

COVID 19 : Provider Engagement Webinar

Friday 5th June 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

2-2.30pm

- Test and Trace Update

Testing Update

Sumaiya Sufi

Quality Improvement and Safety Specialist –
Health and Residential Settings

Recap on Care Home Testing

- Government commitment to have all over 65 and Dementia care homes registered by 6th June.
- Lancashire current position:
 - 426 CQC registered care homes
 - 357 care homes either dementia or older people or both.
 - As at 03/06 285 care homes registered
- Still opportunity to access whole home testing webinar delivered by DHSC
<https://event.on24.com/wcc/r/2375949/724EF6345473A192F6B9C19334699A29/1077953>

Recap on Care Home Testing

- Reiterate not to share spare testing kits with other homes.
- Can use later and use the additional courier option to have them collected.
- Results not shared with LAs.
- Policy on testing not released yet. Will be developed in consultation with DsPH.

Antibody Testing

- Antibody testing (checks if you've had the virus) – Government has announced this will be available for NHS and social care staff.
- No further information on social care pathway yet – will share as soon as we know.

Domiciliary Testing

- Staff without symptoms may be tested where there is a clinical need to do so, in line with NHS England, PHE, Department of Health and Social Care or Devolved Administration guidance.
- Symptomatic service users can access pathway via self-referral through the government portal.

Healthwatch Lancashire Survey

- [Family of Residents](#)
- [Residents](#)
- [Care Home Staff](#)

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 who 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.

Revised Admissions Policy

- Revised Admissions Policy has been agreed at the Social Care Cell
- Will be uploaded to the portal

Infection Control Fund

Tony Pounder
Director of Adult 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.

Comments and Questions

- Only for Residential / nursing home – what about the rest of the sector?
- Are the expectations / conditions realistic?
- How does it interact with the existing Financial Assistance Scheme?
- Is there greater flexibility than meets the eye?

Next Steps

- Provider Webinar next week 12th June
 - Infection Control Fund session from 2pm to 3 / 3.30pm –
 - to receive and respond to any technical questions –
 - Wider discussion and forum to share innovation, clever ideas, practical uses of the money
 - Is this a good idea? Do you want it?
- Compliance with Conditions and Reporting Arrangements –
 - Don't lose sight of these – read the letter and Grant Conditions carefully
 - Work together with us to maximise uptake and benefits in Lancashire

Care Home Support Package response to the Minister

- Submitted the data return to the minister by Friday 29th May deadline
- Fantastic return rate of 99%, only 4 care homes were unable to provide information
- Thank you to the providers who commented on last week's Q&A about the NECS upload error; that is now fixed

LCC Auxiliary Staffing

- Currently only taking up residential providers on their offer of shadowing placements.
- Ongoing request for residential providers to please come forward and offer a shadowing placement if they're able to.
- Some slight difficulty getting in touch (both phone and email) with some providers towards the end of shadowing placements to determine the next steps. In some cases, staff have been let go and we haven't managed to find out for a few days, whereas they could have either stayed on or been transferred elsewhere to be utilised; please can providers keep in touch with the LTSA when it comes to the end of a shadowing placement, so that the LTSA we can ensure the most efficient use of resources.
- 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.
- Continuing to build up the workforce as much as possible. Due to the need for testing and 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.

Indemnity Insurance

- Any providers accepting staff from the Lancs Temp Staffing Agency need to check in advance that they are covered by their indemnity insurance policy for using the staff in their setting
- Further communication around this will be forthcoming

Daytime Supports Update

- Zoom conversations with day service providers started this week
- Conversations with Older People's providers are now concluded
- We're building a picture of what difficulties providers are having and what barriers there are to services re-opening
- Conversation with Learning Disability day service providers will start next week
- If you're a Learning Disability day service provider and haven't booked on, please do so via the Eventbrite invite; if you haven't received an invite or are having difficulty signing up, please contact Jared Williamson (0177234026)

PPE Update

- Launch of PPE Portal for small care providers and GPs (details on the portal)
- Lancashire part of the initial roll out last 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

LCC Tracker

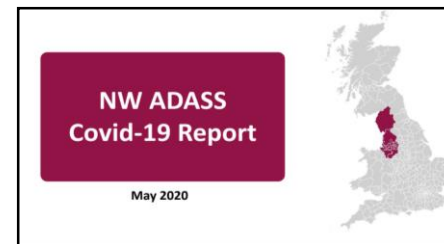
- Thank you to providers for your ongoing input and support into completing the tracker and thank you for your support with the new NHS IPC fund update Questions that were added last week.
- Thank you for feedback from providers re: the tracker and we will continue to support any queries from providers as they come in.
- Response to the Minister: fantastic return rate of 99%, only 4 care homes were unable to provide information; we are looking to get that to 100% !
- LCC are working with Blackpool Council and are nearly at the point that we can collate their data into our tracker.
- Blackburn now do their own inputting.
- LCC is keeping in regular dialogue with NECS regarding any future updates to the system. We are also looking at plans for how we move the trackers into BAU – how we resource and use it jointly with partners.

North West Association of Directors of Adult Social Services (NW ADASS) - COVID-19 bulletins

- Throughout the Covid-19 pandemic, NW ADASS have produced a regular bulletin.
- The bulletins contain the latest news, documents, guidance and practice examples, specifically written for adult social care leads, providers and commissioners.
- There are 24 past editions of the bulletin available to view on the Provider Portal, which are all packed full of useful information.
- These can be found under Government, NHS and NW ADASS advice and guidance - [link](#)

NW ADASS Covid-19 Report

- Weekly reports show the latest data and analysis on coronavirus (COVID-19) cases across:
 - the North West;
 - the 4 sub-regions, Cheshire, Greater Manchester, Lancashire & Cumbria and the Liverpool City region; and
 - each of the 23 NW Local Authorities.
- Graphs and charts show trends of cases of Covid-19 from the beginning of March.
- Each report can be found on the portal under Government, NHS and NW ADASS advice and guidance – [link](#).



NW ADASS Covid-19 Report continued....

NW ADASS Figures

NHS Regions 02/06/2020	Cases	Rate	% of Total
East Midlands	9,236	192.3	6%
East of England	14,279	230.3	10%
London	27,021	303.3	18%
North East	10,266	386.2	7%
North West	25,796	353.8	18%
South East	21,679	237.4	15%
South West	7,680	137.1	5%
West Midlands	16,258	275.5	11%
Yorkshire and The Humber	14,367	262.2	10%
Total	146,582	264.2333	100%

Subregion 02/06/2020	Cases	% NW Total
Cheshire	3164	12%
Cheshire East	1241	5%
Cheshire West and Chester	1151	4%
Warrington	772	3%
Greater Manchester	10025	39%
Bolton	1024	4%
Bury	764	3%
Manchester	1587	6%
Oldham	1084	4%
Rochdale	801	3%
Salford	935	4%
Stockport	1054	4%
Tameside	740	3%
Trafford	828	3%
Wigan	1208	5%
Lancashire & Cumbria	6922	27%
Blackburn with Darwen	411	2%
Blackpool	649	3%
Cumbria	2217	9%
Lancashire	3645	14%
Liverpool City Region	5685	22%
Halton	405	2%
Knowsley	670	3%
Liverpool	1630	6%
Sefton	932	4%
St. Helens	753	3%
Wirral	1295	5%
North West Total	25796	100%
England Total	146582	

The latest NW figures show that:

Alongside London, the NW has the highest number of positive cases; and Lancashire has the highest number (14%) of confirmed cases of Covid-19 across each of the 23 NW Authorities.

Infection Prevention and Control Update

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.

Isolation and Positive Results

- If a staff member was asymptomatic when they tested positive and have remained asymptomatic, when can they return to work?
- If the swab was positive and they have been asymptomatic (not had any temperature), then they complete the 7 day isolation and as long as they are still asymptomatic then they return to work.

- Reminders:

- Continue with robust IPC precautions; importance of correct usage of PPE
- Declare the end of an outbreak in your setting to the IPC team
- InfectionPrevention@lancashire.gov.uk

COVID-19: management of staff and exposed patients or residents in health and social care settings

- <https://www.gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings>
- 2 June: addition of information on implications of positive antibody result (introduction and section 4.3.). Addition of guidance for staff who are notified that they are a contact of a co-worker who is a confirmed case (new section 4.4). Section on risk assessment for staff exposures amended to be a stand-alone section (new section 5). Remaining sections renumbered accordingly.
- 31 May: updated in light of test and trace guidance (section 4.3) and re-organisation with the addition of 'Additional considerations' section.

Public Health

- Update on the track and trace arrangements for vulnerable people / complex settings in the coming weeks.
- Please refer to previous week's slides for updates on Public Health-commissioned services.

NHS Updates

Commissioning Support Unit

- Guidance for the Management of Covid-19 with People who have Behaviours that Challenge
- Will be uploaded to the portal

Other updates/provider resources / best practice

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

Data Updates

- Bed vacancy info?
- Updates from the LCC trackers?
- What data would providers wish to see?
- Let us know via the portal

Updated Gov Shielding Guidance

- The government has updated its guidance for people who are shielding taking into account that COVID-19 disease levels are substantially lower now than when shielding was first introduced
- <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

- Additional guidance has been issued on **The Mental Capacity Act (2005) (MCA)** and deprivation of liberty safeguards (DoLS) during the coronavirus (COVID-19) pandemic – [link](#). It covers:
 - Best interest decisions;
 - Life-saving treatment;
 - Depriving a person of their liberty;
 - Hospitals and care homes;
 - Other settings;
 - Supervisory bodies; and
 - Emergency public health powers.

Supporting Carers

- Next week is Carers Weeks (8 – 14 June) www.carersweek.org
- Referrals to the Carers Service are down slightly on “normal” levels but service is available to help with a range of supports, including:
- Assessments and contingency planning if carers cannot continue
- Access to a range of online support and activities through the Carers Community Network and help to access welfare and other benefits
- Carers Help and Talk line and Service Access Advisors with welfare calls to those who cannot access digital solutions
- If you or someone you know could benefit or if you would like a virtual service awareness briefing for your team, please contact the **Service Access Team** on **0345 688 7113** or email: enquiries@lancscarers.co.uk.

Healthwatch Lancashire

- Publish a weekly report covering the information received through the “Healthwatch Together Coronavirus Survey”
- <https://healthwatchlancashire.co.uk/coronavirus-survey-reports/>
- Link to participate:
- <https://healthwatchlancashire.co.uk/coronavirus-share-your-experience/>

- The Greater Manchester Health and Social Care Partnership has a [list of resources](#) to be used by those who support people with LD, ADHD and Autism, including:
- Supporting Children with Learning disability/ ASD: coping with COVID-19 isolation;
- My Story About Pandemics and the Coronavirus;
- Video resource on Supporting neurodiverse children in challenging times such as during self-isolation;
- Challenging Behaviour – Supporting your Loved One at Home; and
- An easy-read guide on protecting extremely vulnerable people.

Learning Disability Updates

- Arranging a virtual Learning Disability Partnership Board for 24th June (details to follow)
- Learning Disability Week: 15th - 21st June 2020; will collate and share information re: virtual events; please share any info with us via the portal

- The National Care Forum have produced good practice guidance relating to the **importance of clear, open, transparent and regular communications** during the COVID-19 crisis between care providers and the families of their residents
- <https://www.nationalcareforum.org.uk/wp-content/uploads/2020/05/Joint-statement-on-transparency-final-1.pdf>

- Health and social care organisations in the North East and Yorkshire region have produced a short video to support providers when **caring for people with Covid-19 out of hospital**
- <https://vimeo.com/423176181/8abd9b5422>

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

- CQC has published data on deaths of people with a learning disability due to COVID: <https://www.cqc.org.uk/news/stories/cqc-publishes-data-deaths-people-learning-disability>
- **Emergency Support Framework:** CQC have written to providers of independent learning disability and/or autism services, independent dialysis services and independent ambulance services to update them that from Friday 5 June, they will start to roll out a new part of their approach to regulation during COVID-19; the Emergency Support Framework (ESF).
- The framework is already being used in adult social care and primary medical services, and it will be further adapted for roll out more widely across other sectors.

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

- **Coronavirus (COVID-19): health and wellbeing of the adult social care workforce** - This guidance is for anyone who works in adult social care. It also provides adult social care employers with guidance, tools and advice on how to take care of the wellbeing of staff at work – [link](#).

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
- Any questions

Next Steps

- Daily Portal Updates
- Weekly webinar (usually Friday): the next webinar is Friday 12th June, 1pm (joining instructions to follow); extended session next week: discussion re: Infection Control Fund
- Collate questions raised today and respond

Thank You!

Test and Trace

- Themed discussion
- Guest speakers:
 - Abdul Razaq: Consultant in Public Health
 - Dr. Sakthi Karunanithi Director of Public Health and Wellbeing

- **Letter from DHSC re: Test and Trace:** guidance for social care employers about staff isolation
- On the portal

NHS Test and Trace - Guidance for social care employers about staff isolation

- **Scenario 1:** A staff member who has been caring for a person who has tested positive for COVID19 or who has symptoms of COVID19 while the staff member was wearing appropriate PPE.
- **Action to be taken:** In the overwhelming majority of cases the member of staff will not need to self-isolate. These cases will be escalated to the local public health team to advise on, but unless there are very specific circumstances around the contact, they will usually advise the staff member that they can continue to work as normal.

NHS Test and Trace - Guidance for social care employers about staff isolation

- **Scenario 2:** A staff member who has been caring for a person who has tested positive for COVID19 or who has symptoms of COVID19 while the staff member was wearing appropriate PPE but the PPE has been breached;
- **Scenario 3:** A staff member who has been in contact with anybody else who has tested positive for COVID19 positive whether at work (most likely a colleague in communal areas) or in the community.
- **Action to be taken:** In scenarios 2 and 3 the member of staff will need to isolate for 14 days in line with the advice to the general population. There is no need for other colleagues to isolate as well, although it is possible that if a staff member tests positive, they may have had contacts with multiple colleagues or been exposed to the same source of infection.