtu.be/-biVxzeEW1w>
- Daily update on the NWTDT YouTube channel (link on the portal)
- Facebook Page - Supporting our Well-being for a daily update of things you can join in with and more ideas:
- <https://www.facebook.com/supportingourwellbeing/>

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.

Guest Speaker

- **Suzanne Clague**, Registered Manager, Conifers Care Home (Thornton-Cleveleys) **“Creativity in Care”**
- Submit Q+As via chat function to be answered post-session

Next Steps

- Daily Portal Updates
- Weekly webinar (usually Friday): the next webinar is Friday 22nd May, 1pm (joining instructions to follow)
- Collate questions raised today and respond

Thank You!