

COVID 19 : Provider Engagement Webinar

Friday 29th 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
- **Provider portal:** <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

1-2pm

- Regular updates
- No guest speakers this week

Test and Trace (Lisa Slack)

- Test and trace: National Launch 28 May 2020
- We are aware that there are concerns raised re: Care sector workforce
- Early days; we are working through plans and pathways re: how this will work locally
- Next week, we will offer a more detailed response

Recap on testing

- PHE route for new first outbreak
- DHSC route for whole site testing
- If all providers come through PHE route, we can support process with results, etc
- DHSC prioritise:
 - Care Homes with a new outbreak
 - Care homes over 50 beds
- Local Authority local knowledge:
 - Care homes with no outbreaks
 - Care homes who are reporting high risk issues

Recap on testing

- Many Care Homes should have received test kits by now or they are en route.
- LD/MH supported living / care homes can use this route *if they are symptomatic*
- Domically Care Service Users can also get tested via Public Health route *if they are symptomatic*
- We are working on pathways to share this information

DHSC Webinars re: whole home swab testing process

- DHSC are hosting a webinars each weekday (morning and afternoon) on the whole home swab testing process
- The target audience is care homes
- Recommended for care homes about to receive their test kits, but anyone from an eligible care home, yet to carry out whole care home testing can attend one
- More dates/times are being added all the time

DHSC Webinars re: whole home swab testing process

Main objectives of the webinar series:

- Outline the end to end whole home testing process
- Share top tips
- Provide an opportunity to ask questions

Care Homes can register to access the webinar:

<https://event.on24.com/wcc/r/2375949/724EF6345473A192F6B9C19334699A29/1077953>

LSCFT swabbing for Learning Disabilities

- LSCFT are offering a COVID-19 home swabbing service to children and adults with a Learning Disability who would have difficulty accessing the Government drive thru swabbing centres or using a home swabbing kit
- Also able to swab people before they move into a new tenancy and they have been requested to have a swab before they move

LSCFT swabbing for Learning Disabilities

- Service users who are living with families that don't have paid support into the home and no transport to access one of the swabbing sites
- Service users who are living in support living tenancy/residential placements/residential children's homes and schools, who don't have their own vehicle and staff teams have no access to transport
- Services users who may live at home or supported living tenancy whose behaviour would impact on their ability to travel to one of the testing sites or who would require specialist LD support to engage with test
- Request for service user to have a swab before moving to new tenancy

LSCFT swabbing for Learning Disabilities

- If you support someone that is showing symptoms of coronavirus then please complete the attached referral form and send it to the following email address:
COVID19@lancashirecare.nhs.uk
- If a person with a learning disability or their family are having difficulty in completing the form then please ask them to contact their local Community Learning Disability Team who will be able to support them with this.

COVID-19 Care Home Support Package (Tony Pounder)

- Letter sent to Minister of State for Care from our CEX Angie Ridgewell last Friday, setting out our approach to care homes support (link to letter on portal)
- Today sending a further response to the Minister setting out our:
 - financial support package
 - data template containing summary Infection Prevention Control information (obtained from our daily calls to you, uploaded to National NHS NECS tracker)
 - Adults Social Care Plan (gives details of our plans)
 - Lancashire Resilience Forum overarching plan/approach to care home support
- All correspondence to Minister jointly agreed by health colleagues, LCC Director of Public Health and B'burn and B'pool Directors of Adults services

Infection Control Fund 2020

- An overview of the purpose of the Care Home Support Package of which the Infection Control Fund forms a part is at <https://www.gov.uk/government/news/care-home-support-package-backed-by-600-million-to-help-reduce-coronavirus-infections>.
- The Adult Social Care Infection Control Fund Ring-fenced Grant 2020 – containing the national conditions and the allocation for Lancashire ('the Grant document')- are at https://mcusercontent.com/83b2aa68490f97e9418043993/files/e7a489c7-0469-4e65-94a9-obeocbae8bce/26_05_Adult_Social_Care_Infection_Control_Fund_Grant_Circular.pdf

ADULTS SOCIAL CARE INFECTION CONTROL FUND RINGFENCED GRANT 2020

- **Primary purpose** – to support Adult Social Care providers with infection control
- **Allocation** - £16,197,303 of which £12,619,000 (75%) to be allocated within 10 working days of receipt on 'per beds' basis.
- **Target** - remaining 25% to care homes or domiciliary care and to support wider workforce resilience
- **Determination**- paid in 2 instalments (May & July) contingent on
 - 1) being used on infection control
 - 2) care home support plan submitted by local authority by 29 May
- **Grant conditions** - completed capacity tracker , none of funding to used for any other than the specified infection control measures . Recovery or return of unspent allocation
- **Reporting** -2 returns (26 June & 30 September) certified by Chief Executive and Director of Adult Services
- Secretary of State may reduce spend or withhold grant payment or require repayment of the whole or any part of the grant monies paid.

Funding for your Care Home

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

Payment Arrangements

- The first instalment will equal 50% of the allocation to your organisation.
- The payment is expected to be made to your organisation by the 10th June 2020.
- The first instalment is being paid to your organisation on the proviso that you have submitted data for the Lancashire Capacity Tracker (or NECS: (the national tracker run by the NHS / CQC)) at least once since the Pandemic started, and that you remain committed to complete the Tracker on a regular basis from now on.
- Our current expectations are that this will be completed daily.

Payment Arrangements

- Please assure yourself that your own care home is completing the Tracker and confirm that in your email response to LCC (as detailed in the letter).
- It remains our firm advice to you as a care home provider to continue to complete the Lancashire Tracker (in response to phone calls or directly on-line) and the Council will then take responsibility for uploading those details onto NECS.

Payment Arrangements

- The remaining 50% of your grant allocation will be paid in July / early August 2020 and within 10 working days of the second tranche of the Grant having been received by the Council from Government.
- Payment will also be contingent on the first instalment having been used fully and solely for infection control measures and also your continued use of the Lancashire Tracker.

Measures to be Funded

- **Annex C of the Grant document sets out what care homes must use this money for:**
- Ensuring that staff who are isolating in line with government guidance receive their normal wages while doing so. At the time of issuing this grant determination this included staff with suspected symptoms of Covid 19 awaiting a test, or any staff member for a period following a positive test;
- Ensuring, so far as possible, that members of staff work in only one care home. This includes staff who work for one provider across several homes or staff that work on a part time basis for multiple employers and includes agency staff (the principle being that the fewer locations that members of staff work the better);
- Limiting or cohorting staff to individual groups of residents or floors/wings, including segregation of COVID-19 positive residents;

Measures to be Funded

- To support active recruitment of additional staff if they are needed to enable staff to work in only one care home or to work only with an assigned group of residents or only in specified areas of a care home, including by using and paying for staff who have chosen to temporarily return to practice, including those returning through the NHS returners programme. These staff can provide vital additional support to homes and underpin effective infection control while permanent staff are isolating or recovering from Covid-19;
- Steps to limit the use of public transport by members of staff. Where they do not have their own private vehicles this could include encouraging walking and cycling to and from work and supporting this with the provision of changing facilities and rooms and secure bike storage or use of local taxi firms;
- Providing accommodation for staff who proactively choose to stay separately from their families in order to limit social interaction outside work. This may be provision on site or in partnership with local hotels.

Next Steps

- Support from the Council
- Compliance with Conditions and Reporting Arrangements

Monitoring Technology in Care homes during Covid 19

- Interested in involvement in a pilot ?
- NHS Digital looking for small/ medium size care homes to volunteer
- No cost to you
- Chance to learn and contribute
- NHS Digital and technology led programme
- If you are interested email tracey.boswell@lancashire.gov.uk by close of play on Tuesday 2 June
- Your details will then be passed on to NHS Digital

LCC Auxiliary Staffing

- Lancashire Temporary Staffing Agency Shadowing Placements (Care Homes) has been shared on the portal
- Currently only taking up residential providers on their offer of shadowing placements.
- Started 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.
- Added 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.

LCC Auxiliary Staffing

- 53 individuals who are ready for a shadowing placement are based in the areas shown in the table.
- If there are providers within or close to these areas who can provide shadowing placements, it would be a big help to the LTSA to process individuals to a point where they are able to be deployed as part of a home's rota. This will improve our ability to respond to homes which request temporary additional staffing resources.

LCC Auxiliary Staffing

North	
Lancaster	1
Fylde & Wyre	
Fleetwood	1
Thornton Cleveleys	1
Central	
Chorley	3
Leyland	3
Preston	13
East	
Accrington	3
Barnoldswick	1
Blackburn	5
Burnley	4
Colne	1
Darwen	5
Great Harwood	1
Padiham	2
Oswaldtwistle	1
Rossendale	1

West Lancs	
Burscough	1
Skelmersdale	3
Other	
Atherton	1
Bolton	1
St Helens	1

LCC Tracker - General Update

- We are now contacting the vast majority of care homes and non-residential providers in Lancashire and Blackburn with Darwen daily
- Information used to offer support to care homes and non-residential providers where required
- Information used to inform the local area return (Infection Control Fund-next slide)
- We are continuing to upload Care Home information to the National Care Capacity Tracker (NECS) on your behalf so you do not need to do both tasks (unless requested not to)
- We are managing to achieve record levels of returns to the NECS (around 85%) daily, previously this was around 10%
- We are continuing to refine our information gathering process and systems to try and minimise the impact on you
- Thank you for your continued support – the information you provide is vital in helping respond to the pandemic

LCC Tracker - Access to the Infection Control Fund

- To gain this data and assurance:
- Requirement for data to be made available on the National Care Capacity Tracker (NECS)
- 13 Yes/No questions for providers to answer to inform a local area return based upon whether homes can implement actions and/or access support
- These questions have been added to our Care Capacity Tracker daily information calls
- We can upload your responses directly to the National Care Capacity Tracker (NECS) as part of our daily upload process
- So far we have collected responses from 404 Care Homes

IPC Update

Guidance

Coronavirus (COVID-19): provision of home care

Published 22 May 2020

Main Updates

- PHE acknowledge that not all of this information is new, but aims to be a helpful resource that brings together all guidance related to coronavirus and home care in one place.
- The guidance is now consistent throughout the document
- Covers domiciliary care, supported living and extra care housing for older people, younger disabled adults and children.

Includes;

- **PPE**

- Getting the right PPE
- National Supply Disruption Response

- **Shielding and care groups**

- How home carers can support the shielding of clinically extremely vulnerable people receiving home care during COVID-19
- Dividing people who receive care into care groups
- Reducing contacts for shielded and at-risk people
- Reducing contact between staff
- How home carers can manage people they are caring for safely

- **Hospital discharge and testing**

- COVID-19 testing for home care workers and individuals receiving home care
- Testing for patients and discharge from hospital into the community
- Safely discharging into the community
- Escalating inadequate discharge summaries
- How trusted assessors work

- **Government support for social care**

- Social care recruitment
- Training to support those moving into the social care workforce
- Getting DBS checks for staff
- Support from commissioners
- Monitoring
- Financial framework and payment mechanism support
- Steps for local authorities to support home care provision
- Safeguarding people where local authorities may not be subject to Care Act duties temporarily



Robopets

- Possibility that the robot pets might transmit the virus - little is known about how long the virus may survive on the robots' fur.
- The procedure for routine cleaning - effective in dealing with bacteria, but no research has been carried out on viruses, in particular the SARS-CoV-2 virus.
- Take extra precautions with the robot animals alongside your other infection control procedures.

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.

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.

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.

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.

PPE Update

- Launch of PPE Portal for small care providers and GPs
- Lancashire part of the initial roll out this week
- Care homes with 24 beds or fewer and home care agencies will receive an invitation email from DHSC to register for the portal
- Once registered providers will be able to place a weekly order for PPE
- One combined pack contains 100 IIR masks, 400 aprons, and 800 gloves (400 pairs)
- Contact nhs-ppe.site-support@ebay.com if experiencing problems accessing the site or registering

PPE Update

- We will continue to support providers who are in need of PPE as the portal is rolled out
- Longer term aim is the portal will replace the County Council as the emergency mechanism for obtaining PPE
- Thank you for working with us and having a more planned approach for requesting PPE over recent weeks
- Majority of requests now received during working week days and you are forward planning days/week ahead
- Change to our contact arrangements
- **PPE phonenumber and mailbox will be available 6 days a week Monday - Saturday from 8am – 7pm from w/c 01/06/2020**
 - **0300 123 6786**
 - **CareProviderPPE@lancashire.gov.uk**
- We will keep this under review as the new PPE portal is rolled out and will notify you of any further changes and further detail we receive on the PPE portal

PPE - Contract Management Update

- Members of the contract management team are commencing a piece of work to understand how effective providers usual PPE supply chains are, and whether it is felt that supply chains are becoming more reliable (in terms of the suppliers' ability to respond to provider needs/demands).
- This has commenced this week, and a small random sample of domiciliary, supported living, residential and public health service providers have been contacted.
- Should the results highlight a positive picture, we plan to increase the number of providers to be contacted to aid us in our understanding of the PPE supply chain.

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.

Care Navigation: Request for Information

- Care Navigation want to obtain feedback from care homes about the hospital discharge process in their areas to inform discussions with Trusts locally
- E.g. issues re: sourcing beds (care home accepts, costs approved and then the SU destination changes)
- E.g. adverse discharges; Trusted Assessment does not match the person's needs upon admission as well no meds, open wounds etc
- Feedback through the provider portal query form

Daytime Supports Update

- Invites will go out today or tomorrow at the latest) to providers to take part in Zoom conversations over the next 2 weeks:
 - Older People's Services (week 1)
 - Learning Disability and Autism Services (week 2)
- Thank you to providers who have returned questionnaires
- Deadline for questionnaires is Friday 29th May

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.

- Planning for the easing of lockdown across all PH services and contracts and the implications for delivery of those services
- Begun planning and assessing the impact of the test and contact tracing on service delivery
- 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
- MDTs are in place for homeless/rough sleeper cohort working at ICP level

Sexual health services – Blackpool Teaching Hospitals

Postal testing (T₄) available for Lancashire residents via websited. This will be for both symptomatic testing and asymptomatic.

NHS Updates

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

Provider resources / best practice

Claim back Statutory Sick Pay due to COVID 19

- On 26th May the government launched a new online service for small and medium-sized employers to recover **Statutory Sick Pay (SSP)** payments they have made to their employees as a result of Coronavirus.

<https://www.gov.uk/guidance/claim-back-statutory-sick-pay-paid-to-employees-due-to-coronavirus-covid-19>

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

CQC updates

- Insight report: highlight COVID-19 related pressures on the sectors that CQC regulates.
- <https://www.cqc.org.uk/news/stories/sharing-insight-asking-questions-encouraging-collaboration-cqc-publishes-first-insight-document-on-covid-19-pressure>

CQC updates

- CQC are now doing further work on the data they collect from care homes so that they can better understand the impact of coronavirus (COVID-19) on specific groups of people, including autistic people and people with a learning disability.
- <https://www.cqc.org.uk/news/stories/understanding-impact-coronavirus-autistic-people-people-learning-disability>

Learning Disability England

- **Learning Disability England** are sharing information and resources in their Coronavirus hub and have opened this resource up to non-members.
- Sharing information and resources about the virus and what you can do to stay safe and well, and how people are staying connected and finding solutions.
- You can find government guidance, easy read resources, webinars and other ways of staying in touch that people are using across the country.
- <https://www.learningdisabilityengland.org.uk/what-we-do/keeping-informed-and-in-touch-during-coronavirus/>

NHSE/I's Mental Health, Learning Disabilities and Autism COVID-19 Response Cell

- The national mental health, learning disability and autism teams at NHS England and NHS Improvement have set up a bespoke COVID-19 response cell in charge of identifying key areas where support is needed and developing national guidance.
- Services and commissioners will also be in touch with their local/regional COVID-19 cell who remain the first point of contact for queries and advice.
- To sign up to the future collaboration platform which is being used to share information, advice and resources:
<https://future.nhs.uk/system/login?nextURL=%2Fconnect%2Eti%2FMHLDAcovid19%2FgroupHome>

Social Care Institute for Excellence (SCIE) Guidance

- Quick guide aims to support care providers and staff to safeguard people with dementia during the pandemic: https://www.scie.org.uk/care-providers/coronavirus-covid-19/dementia/safeguarding?utm_campaign=11568924_SCIELine%2028%20May&utm_medium=email&utm_source=SOCIAL%20CARE%20INSTITUTE%20FOR%20EXCELLENCE%20&utm_sfid=0030f000038fvbqAAA&utm_role=Commissioner&dm_i=405,6VYN0,WDER2X,RNP7l,1
- A number of new dates for a re-run of live sessions have been scheduled for SCIE's safeguarding adults training webinar series. Each week, SCIE explore specific aspects of the safeguarding process: <https://www.scie.org.uk/care-providers/coronavirus-covid-19/virtual-courses/safeguarding-adults-training-webinar-series>
- Quick guide for faith-based organisations; describes some of the main issues around safeguarding during the COVID-19 crisis: <https://www.scie.org.uk/care-providers/coronavirus-covid-19/safeguarding/faith-based-organisations>

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 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

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.

Wellbeing Support

- Our Provider Portal details of a variety of evidence-based resources, helplines and guidance to steer people through the vast range of offers of psychological assistance that have been developed in recent weeks:
- <https://www.lancashire.gov.uk/practitioners/health-and-social-care/care-service-provider-engagement/coronavirus-covid-19-information-for-care-providers/workforce-training-and-recruitment-support/?page=5>

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 Steps

- Daily Portal Updates
- Weekly webinar (usually Friday): the next webinar is Friday 5th June, 1pm (joining instructions to follow)
- Collate questions raised today and respond

Thank You!