COVID 19 : Provider Engagement Webinar

Friday 22nd May 2020

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Welcome and Introductions (Tony Pounder)

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

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Today's Agenda

1-2pm

- Regular updates
- No guest speakers this week

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Whole Home Testing

Testing kits will be issued against a prioritization matrix set by DHSC with PHE. Local criteria is included but this is the last tier. As a result likely to be delays.

By contacting LCC before you submit your request for whole home testing you have the opportunity to ask for support for administering the tests.

It is also important for us to know who is using this route so that we can arrange to receive test results; this is important for us to know to be able to support management of the virus

Pathways for symptomatic keyworkers and new outbreak still in operation and should be used.

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Whole Home Testing

While waiting for your test kits to arrive please familiarize yourself with the guidance, especially the timescales involved. If you are unable to compete the testing in the specified time period, you can arrange for swabs to be collected outside of the process. More information on these issues here:

- Randox process - https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/884296/Care_Homes_Guidance_Randox_11_May_2020.pdf
- Kingfisher process – https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/884295/Care_Homes_Guidance_Kingfisher_11_May_2020.pdf
- form to book additional courier pick-ups (other than the ones automatically provided for you)

Note the portal is currently is also currently only open for older people and dementia care homes.

Reports of care homes sharing excess tests – **Do not share**. Will impact on collection of swabs and subsequent result.

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Admissions Policy Statement

Emphasis on keeping cold homes 'cold' and supporting hot homes to prevent further spread

Principles in the main reflect current guidance at this point in time; support and enable care homes to manage the health and wellbeing of their residents and staff.

Key points: Regardless of a swab result, all discharged residents should be appropriately cohorted for 14 days.

- Accept new and current residents on confirmation of a negative swab result
- Only accept resident that are asymptomatic on admittance
- Symptomatic residents should have completed 14 days isolation prior to admittance
- Care Home should have all the information that they feel is needed before admittance.

Recognise that some care settings will be able to be flexible in relation to some of the principles and accept discharges in a safe and proper manner.

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Withdrawn Government Guidance

- Admission and care of residents during COVID-19 incident in a care home
- This guidance is being reviewed following the publication of the adult social care action plan on 15 April 2020. We will publish updated guidance soon.
- In the interim, please see the following paragraphs in the adult social care action plan for up-to-date guidance on:
- testing for residents: paragraphs 1.27, 1.30, 1.32 and 1.33
- testing for staff: paragraph 2.8
- managing outbreaks: paragraph 1.23
- See COVID-19: how to work safely in care homes for the latest guidance on PPE in care homes.

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Standard IDs used by SJA and Team Rubicon

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.

New £600 million Infection Control Fund

- At the end of last week the Government announced new funding for Care Homes https://www.gov.uk/government/news/care-home-support-package-backed-by-600-million-to-help-reduce-coronavirus-infections

- All CQC registered Care home owners and / or registered managers should have received a letter from the Minister of State for Care, Helen Whately MP, dated 14 May 2020 which sets out the expectations and requirements associated with this fund.

- A significant portion of this funding is due to be disbursed directly to care homes in England. Lancashire County Council's allocation is shown at the weblink below.

- https://assets.publishing.service.gov.uk/media/5ec2717de90e071e30d09844/allocation-table-for-the-infection-control-fund-for-adult-social-.pdf

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New £600 million Infection Control Fund

If you wish to work out how much your care home is due to receive, it is based on the following calculation:

- 12,619 care home beds in Lancashire in total

- £16,197,303 allocation for Lancashire from Government as part of the national Infection Control Fund

- Of which 75% is to be directly disbursed to care homes = £12,147,977

- £ 12,147,977 divided by 12,619 beds = £ 962- 67 per bed

- Two payments of 50%, each worth £481-34 per care home bed

- We expect the conditions associated with the grant to be issued by Government in the next few days. Once these conditions and the first tranche of grant are received by LCC we will make the initial payment to providers as soon as possible after that.

- We will also make contact with you to confirm payment details.

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COVID-19 Care Home Support Package

- Minister wrote to all Chief Execs on 14th May asking for details of the support package currently being offered to care homes

- Angie Ridgewell to provide a letter and tracker template response by 29th May

- Letter currently in final draft; political and key partner (NHS, Healthwatch, Safeguarding Board) sign-off being obtained

- Tracker data collection not straight forward and timescales tight

- [Ian/I can update on what we've decided to do, working on a solution now!]

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Tracker Update

- Thank you for your continued support by providing information to us through our daily calls. This helps us respond and support you as much as possible as well as informing wider partners and National systems.

- For Care Homes – you may be aware of the Coronavirus Support for Care Home Package which was announced on 19th May [Coronavirus support for care homes support package](#)

- Local authorities are being asked to ensure that this support reaches you directly and to ensure this happens we need additional information from you.

- From 26th May, the care capacity tracker team will start asking some further questions as directed by the Department of Health and Social Care, which we will upload onto the NECS system.

- This includes:
    - Infection prevention and control measures
    - Testing
    - Personal protective equipment (PPE) and clinical equipment
    - Workforce support
    - Clinical support

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Tracker Update

- Your answers will help:
  - NHS to understand if you have been able to implement the guidance and access the support available
  - local authorities to direct support to care homes to manage COVID-19 and
  - local authorities, local resilience forums and CCGs to see where support is required and what is needed.

- If you don't want us to upload the information you provide to NECS, please let us know on the daily call or alternatively email us carecapacitytracker@lancashire.gov.uk

- Thank you for your continuing support in providing this information, as part of the national efforts against COVID19.

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IPC Update

Guidance

[WITHDRAWN] COVID-19: guidance for supported living provision

Updated 6 April 2020

Guidance

[WITHDRAWN] COVID-19: guidance on home care provision

Updated 6 April 2020

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PHE state:

- Further guidance for this sector is under development.

- For advice on the use of personal protective equipment (PPE) in supported living settings and in home care settings, you may find it useful to refer to Personal protective equipment (PPE) - resource for care workers delivering homecare (domiciliary care) in England.

- In addition, more detailed information is available in the infection prevention and control guidance.

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Isolation and Positive Results

- For residents in care homes the 14 day isolation period is based on the time since onset and the absence of symptoms. It is not based on having a negative test result.

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Isolation and Positive Results

- After 14 days (from onset or from the date of the swab if they were asymptomatic), the resident can cease isolation, providing they are symptom free and have not had a high temperature for 48 hours.

- This applies even if they still test positive.

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Isolation and Positive Results

- A repeat COVID-19 test to confirm that the infection has cleared after the 14-day period is not required.

- The same applies to staff – they can return after 7 days if they are symptom free and have not had a high temperature for 48 hours. This applies even if they still test positive.

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PHE state:

- Individuals being persistently positive for weeks or even longer is well reported in the literature. Small studies have shown that viable virus is not detected on culture more than 9 days after symptom onset suggesting that these individuals are not shedding live virus. The detection of virus from the respiratory tract is highest around the time of symptom onset and gradually declines over time.

COVID-19 Deep cleaning guidance in Care Homes

Deep cleaning is a more enhanced programme of environmental cleaning, which compliments the routine daily cleaning in a care home. It includes the thorough cleaning of all surfaces, floors, soft furnishings and reuseable equipment either within the whole environment or in a particular area, e.g. resident's room.

The deep clean must only be performed by staff whom have been trained in the use of appropriate personal protective equipment (PPE), and in line with the current Public Health England (PHE) and national guidance.

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.

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LCC Auxiliary Staffing

- Lancashire Temporary Staffing Agency Shadowing Placements (Care Homes) has been shared on the portal

- We're currently only taking up residential providers on their offer of shadowing placements.

- We're starting a process which will lead to all individuals from the LTSA to be tested before starting their shadowing placement and will obviously only begin if they receive a negative result. Once individuals are within the home, they will fall under the home's testing regime.

- We've started to add welfare checks every Tuesday to the daily call to those homes who currently have individuals shadowing or on assignment. This is for the home's benefit to provide an update on the individual and whether they're having any issues with them.

- Building up the workforce as much as possible. Due to the need for testing and some of the recent guidance on reducing the number of settings an individual is working in, there may be some delays and a reduction in flexibility of the LTSA but we're working on being as reactive and supportive as possible.

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Daytime Supports Update

- LCC volunteer team have started to call day service/daytime support providers from 21st May

- Providers will be sent a questionnaire this week

- Zoom conversations with small groups of providers will start from 1st June; an Eventbrite invitations will be sent to providers to invite them to choose a day
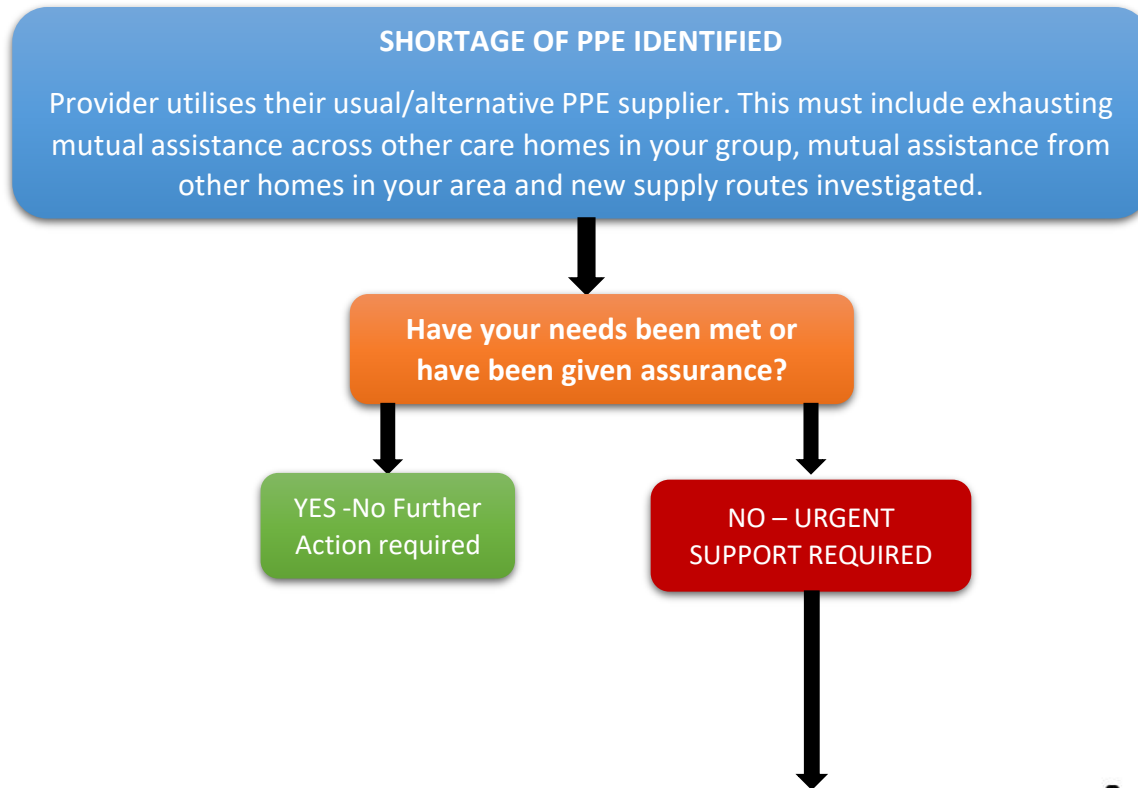
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PPE Update

- With regards to PPE, you should follow the flow chart for supplies.

- If all of this does not meet your **<u>urgent PPE needs</u>**, then these will be met by LCC.

- You can call the **PPE Contact Number** between 0800-1900, 7 days a week - **0300 123 6786**

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Personal Protective Equipment (PPE)

Shortage of PPE – Pathway for Providers

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

SHORTAGE OF PPE IDENTIFIED

Provider utilises their usual/alternative PPE supplier. This must include exhausting mutual assistance across other care homes in your group, mutual assistance from other homes in your area and new supply routes investigated.

Have your needs been met or have been given assurance?

YES -No Further Action required

NO – URGENT SUPPORT REQUIRED

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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

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Adult Social Care PPE

Since 10th April 2020:

- More than 1,500 individual requests for PPE received and fulfilled.

- At least 429 different LCC providers have requested and received PPE.

- Requests have come from residential/nursing homes (60%) and domiciliary/community services (40%).

- In addition nearly 300 requests for PPE from service users in receipt of a direct payment have been supported with the PPE distributed via LILS or directly from LCC.

- Altogether, approximately 1.8m individual items of PPE have been dispatched.

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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.

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EYE PROTECTION

(Goggle Frames and Lenses)

Issued in packs of 50

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Public Health

- 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.

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- 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.

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Sexual health services – Blackpool Teaching Hospitals
Postal testing (T4) available for Lancashire residents via websited. This will be for both symptomatic testing and asymptomatic.

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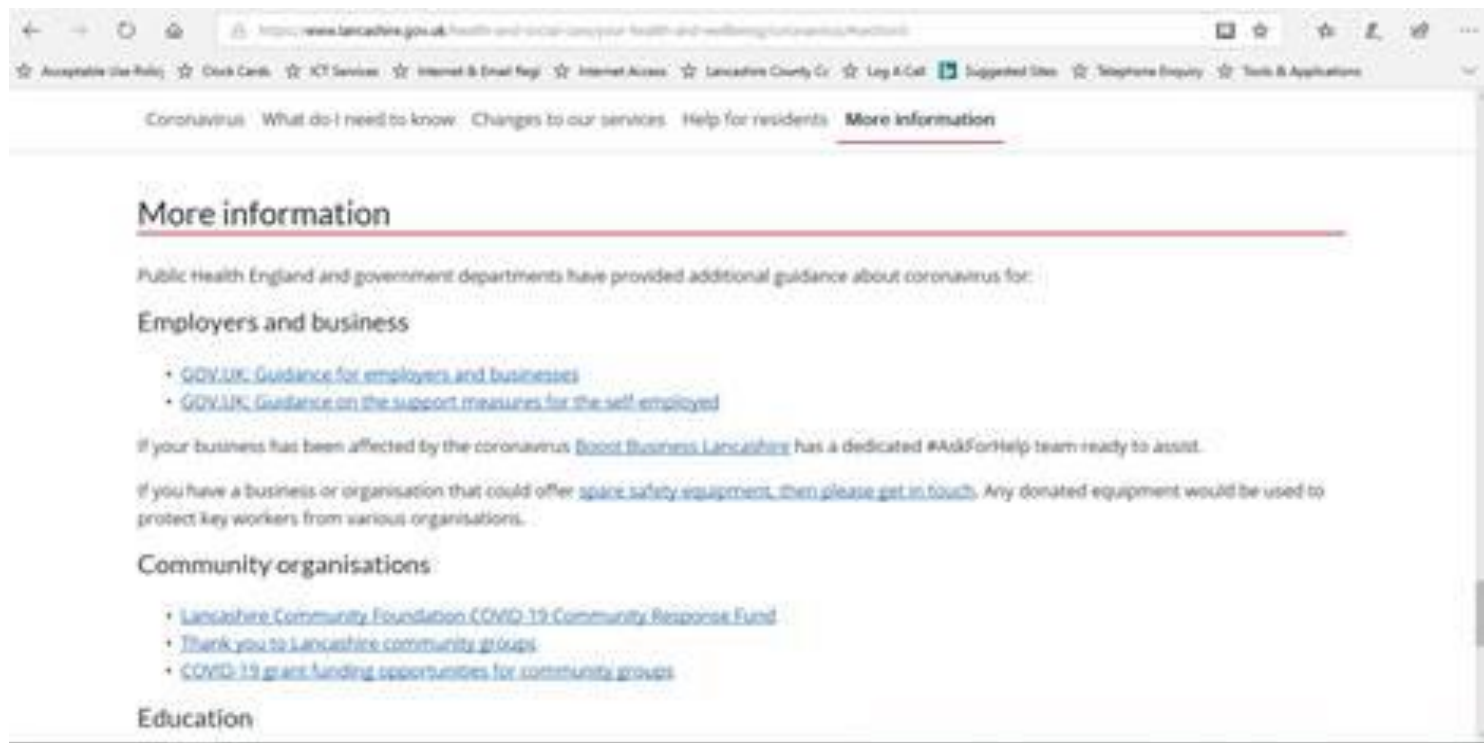# Voluntary Sector Updates

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Lancashire Community Foundation - Covid 19 Community Support Fund

Lancashire Community Foundation - Covid 19 Community Support Fund

- Donations to this Fund has reached over £1m and the aim is now to raise £2m
  - Donations include National Emergency Trust of £783,090, with an additional £220,000 coming from Local Authorities
  - Smaller donations from private donors are also adding to the Fund.
- As at 15th May **£657,841** funding has been awarded across Lancashire, BwD and Blackpool
  - Lancashire has received £509,518 (128 applications), BwD £104,951 (26 applications) and Blackpool £43,372 (10 applications)
  - LCC's Community Projects Team and the Our Lancashire Engagement officers are working in Lancashire Districts to help organisations apply for this fund.
- Information on how to apply or to donate, can be found at https://lancsfoundation.org.uk/apply
- We have also put a link and a short video on the LCC COVID page

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Community Organisation Webpage

Community Organisation Webpage

- We have published a new **Community Organisation** page on the LCC Covid webpage [here](#)

  - This Community Organisation page is available to help community organisations access important information around Covid relevant to them

  - Currently, there is the letter of thanks from the Leader of LCC, a link to the Community Foundation Fund and also links to other Covid related funding opportunities.

  - We are working with our Business Support colleagues to put some information on there to help small businesses seek advice, guidance and support.

  - Invite people to contact the mailbox with any ideas on what else we can put on this page.

  - We understand that many organisations and providers will be well engaged with their District Hubs, details of which, can also be found on the Covid webpage.

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NHS Updates

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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/C0393-clinical-guide-for-supporting-compassionate-visiting-arrangements-11-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

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MCA Swabbing Guidance

- **Guidance on the decision to consent to a Covid swab test** has been developed by CCGs across the Lancashire Integrated Care System to provide clarity when working with people who lack capacity or are likely to be non-compliant with the process

- Available on the portal imminently

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NHS North West Medicines Guidance

- **Care homes' safe access and use of medicines: guidance, templates and flowcharts**

- Awaiting confirmation of associated documents

- Will be available on the portal imminently

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Out of hours (FCMS) Care co-ordination for care home residents (Fylde Coast) - 01253 955750

Many care home residents can have complex health conditions and need to access medical support.

Staff from residential or nursing homes can get out of hours help and advice from an FCMS clinician.

Care homes on the Fylde Coast should contact the care co-ordination service out of hours on 01253 955750.

Out of hours operates from 18.30 to 08.00, Monday to Friday and then 24hrs at the weekend and bank holidays.

Although an electronic palliative care co-ordination (EPaCCs) record is ideal, care homes can contact FCMS out of hours with any concerns for any of their residents even if they have not yet got a care note or EPaCCs in place.

This also includes queries concerning COVID-19.

Watch this video for more information about EPaCCs
https://www.youtube.com/watch?v=eI_KUE6qexI

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Provider resources / best practice

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CQC updates

- E-bulletin: sign up for the "COVID-19: CQC update for adult social care providers"

- https://www.cqc.org.uk/guidance-providers/all-services/coronavirus-covid-19-pandemic-information-providers

- Twitter

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Looking after your wellbeing

Self care guidance - To support care workers who may be at risk of exposure to upsetting and traumatic situations.

- **What is self-care and why is it important?**
- **What can I do for my own self care?**
- **Understanding when self-care isn't enough.**
- **Where can I access support?**
- **Support specifically for Social care staff**
- **Practical exercises I can do 'in the moment'**

- Print out and make sure its in a place that's easily accessible for your colleagues.

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Guidance produced by LGA and NHS England

Health & Wellbeing
Information for Care Staff

Created by SE Regional Team NHSE/I - April 2020

www.lancashire.gov.uk

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

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DHSC adult social care 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

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Care Home Support Fund - Wellbeing Resources

- **A wellbeing package for social care staff** is being rolled out on the new CARE app including 2 new helplines, led by the Samaritans and Hospice UK.

- This will help support care staff with their mental health and wellbeing and support those who have experienced a traumatic death as part of their work or help with anxiety and stress.

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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.

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Next Steps

- Daily Portal Updates

- Weekly webinar (usually Friday): the next webinar is Friday 29th May, 1pm (joining instructions to follow)

- Collate questions raised today and respond

Thank You!

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