

# COVID 19 : Provider Engagement Webinar

Friday 19<sup>th</sup> 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
- Charlotte Hammond: Head of Service, Learning Disabilities, Autism and Mental Health

## 2-3pm

- Daytime Supports: Draft Guidance (following on from Zoom conversations with providers)

# Finance Update:

- LCC Financial Assistance Scheme
- Infection Control Fund

There is detailed guidance available 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>

# Proposed changes to LCC financial assistance scheme

- At last week's webinar we proposed some changes to the scheme
- The changes are to help avoid duplicate funding to **care homes** receiving the Infection Control Fund and also claiming financial assistance under the council's scheme
- We will seek cabinet member approval on 22 June to agree the changes
- Subject to approval, the timescales for implementation are as follows:
  - 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 the Infection Control Fund

# Infection Control Fund (ICF)

- All care homes have been paid the first instalment of the fund by 10<sup>th</sup> June
- Homes should contact the following mailbox urgently if they think they have not received the grant letter and/or the first instalment: [carehomefinance@lancashire.gov.uk](mailto:carehomefinance@lancashire.gov.uk)
- We have been receiving a high volume of questions on the use of the Infection Control Fund
- We have published the frequently asked questions and responses at the following web link: <https://www.lancashire.gov.uk/practitioners/health-and-social-care/care-service-provider-engagement/coronavirus-covid-19-information-for-care-providers/residential-and-nursing-care/infection-control-fund/>
- In the grant letter care homes have been ask to send their completed grant returns and invoices by **today 19 June** to: [carehomefinance@lancashire.gov.uk](mailto:carehomefinance@lancashire.gov.uk)
- Your return is needed to allow us to submit our return to government, and to enable us to make the second instalment payment in a timely way

# Pay on plan - reminder

- At last week's webinar we proposed a timescale for phasing out the current 'pay on plan' arrangements
- Subject to cabinet member approval, the timescale is as follows:
  - For Domiciliary Care / Supported Living providers
  - Shift from 'Pay on Plan' to 'Pay on Submission' from 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



# ICF briefing note

- The Care Provider Alliance (CPA) have produced a briefing note (on the portal) which provides further information and examples to support care providers' reports to local authorities on additional expenditure on infection control arrangements because of COVID-19.
- It should be read alongside the [Government guidance and related annexes](#).

# DHSC Update re: ICF

- The DHSC has confirmed that our approach meets their expectations through advice given to ADASS on the following:
- **Re:** line in the grant circular that payment of the second instalment is contingent on the first being used for infection control measures and being used in its entirety, and what this means in practice.
- **DHSC advice:** We do not expect care home providers to have spent the cash they have received by 26 June, but that they should be able to provide information to the council on what their plans are around the funding received.

# IPC Update

Tanya Shaw

Infection, Prevention and Control Nurse

# IPC Update

- Where possible, please comply with social distancing in your care home for staff and residents.
- Some reports of care home staff not wearing PPE.
- If your care home has all tested negative – please continue to wear PPE as the virus could still potentially be brought into the home.

# PPE Reduces Risks

- Risk of transmission to the residents and other colleagues.
- Risk to the service as a result of test and trace if PPE is not being used appropriately.

# PPE

- Gloves and apron are still to be changed between residents and between resident tasks (for example, assisting to feed and then attending to personal care).
- Please don and doff PPE in the correct order to minimise self contamination – care provider portal has links to correct techniques.

# Outbreaks

- Some homes are not reporting outbreaks in the correct way.
- Please telephone this through to PHE in the first instance as normal – Version 6.

## When to suspect a COVID-19 outbreak?

Two or more cases which meet the clinical case definition above, arising within the same 14-day period in people who live or work in the care home

# End of Outbreak

## Section 10: Declaring the End of an Outbreak

An outbreak will be declared over when there have been no new cases of confirmed or suspected COVID-19 within a continuous 14-day period.

To report the end of an outbreak please email: [infectionprevention@lancashire.gov.uk](mailto:infectionprevention@lancashire.gov.uk)

Emails need to be marked: **End of outbreak notification**

We will send you the Deep Clean Checklist for you to complete, sign and date.  
Please return via email.



# How to work safely in care homes

COVID-19

Personal protective equipment (PPE)  
– resource for care workers working in care homes during sustained COVID-19 transmission in England

Title changed to reflect the content.

# Updates include:

- PPE scenarios merged for clarity.
- Addition of questions and answers.
- Addition of guidance for people with learning disabilities and/or autism.
- Minor changes to some answers in the question section.
- Further detail added to recommendations including surgical mask types.

# How to work safely in domiciliary care in England

COVID-19

Personal protective equipment (PPE)  
– resource for care workers delivering  
homecare (domiciliary care) during sustained  
COVID-19 transmission in the UK

Title changed to reflect the content.

# Updates include:

- Addition of questions and answers.
- Addition of guidance for people with learning disabilities and/or autism.
- Minor changes to some answers in the question section.
- Further detail added to recommendations including surgical mask types.

# Care Home Testing Update

- If there are care homes that have registered and received their whole home testing kits but not yet started testing , please could they attend a DHSC webinar:<https://event.on24.com/wcc/r/2375949/724EF6345473A192F6B9C19334699A29/1077953> and contact LCC if they need support with help to do the swabbing via ([infectionprevention@lancashire.gov.uk](mailto:infectionprevention@lancashire.gov.uk) ) **Subject – support with swabbing.**
- Reminder that whole home testing programme has now been extended to cover more service types.

# 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 82% of Home Care providers and 91% of Care Home Providers which is fantastic and we want to increase.
- We have begun collecting additional data to match the new NECS questions on 18<sup>th</sup> June as planned
- Direct uploads of tracker information to NECS have continued and now contain this additional data
- New questions will help to establish where outbreaks have occurred and support our IPC team in helping providers manage those outbreaks
- If you have any questions please contact the Care Capacity email address [CareCapacityTracker@lancashire.gov.uk](mailto:CareCapacityTracker@lancashire.gov.uk)

# LCC Tracker Update

- Please can providers continue to let us know via the portal what information from the tracker they would like us to share?
- Aware that CCG colleagues in some areas have shared some intelligence from the tracker
- Will share an update at a future webinar

# 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, homes embarking on whole home testing, etc



# PPE - LCC Phonenumber

- From Monday 22 June, the LCC PPE phonenumber will change its operating hours to :
  - Mon- Fri 9am - 5pm
  - Sat 9am - 1pm
  - (NB: this has changed from the operating hours that have been in place since 1<sup>st</sup> June, which were Mon-Sat, 8am-7pm)

Email address:

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

# 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.

# Healthwatch Lancashire Survey

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

# Public Health (LH)

- 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.

# Charlotte Hammond: Head of Service, Learning Disabilities, Autism and Mental Health - Service Update

# Learning Disabilities and Autism

In the time of Covid 19

# Gary Bourlet, Engagement Lead with Learning Disability England

"The data shows that between 10 April and 15 May there were 134% more deaths of adults with a learning disability during Coronavirus.

This data is obviously awful and shocking. These are individuals who are loved. But what is also shocking is that it has taken until week 10 of the pandemic for the public to see these figures.... There is next to no explanation for the increased mortality rates.... though there are figures that show which of the deaths were those suspected to have Covid 19. We have not been told how many of those people had underlying health conditions, or whether they had even been tested for the virus.... Most importantly we need to make sure people with a learning disability aren't dying unnecessarily in this pandemic, without people noticing."



# Considerations and Context

- People with learning disabilities have a life expectancy of 66 for men and 67 for women, 17 years lower than everyone else, in normal times.
- Most deaths of people with Learning Disabilities are attributed to respiratory conditions, since before Covid 19
- Health inequalities characterise this population, obesity, smoking, mental health and wellbeing, sexual health, over-medication and untimely health care and screening.
- People with learning disabilities often tell us they want more relationships.
- Reduction in Safeguarding alerts, not clear on reasons as yet, potential for surge.

# Considerations and Context

- 2000 people with learning disabilities live in supported living pan Lancs.
- Nationally Supported Living has not been given the attention afforded residential care homes, in relation to testing, infection control, national reporting of deaths and infections.
- LSCFT have recently launched testing for people with learning disabilities, though not people with autism.
- DoHSC is 'exploring' how to do whole house testing for supported living.
- There is no information about how people with autism without learning disability have been affected, information about the life expectancy of people with autism is not collected.
- Supported living providers have been reporting daily that they are managing well.

# Initial Report : North West

- Rapid reviews were carried out on 126 deaths of people with learning disabilities and/or autism. 40 cases were quality checked.
- Data is available in respect of the 40 cases, we are assured that the Lancashire specific information will be coming soon.
- Recommendations include, oximeters being available in all supported living and residential care homes for people with LDA. There is a meeting as we speak about a potential grant for this, (£25 from Argos)
- More joined up approaches to health inequalities.

# Initial Report : North West

- Hospital passports to be further promoted.
- Annual health checks to be further promoted.
- Areas with Hospital Liaison nurses have better outcomes.
- DNAR guidance to be clarified.
- Guidance for coroners in respect of 'cause of death' information

# Final thoughts

- It is refreshing how seriously this is being taken, though it would be understandable if people with learning disabilities and or autism and the people who love them, were sceptical.
- There have been many reports that highlight these inequalities, going back many years, the pandemic has brought them back into attention.
- Locally we must respond to this. There is no option to wait for reform or new legislation, we need to work out a plan together ensuring that in the event of a second wave we are prepared, but also, that ordinary access to good health is evident in Lancashire for people with learning disabilities and or autism.

# Learning Disability Updates

- A virtual Learning Disability Partnership Board is taking place on 24<sup>th</sup> June via Zoom 10.30-11.30am
- Updates from:
  - Charlotte Hammond (Head of Service, LCC)
  - Healthwatch
  - Advocacy Focus
  - Trading Standards (Scams)
- Providers on our Learning Disability Provider Forum have already received an invitation
- Please get in touch via the portal if you want to be sent the invitation

# Learning Disability Awareness Week. 12-20 June 2020

# Friends and Relationships

- We know that people with a learning disability already experience high levels of loneliness and social isolation and that this will only have been made worse by the lockdown.
- There was a virtual conference yesterday, amazingly people from all over the world joined, Meet n Match and LSCFT facilitated it.
- What was clear was that life is better with friends and that people were missing their friends more than ever now.
- People with learning disabilities may need additional support to maintain friendships as barriers such as finances, transport, communication, other people's anxieties and staffing issues get in the way.



# Friends and Relationships

- People yesterday overwhelmingly talked about wanting a hug.
- Loneliness is a killer, the rapid reviews referred to people needing others in their lives.
- We have all learned new skills in the pandemic, we can see that we can enable people to connect with a little creativity, as we come out of lockdown, we are now looking at how we can ensure that people have enough other people in their lives to ensure a good life.
- Social work teams have pledged that all assessments and support plans must take account of friendships and relationships in order to be agreed.
- Ian Crabtree has been asked to sign that pledge too before he goes on leave today.

# NHS Updates

# Interpretation of test results for care home residents

- The CCGs are aware that the absence of national guidance around the interpretation of test results of residents has caused significant challenges, particularly regarding the long-term isolation of care home residents.
- Newly agreed North West interim guidance on appropriate isolation for care home residents who test positive for COVID-19 and are symptomatic; asymptomatic; and asymptomatic and immunosuppressed - [link](#)
- In the event national guidance is published on this issue, this will immediately supersede the position of the North West Scientific and Technical Advice Cell (STAC).

# Pulse Oximeter use in care homes

- **Pulse oximetry and remote monitoring** - NHS England and Improvement recently published a document setting out principles to support the remote monitoring, using pulse oximetry ([link](#)), of patients with confirmed or possible COVID-19.
- It should be read alongside the [general practice](#) and [community health services](#) standard operating procedures.
- Additionally, this is suggested content for a COVID-19 diary that patients could use under clinical supervision to support remote monitoring of those with confirmed or possible status - [link](#).

# Pulse Oximeter use in care homes

- The Royal College of General practitioners have developed specific guidance for care homes and an accompanying short e learning video that is freely available – [link](#).
- ClinicalSkills.net have also produced a useful guide which has a checklist to ensure staff know how to use a pulse oximeter correctly – [link](#).
- Please can care homes ensure that staff are appropriately trained and aware of how to escalate any concerns.

# National Volunteer Responders

- While some lockdown measures are being eased, there is still a great need to support and help the most vulnerable people in our communities.
- NHS Volunteer Responders is open for self-referrals from anyone who needs support with their shopping, prescription collection or even just a friendly chat.
- There are 60,000 volunteers ready to help.
- Please let service users and anyone else who may benefit know how to access the service – [link](#).

# NHS Mail Webinars

- The webinars are designed to advise how to register, set up and how to use your new NHSmail account.
- Any Care Providers using NHSmail are encouraged to join the training webinars, these are live sessions, so you'll have the opportunity to ask questions throughout.
- **Webinar format:**
  - Registering for NHSmail, including the introductory email
  - Logging in for the first time
  - Opening a shared mailbox
  - Bookmarking and Outlook desktop
  - Resetting your password
  - NHSmail hints and tips
  - Microsoft Teams overview

# NHS Mail Webinars

- Webinars run every Tuesday and Thursday, 2pm - 3pm
- Please use one of the links below:
  - Tuesday webinar: [Join Microsoft Teams Meeting](#)
  - Thursday webinar: [Join Microsoft Teams Meeting](#)
- Any queries, please contact:  
DSPT Team [England.DSPTNorth@nhs.net](mailto:England.DSPTNorth@nhs.net)



# NHS Mail - Reminder

- All Care Providers who have registered for a shared mail NHSmail account using the FastTrack Registration Process must complete the **Digital Security and Protection Toolkit (DSPT) to entry level by 30th September 2020**. This toolkit provides assurance to the NHS that your organisation practises good data security and handles personal information correctly.
- Please see the links below for more information:
  - Webinars for the Digital Security & Protection Toolkit - [link](#)
  - Supporting Documents – [link](#).
  - **Priority connection with internet deals for care homes** – The NHS has developed a page which lists new internet deals available specifically for care homes that may need to improve their internet connection to use technology more during the coronavirus (COVID-19) pandemic – [link](#).

# NHS Mental Health, Learning Disability and Autism COVID-19 Cell Bulletin

- The bulletin provides colleagues working in organisations across health, care and support systems with a round-up of the new guidance, communication activities and information coming out of the NHS England and Improvement Mental Health, Learning Disability and Autism COVID-19 cell.
- <https://www.england.nhs.uk/coronavirus/community-social-care-ambulance/mental-health/mh-learning-disability-autism-covid19-cell-bulletin/>

# Getting Help (Easy Read)

- Getting NHS help when you need it during the coronavirus outbreak
- <https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/05/C0525-accessing-services-easy-read.pdf>
- Wider relevance of easy read materials; not just for people with Learning Disabilities

# Delirium and considerations during Covid-19 Webinar

- NHS England and Improvement's Dementia Programme is hosting a webinar on specific considerations for delirium during COVID-19, which will take place on **24 June, from 13.00-14.30**.
- Delirium is a marker of acute illness and is increasingly recognised as being a condition linked to the presentation of COVID-19, particularly in older people.
- This presents new challenges in terms of recognition and management, especially in the community setting – [link](#).

# Blackpool CCG - Reminder for Care Homes

- Reminder to care homes that they must notify expected/regular visiting professionals (e.g. nurse etc.) as soon as they have a positive COVID result in the home; it seems a number of homes have been advising visitors of this only once the visitor is already in the home and therefore not wearing the right PPE for the situation.

# Other updates/provider resources / best practice

# Advice for care providers on cohort nursing

- This guidance has been developed by LCC to support care homes to group residents with the same infection within an isolated area, where single room isolation is not practical - [link](#).

# 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



# ONS COVID data

- On Tuesday 16<sup>th</sup> June, the Office for National Statistics (ONS) reported that **weekly deaths in care homes, involving the coronavirus are at their lowest level since the emergence of COVID-19 in Lancashire.**
- This is welcome news, and our main priority is to help you lead the recovery from COVID-19 over the coming months - [link](#).

# Scams Awareness Fortnight

- LCC Trading Standards Service would like to remind all providers that it is **Scam Awareness Fortnight** and this year will be focusing on raising awareness of scams that have emerged as a result of the coronavirus outbreak.
- Posters on the portal
- Social media messages also appear on our Facebook page, Scambuster Stan at <https://www.facebook.com/StanleyDards/>.
- Further information can be found at <https://www.citizensadvice.org.uk/cymraeg/about-us/our-campaigns/all-our-current-campaigns/scams-awareness-campaign-2020/>

# Coronavirus Scams

- Lancashire County Council has issued a new update about known scams being operated in connection to Covid-19, including fake Track and Trace calls.
- Please continue to be vigilant – [link](#).

# National Lottery Community Fund

- The National Lottery Community Fund has launched a £200m fund for organisations in England.
- Funding will support activities that help people and communities affected by COVID-19.
- Funding is also available to help charities and social enterprise organisations overcome any acute financial difficulties they are facing because of the pandemic – [link.](#)

# Digital/Technology Update

- **Technical helpline for care providers and digital best practice action research** - Digital Social Care has set up a new helpline ([link](#)) to support the adult social care sector with harnessing technology during COVID-19.
- As the pandemic continues, there is an expected increase in people using technology and needing technical help and support.
- Digital Social Care contact details: 0208 133 3430 or [help@digitalsocialcare.co.uk](mailto:help@digitalsocialcare.co.uk).
- **Free software to support care providers during Covid-19** – Digital Social Care has compiled a list of free software for social care providers to help during Coronavirus.– [link](#).

# Digital/Technology Update

- **Digital Self-Assessment Tool:**
- Developed in partnership with Skills for Care, this tool helps social care employers measure:
  - how capable staff are of harnessing the benefits of digital tools and skills; and
  - whether they have the right infrastructure in place to use more digital tools.
- This free, online tool will help providers understand where they might have gaps, in areas such as skills, technology or strategy, that could prevent them from working in a more digital way – [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

# 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)

# Social Care Institute for Excellence (SCIE) Resources

- Sign up for e-bulletin
- Online COVID-specific resources for health and social care: <https://www.scie.org.uk/care-providers/coronavirus-covid-19>
- Innovation in Care Homes: <https://www.scie.org.uk/care-providers/coronavirus-covid-19/blogs/care-home-innovation>
- **Webinars**
- **Blogs**
- **Guidance**

# Skills for Health

- A **COVID-19 customer service eLearning programme** has been launched to support your organisation to re-open safely and to boost public health confidence – [link](#).

- **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](#).

# Psychological First Aid digital training module

- PHE has launched an updated Psychological First Aid (PFA) digital training module, aimed at all frontline and essential workers and volunteers. The course aims to increase awareness and confidence to provide psychosocial support to people affected by COVID-19.
- Free, and no previous qualifications are required.
- By the end of the course, outcomes will include: understanding how emergencies like the COVID-19 pandemic can affect us, recognising people who may be at increased risk of distress and understanding how to offer practical and emotional support – [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>

# COVID Health and Social Care Survey

- Ulster University, with Kings College London are conducting a study on **health and social care workers' quality of working life and coping while working during a Covid-19 Pandemic.**
- Want to understand more about the mental health and wellbeing needs of the workforce and would like to encourage you to disseminate the survey opportunity to your staff (the survey closes at the end of June).
- The survey will be repeated a number of times over the coming year and the team have agreed to work with NW ADASS on insight from responses in the region – [link](#).

# 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 26<sup>th</sup> June, 1pm (joining instructions to follow)
- Guest speaker to be confirmed
- Collate questions raised today and respond

**Thank You!**