

# COVID 19 : Provider Engagement Webinar

Friday 12<sup>th</sup> June 2020

# 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
- **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

## 2-3/3.30pm

- Infection Control Fund: updates and FAQs

# Testing Update

Sumaiya Sufi

Quality Improvement and Safety Specialist -  
Health and Residential Settings

# Extension to Whole Home Testing

- From 7 June 2020 all remaining adult care homes will be able to access whole care home testing for all residents and asymptomatic staff through the digital portal.
- Now encompasses: adult care homes catering for adults with learning disabilities or mental health issues, physical disabilities, acquired brain injuries and other categories for younger adults under 65 years.
- Government has commissioned SAGE advice on plans for retesting.
- Continuing to explore how other parts of the sector such as supported living settings, extra care settings and domiciliary care can be supported. In the meantime anyone with suspected coronavirus symptoms in these settings can of course access testing by self-refer on [gov.uk/coronavirus](https://www.gov.uk/coronavirus).

# Recap on care home testing

- The digital portal can be accessed here  
<https://www.gov.uk/apply-coronavirus-test-care-home>
- Recommend to attend/view webinar first!  
<https://event.on24.com/wcc/r/2375949/724EF6345473A192F6B9C19334699A29/1077953>
- The Department of Health and Social Care has issued a factsheet on **whole home testing for care home staff and residents**: on the portal

# Healthwatch Lancashire Survey

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

# Tony Pounder

## Director of Adult Services



# Day time Supports Conversations

# Survey

- 50 providers contacted
- 30 completed questionnaire
- 31 providers took part in Zoom conversation:
  - 8 from Older Peoples providers
  - 23 from Learning Disability providers

# Themes

- **Appetite** – providers want to open. Service users want to go back
- **Preparations** – Providers are at various stages of planning for re-opening. Some are already open to some extent
- **Guidance** – Looking to LCC for guidance on re-opening
- **Assurances** – Some feel the need for LCC's endorsement to have the confidence to open. Hope guidance will provide that

# Themes (cont'd)

- **Ongoing funding** – How long will LCC pay 'on plan'?
- **Communication and managing expectations** – Are service users aware that the service may look very different and does that affect their desire to return?
- **Transport** – A big issue for some providers, but a number have their own

# Next steps

Action	Timescale
Extended webinar 19 <sup>th</sup> June to consider draft of guidance on re-opening	1 week
Plan to hold individual provider meetings to discuss action plans to re-open	2-4 weeks
Develop ongoing communications/ webinars with day time supports	ongoing

# LCC Financial Advice and Support Programme

## - proposed changes -

- Regular reminders each week to look at the detailed guidance under the “Financial advice and support” heading on the portal.
- <https://www.lancashire.gov.uk/practitioners/health-and-social-care/care-service-provider-engagement/coronavirus-covid-19-information-for-care-providers/financial-advice-and-support/?page=3>
- Up to 4 June 2020 over **306** provider financial assistance payments commenced, which represents a commitment to pay of **£6,549,826** over a rolling 3 months starting April 2020.
- PPE provided at scale – over 400 providers received shipments from LCC
- Positively received by overwhelming majority of providers – but recognise doesn't work for every provider how they would wish
- **However – we need to make some changes**

# LCC Financial Advice and Support Programme

## - proposed changes -

- Pay on Plan arrangements
  - *These were designed to ensure stability of cash flow of Day Services and Domiciliary Care providers*
    - Day Services – currently co-producing a new Covid 19 operational and commissioning framework for safe re-opening be developing a revised financial framework along.
    - New financial framework will be developed to support implementation,
    - aiming for completion and sign off in July 2020.

# LCC Financial Assistance Programme - proposed changes -

- Pay on Plan arrangements

- *These were designed to ensure stability of cash flow to Day Services, Shared Lives Supported Living and Domiciliary Care providers*
- Domiciliary Care / SL Providers – arrangements plan to phase out as follows
- Shift from to 'Pay on Plan' to 'Pay on Submission' – 20<sup>th</sup> July

Service Type	Revert from
Framework Homecare & Meals	20 July 2020
Non-Framework Homecare & Shared Lives Day Support *	17 August 2020
Supported Living, Mental Health & Substance Abuse Rehab	14 September 2020



# LCC Financial Advice and Support Programme

## - proposed changes -

- Financial Assistance -

- *Designed to meet extra costs including in care homes,*
- Many costs for care homes now included within the Infection Control Fund (more details in 2pm session)
- LCC can't 'double-fund' or duplicate funding streams
- So need to redraw the boundaries of our own home grown Financial Assistance scheme
- Current financial assistance programme will be paused for care homes with effect of 24 June 2020, **with existing scheduled financial assistance payments stopped from 29 June**
- Claims can still be made for dates after **24 June**, but must be for expenditure not covered by Infection Control Fund

# LCC Financial Advice and Support Programme

## - proposed changes -

- Feedback on proposals – welcome to end 17<sup>th</sup> June
- Email to [carehomefinance@lancashire.gov.uk](mailto:carehomefinance@lancashire.gov.uk)
- Aim to get sign off of final proposals by Cabinet Member 22 June
- Implement changes to Financial Assistance programme for care homes 24 June
- Implement changes to Pay on Plan programme 20 July

# IPC Update (Tanya Shaw)

Updated 6<sup>th</sup> June – Test and Trace (Section 4)

Guidance

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

Updated 6 June 2020

# Section 4:

- If you have had close recent contact with someone who has COVID19 then must self isolate.
- Close contact excludes circumstances where PPE has been worn.
- Staff should be social distancing in break times anyway.

# Interim PHE guidance re residents test results - 9<sup>th</sup> June

Local guidance re isolation produced for:

- symptomatic residents
- asymptomatic residents
- asymptomatic immunosuppressed residents

# Symptomatic Residents

- Residents may come out of isolation 14 days after the onset of symptoms provided they are symptom and fever free for 48 hour (paracetamol free).
- If positive initially and then tested positive again but symptom free then can cease isolation as long as fever free after 48 hours.
- **NEW symptoms?** Then isolate and test again as if new infection.

# Asymptomatic Residents

- Residents with no symptoms who test positive, may cease isolation after 14 days.
- PHE holding advice is this is irrespective of subsequent test results.
- **If resident develops symptoms?** Then isolate and test again as if new infection.

# Asymptomatic Immunosuppressed Residents

- Retest after 2 weeks. If positive then a further week in isolation is required.
- Then retest after 3<sup>rd</sup> week in isolation.
- Positive? The if showing no symptoms, can cease isolation.

**\*\*IPC Measures are still to be maintained \*\***



# Definition of Immunosuppression

Examples of persons with weakened immune systems include those on active cancer treatment and those with HIV, bone marrow transplant, and solid organ transplant patients who are taking certain immunosuppressive drugs; and those with inherited diseases that affect the immune system (e.g., genetic immune deficiencies). The list of immunosuppressed people also includes those who are on oral or intravenous corticosteroids or other medicines called immunosuppressants that lower the body's ability to fight some infections (e.g., mycophenolate, sirolimus, cyclosporine, tacrolimus, etanercept, rituximab).

# Public Health - Face Coverings

Mandatory on public transport from 15<sup>th</sup> June.  
Please do not use FRSM as this is a resource for  
the care home.



# Contract Management Update

- Contract Management are planning to hold a series of meetings with our domiciliary, supported living and public health contracted suppliers.
- Providers will be contacted by their named Contract Assurance Officer or Contract Monitoring Officer within the next couple of weeks to schedule in a meeting.
- Meetings will be held via Skype tele/video conferences.
- The purpose of the meetings will be:
  - to understand the current position of each provider
  - the impact that Covid-19 has had, and continues to have on your service;
  - understand current risks and consider longer term ongoing risk management
  - understand any service limitations, and consider ongoing resolutions
  - review the position of specific contracts and discuss and agree a direction of travel for returning to the normal/new normal
  - allow you, the provider to raise and discuss any specific concerns you may have.

# Contract Management Update

- We hope these discussions will allow us to work with each provider and understand the pressures and capabilities at an individual level, but will also help us understand the position across the County.
- Whilst our team have been in regular contact with many of you, we look forward to re-engaging in more structured conversations, to enable us to move forward.

# LCC Auxiliary Staffing

- Currently only taking up residential providers on their offer of shadowing placements.
- Please get in touch if you want to offer a shadowing placement within your home.
- Continuing to deploy the workforce appropriately; undertaking a variety of tasks (personal care, lighter duties)
- Some really positive feedback from the weekly calls to providers who are hosting a placement
- Looking at how we can support homes in a more preventative way, e.g. support to cold homes, embarking on whole home testing.

# DHSC Guidance Page - PPE Portal

- Throughout May and June 2020, DHSC have been inviting GPs, small residential care providers (24 beds or fewer) and small domiciliary care providers (99 clients or fewer) to register and order with the PPE portal, in order to help meet their PPE needs in the current climate.
- DHSC has launched a guidance page on the PPE Portal, to help provide information to those invited to register and order emergency PPE through the site.
- **Please find the page at this address:** <https://www.gov.uk/guidance/ppe-portal-how-to-order-emergency-personal-protective-equipment>
- The page details who is eligible to register with the portal, how the order process works and what customers should expect from the portal.
- **Please ensure that all eligible providers regularly check their email accounts registered with the CQC/MHRA in order to ensure that the email invitation is received and actioned.**
- Any queries about the portal can be made through the Customer Service team at: 0800 876 6802.

# PPE Update - National

- **Apple face shields** - Providers should shortly be receiving a letter from the Department of Health and Social Care to notify them that Apple face shields have now been approved for use by the Health and Safety Executive. The essential technical specification guidance that this falls under can be found here – [link.](#)

# PPE - LCC Phonenumber

- From Monday 22 June, the LCC PPE Phonenumber will change its operating hours to :
  - Mon- Fri 9am - 5pm
  - Sat 9am - 1pm

Email address:

[CareProviderPPE@lancashire.gov.uk](mailto:CareProviderPPE@lancashire.gov.uk)



# LCC Tracker Update

- Thank you for your continued support – the information you provide is vital in helping respond to the pandemic.
- Currently, we receive daily information from 83% of Home Care providers and 88% of Care Home Providers which is fantastic and we want to increase.
- To support providers we are continuing to develop the tracker tool in Lancashire & BwD
- Information we are gathering for the tracker informs our teams helping to manage COVID19 outbreaks directly with providers
- NEW additional questions have been added to the NECS Care Capacity Tracker from 11<sup>th</sup> June for Care Home Providers and we are adapting our tracker questions to match so we can continue to upload to NECS on your behalf and prevent duplication of effort
- We will begin collecting this data from Care Homes on Thursday 18<sup>th</sup> June and upload to NECS on your behalf
- If you have any questions please contact the Care Capacity email address [CareCapacityTracker@lancashire.gov.uk](mailto:CareCapacityTracker@lancashire.gov.uk)

# 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.

# Other updates/provider resources / best practice

# LCC Data Updates

- Request for feedback:
  - Bed vacancy info?
  - Updates from the LCC trackers?
  - What data would providers wish to see?
- Please let us know via the portal

# LRF Guidance

- The Local Resilience Forum has issued **Guidance for Care Homes and Supported Living Homes - Visits to residents from family and friends**
- The guidance aims to facilitate safe visiting where appropriate and essential to improve the resident's morale, mental and emotional wellbeing; on the portal

# Supporting Carers

- This week is Carers Weeks (8 - 14 June) [www.carersweek.org](http://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](mailto:enquiries@lancscarers.co.uk).

# Learning Disability Updates

- Arranging a virtual Learning Disability Partnership Board for 24<sup>th</sup> 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

# High Sheriff COVID-19 Awards

- Letter and nomination form from the High Sheriff of Lancashire, for the Chief Executive regarding the High Sheriff Covid-19 awards (on the portal).
- We have been asked to pass the information onto any suitable organisation that may wish to make a nomination.



# 'Keep On Keep Up'

- **'Keep On Keep Up'** is a new app that has been developed at the University of Manchester and released for free to help reduce the high risk of falls and physical decline in older people self-isolating during the COVID-19 lockdown. The award-winning app will help reduce thousands of injuries – which are often serious and sometimes fatal - in the over 65's - [link.](#)

# 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
- Asking for feedback on the Emergency Support Framework

# 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](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](#).

# Stay Alive App - Suicide Prevention

- **Stay Alive App - Suicide Prevention** - Access to the Stay Alive app is now available for all NHS and social care staff. This is a self-help app which can positively support individual staff members with existing mental health concerns and others that are struggling in self isolation. Stay Alive is available for free through the App Store and Google Play – [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 19<sup>th</sup> June, 1pm (joining instructions to follow)
- Daytime Supports session to follow on from the main webinar
- Collate questions raised today and respond

**Thank You!**