

COVID 19 : Provider Engagement Webinar

Friday 10th July 2020

Welcome and Introductions

(Ian Crabtree)

Welcome and Introductions

- **Purpose of today's webinar:**
 - Key messages and updates
 - **Fortnightly 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/>
- **Fortnightly newsletter to providers:** sent out by Contract Management via email (Friday or Monday); summary of key messages

Guardian Journalist

We will be joined on the webinar this week by a journalist from The Guardian who has been reporting on coronavirus since the start of the pandemic. She is just listening in to the call and is doing so confidentially. It is part of work that she is doing to get a real understanding of the challenges care providers have faced throughout this pandemic so that she can get that across to the wider public. She will not use any information that could identify a care provider without permission, so please don't let her presence constrain your questions or discussion.

Today's Agenda

1-2pm

- Regular updates
- Workforce Risk Assessment Tool (Abdul Razaq)
- Repeat Care Home Testing (Sumaiya Sufi)
- Good news/practice

All Wales COVID-19 Workforce Risk Assessment Tool

Abdul Razaq
Consultant in Public Health

All Wales COVID-19 Workforce Risk Assessment Tool

Introduction

This Risk Assessment Tool has been developed to help people working in the NHS and Social Care in Wales to see if they are at higher risk of developing more serious symptoms if they come into contact with the Covid-19 virus.

We want to help you understand whether you may be at greater risk and to help you and your line manager to choose the right actions for you based on your level of risk.

Your employer has a duty of care to protect your health and safety at work and this includes understanding if you are at extra risk from COVID-19. This duty of care includes ensuring an equitable approach for all staff regardless of ethnicity or any other protected characteristics.

The next page sets out an overview of the risk assessment process. It has links to the latest guidance and information on the basic things that everyone can do to reduce their risk of COVID-19 infection, as well as the things that employers must do to support people who work for them.

Please use the resources as well as the Risk Assessment Tool to get the best results.

COVID-19 Understand your risk: Act to stay safe

What you need to do

Step 1 Check your risk – complete the Risk

Assessment

Step 2 Understand your risk

A score of 0-3 Low risk

A score of 4-6 High risk

A score of 7-8 Very High-Risk

Step 3 Identify the right actions for you

Your employer has a responsibility to put the actions in place with you

Step 4 Act now – Take the right actions

Focus on your health and wellbeing

Control
existing health
conditions

Take Vitamin D
supplement

Manage your
weight

Boost your
wellbeing

Deployment to a different area

Setting and
PPE review

Workplace adaptation
or
Role redesign

Observe
Social

distance
Practice
Good Hand
Hygiene

Rigorous
Infection
prevention
and control



All Wales COVID-19 Workforce Risk Assessment Tool – confidential once completed

How to use this Tool

The Tool asks a number of questions about you that are designed to identify whether you are at a higher risk from Covid-19. It asks some questions about your health, weight and ethnicity which may increase your risk of serious illness following an infection with Covid-19.

You may know the answers to the questions yourself, but if not you can discuss this with your line manager, workforce team, union representative, Occupational Health or advocate.

You may also want to consult your GP about the health conditions that are listed.

Please complete the questions and add up your score.

COVID-19 Understand your risk: Act to stay safe

We will continue to develop and improve the All Wales COVID-19 Workforce Risk Assessment Tool. If you have any comments or queries on the use or to improve the tool please email HSS.Covid19.WorkplaceAssessmentSubGroup@gov.wales

All Wales COVID-19 Workforce Risk Assessment Tool – confidential once completed

Step 1

Check your risk

Consider each risk factor that applies to you and total your score

Risk factor	Score
Age – Covid-19 seems to have a bigger impact on people who are older	
• If you are aged between 50-59	1
• If you are aged between 60-69	2
Sex at birth – Covid-19 seems to have a bigger impact on males than females	
• Male	1
Ethnicity – Covid-19 seems to have a bigger impact on people from some ethnicities	
• Do you identify as one of the BAME or Mixed race groups as set out in this link	1
Existing Health conditions (Comorbidity) – Covid-19 seems to have a bigger impact if you already have other pre-existing health conditions. You may want to speak to your GP if you are not sure about these questions	
• Cardiovascular disease	
Are you on any treatment for Hypertension (high blood pressure), Atrial Fibrillation (Irregular heart rate), Heart Failure, Previous MI (had a heart attack), had a stroke, or Transient Ischemic Attack (mini stroke)	1
• Diabetes Mellitus Type 1 or 2	1
• Chronic lung disease (including asthma, COPD, interstitial lung disease)	1
• Chronic kidney disease (any stage 1-5)	1
This link will help you work out your BMI – if your BMI is more than 30 . OR If your waist circumference is:	
• Sickle cell trait, Thalassaemia trait or other haemoglobinopathy	1
• South Asian Female more than 33 inches (84cm); Other BAME or white Female more than 34.5 inches (88cm)	
Obesity – Covid-19 seems to have a bigger impact if you are overweight	1
• South Asian Male more than 35 inches (89cm); Other BAME or white Male more than 40 inches (102cm)	
Family history – Covid-19 seems to have a family susceptibility for some people, especially twins	

• Has a member of your immediate family (parent under 70, sibling, child) been in ITU or died with Covid-19	1
Total score	

All Wales COVID-19 Workforce Risk Assessment Tool – confidential once completed

Step 2 Understand your risk – what your score means in your workplace setting

Workplace setting	Score		
	Low Risk 0-3	High Risk 4-6	Very High Risk 7 or more
Community care	Continue with caution	Consider modified duties and PPE Review*	Work from home or non patient facing
Primary care	Continue with caution	Consider modified duties and PPE Review*	Work from home or non patient facing
Secondary care Non AGP	Continue with caution	Consider modified duties and PPE Review*	Work from home or non patient facing
Secondary care with AGP	PPE Review*	PPE review* and/or Modified duties	Work from home or non patient facing

*PPE Review – This should consider the work setting, review all Transmission Based Precautions and ensure the selection and correct use of PPE including training and fit testing.

Now arrange a time to discuss with your line manager to agree a plan and ensure you are appropriately protected. This may include a discussion with Occupational Health.

All Wales COVID-19 Workforce Risk Assessment Tool – confidential once completed

Step 3 Identify the right actions for you

Now you have completed your COVID-19 Risk Assessment score please discuss with your line manager, occupational health, workforce team, union representative or advocate to ensure you are appropriately protected.

Things I can do myself

Do the important things to maintain your safety in the workplace

- Observe good hand hygiene, with frequent use of soap and water or alcohol-containing gel.
- Maintaining a distance of 2 metres is an important aspect of the measures we must all take to minimise the risks of the spread of COVID 19. It is something we should aim to do in all aspects of our daily lives and anywhere in work where this is possible.
- Use appropriate personal protective equipment identified for your role and know how to use it properly.
- Observe isolation requirements for known or suspected COVID- 19 cases.
- Ensure your infection control training is up to date.

Things my employer can help with

- Your line manager or union rep will help you use the tools and identify the right actions for you.
- Making adjustments
 - Can some or all of your duties be undertaken or completed in a different way
 - Can adjustments be made to enable you to work safely,
 - Can face-to-face contact with the public and home visits be limited or avoided
 - Ensure appropriate physical distancing within the workplace
- Will adjustments allow you to work from home
- If no adjustments can be made to mitigate your risk then temporary Medical Exclusion may be considered.

All Wales COVID-19 Workforce Risk Assessment Tool – confidential once completed

Step 4 Act now – take the right actions

Following your discussions with your line manager record the agreed plan and ensure you set a time for review.

What reasonable adjustments have been identified and taken to mitigate your identified risks?

.....

Date adjustments were introduced*

.....

Date for review

.....

This may be time based or instigated by an event that impacts on your circumstances

* This should be signed and dated by both employee and line manager

Testing Updates

Sumaiya Sufi

**Quality Improvement and Safety
Specialist**

Lessons Learnt

Care Home was informed by GP a resident was in the extremely vulnerable persons/shielding category

Resident was isolated as per guidance

Subsequently care home had to seek further support for resident as health was deteriorating. It was at this stage they found out that the resident was not in the shielding category.

Ask for written confirmation of Resident shielding status.

Antibody Testing

The antibody test is for research purposes only and doesn't provide those staff with any further information that will assist them in their work or their settings as their protocols for PPE and antigen testing are still the same. This is because, there is no information on whether those antibodies provide immunity or for how long.

Currently available in Morecambe Bay CCG and Fylde and Wyre CCG areas

Repeat Whole Home Testing

- Live on 6th July for registration. Initially care homes for over 65s and those with a dementia
- Extension due in August
- Weekly staff testing and residents every 28 days
- Have to reorder for next month – you should receive a reminder email
- Further guidance from PHE expected next week regarding which visiting staff eligible
- Attend [webinar](#) before you start testing!

Repeat Whole Home Testing

- MCA/Best Interest Resources available on [Lancashire County Council portal](#)
- You can request swabbing support
- Can use ICF grant allocation to support with costs incurred to carry out testing
- **Do not** share test kits between homes.
- You must register individual test kits to ensure results are fed back and are accurate. Make sure you have a **clear record of which barcode** belong to each person
- In between testing if resident or staff symptomatic follow established testing and isolation guidance

Repeat Whole Home Testing

- Report positive results to local health protection team (0344 225 0562) and let us know when we call you.
- Evidence suggests transmission of virus in care homes is through staff movement. If there is staff refusal, explore reasons behind this. Care Homes need to consider if they deem request for staff testing as a reasonable management instruction.

<https://www.devonshires.com/testing-of-employee-for-covid-19/>

<https://ico.org.uk/global/data-protection-and-coronavirus-information-hub/coronavirus-recovery-data-protection-advice-for-organisations/>

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).

Regular retesting for care home staff and residents: video guidance

In preparation for the [changes to testing within care homes](#), a webinar/training video has been produced by Kristy Atkinson, Deputy Designated professional for Safeguarding Adults and Mental Capacity Act (Greater Preston CCG, Chorley and South Ribble CCG and West Lancashire CCG). This covers testing, MCA, the law and legal escalation.

It now sits on YouTube; you can access by following this link: <https://youtu.be/7TEiGaY8MFY>

Also on the portal

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)
- Looking at how we can support homes in a more preventative way, e.g. support to cold homes, homes embarking on retesting programmes, etc

Day Time Supports

- Financial Framework document - currently awaiting clearance from Legal (and Director of PH); will be released as soon as possible
- Framework will give guidance on safe working practice and will be starting point for day services to re-open if they haven't already
- We will provide more information shortly about support available to providers to re-open, including more detail about the Infection Control Fund
- There will be a meeting for day time supports, Friday 17th July at 1pm. Invitations and further details will be sent out early next week

Tracker/NECS update

- Thank you to providers for answering the question about whether they still wanted LCC to do their NECS upload; the majority said yes so we will be continuing.
- If any providers don't want LCC to do their upload, they can get in touch (no need to recontact us if they have already asked us not to).
- We will start to ask some additional questions on the daily tracker calls re: the repeat testing process to make sure that providers are ok with the registration process and to provide us with some information on how the staff and resident testing is going.

IPC Update

- Some of the terminology has changed to describe when an outbreak ends.
- As stated last time, end of an outbreak is 28 days since last confirmed case (day 1 when swab was taken not when result was obtained) or symptomatic case.

Outbreak Timeline

- Day 0-14 – Outbreak - after last onset of symptoms/positive case. (Outbreak if 2 or more). 14 days isolation for residents/contacts.
- Day 14-28 - Recovery phase. Residents have completed 14 days isolation and can leave rooms but ensure social distancing is maintained.

Outbreak Timeline

- **Day 28+ Recovered**. IPC Team send out deep clean info, deep clean undertaken. Repeat testing.
- **End of outbreak** - when tests returned negative and end of outbreak terminal clean check list completed, signed and returned to the IPC Team.

Admissions following Outbreak

- New admissions to the care home will be after the outbreak is declared over.
- This is after the deep clean has taken place and the IPC Team have received the signed and dated deep clean checklist to the mailbox:

infectionprevention@lancashire.gov.uk

PPE - LCC Phonenumber

- Over the last 3 weeks, PPE requests coming through on a Saturday have been between 3-7 requests, compared to a daily average of 35 requests Monday-Friday
- The current Saturday service operating between 9am - 1pm will therefore be stood down as of Saturday 25th July (last Saturday is 18th July)
- The LCC PPE phonenumber will continue to operate Monday - Friday, 9am - 5pm
- Email address: CareProviderPPE@lancashire.gov.uk
- If providers are self-inputting into the tracker, please use the PPE number to direct your PPE order if needed, within 48 hours

PPE Portal Order Limits - DHSC

- After considering the stock and demand levels of customers invited to the PPE Portal, DHSC have adjusted the order limits based on size and type of provider.
- The order limits have been adjusted as of 29/06/20 to the following:

GPs with fewer than 8000 patients can order:

- 100 IIR masks, 200 aprons and 400 gloves (200 pairs) per week.
- **This is no change to the previous order limits.**

GPs with 8000 patients or more can order:

- 200 IIR masks, 400 aprons and 800 gloves (400 pairs) per week.

PPE Portal Order Limits - DHSC

Domiciliary care providers with fewer than 20 clients can order:

- 200 IIR masks, 400 aprons and 800 gloves (400 pairs) per week.
- **This is no change to the previous order limits.**

Domiciliary care providers with 20-99 clients can order:

- 300 IIR masks, 600 aprons and 1200 gloves (600 pairs) per week.

Residential care homes with fewer than 10 beds can order:

- 200 IIR masks, 400 aprons and 800 gloves (400 pairs) per week.
- **This is no change to the previous order limits.**

Residential care homes with 10-24 beds can order:

- 300 IIR masks, 600 aprons and 1200 gloves (600 pairs) per week.

PPE Portal Order Limits - DHSC

- DHSC have communicated this out on a staggered basis to all relevant invited customers of the portal for whom the order limits have increased, via an email to their CQC/MHRA registered email account.
- If you have any queries regarding the PPE Portal, please contact the Customer Service team at **0800 876 6802**.
- More information is available on the DHSC PPE Portal Guidance Page, which is currently being updated to reflect the new limits, at: <https://www.gov.uk/guidance/ppe-portal-how-to-order-emergency-personal-protective-equipment>

Updates for out of school settings and holiday provision

After School

- As of 4 July, before and after-school clubs are allowed to operate from premises other than school sites, but they can still only take children from one school, and must continue to meet the same health protection measures as their feeder school (eg keeping the children in the same bubbles).

Updates for out of school settings and holiday provision

Holiday clubs

- This complete ban on holiday clubs was lifted on 4 July, but they can only open to children of *all* years from the date that state schools in their local area break up for the summer holidays. (In most areas this will be around 20 July.)
- From 20 July, early years settings will no longer be required to keep children in small, consistent groups within settings.
- Settings should still consider how they can minimise mixing within settings, for example where they use different rooms for different age groups, keeping those groups apart as much as possible.
- All other protective measures must remain in place.

Updates for out of school settings and holiday provision

Protective measures:

- <https://www.gov.uk/government/publications/protective-measures-for-holiday-or-after-school-clubs-and-other-out-of-school-settings-for-children-during-the-coronavirus-covid-19-outbreak/protective-measures-for-out-of-school-settings-during-the-coronavirus-covid-19-outbreak#consider-group>

Actions for early years and childcare providers:

- <https://www.gov.uk/government/publications/coronavirus-covid-19-early-years-and-childcare-closures/coronavirus-covid-19-early-years-and-childcare-closures>
- We are currently undertaking a survey of all childcare providers in Lancashire to ensure we can provide information and guidance to parents and carers. This information will be published on our website once we have it back from the sector.

National Guidance/Updates

New Guidance

- [Local lockdown guidance for social distancing](#). This new guidance explains how you can see people you do not live with, while protecting yourself and others from coronavirus, if you live in a local lockdown area (Leicester). Published 4th July
- [Young carers and young adult carers: providing care during coronavirus](#). This guidance is for young carers, young adult carers and for those who provide services to support young people who provide care. The information and advice provided is designed to help young carers understand the changes they need to make and signposts them to the help available during the coronavirus (COVID-19) outbreak. Published 3rd July
- [The Health Service and Social Care Workers \(Scrutiny of Coronavirus-related Deaths\) Directions 2020](#). These new directions ensure NHS trusts and NHS foundation trusts seek and prioritise the services of medical examiners to scrutinise the deaths of health service and adult social care staff from coronavirus. Published 2nd July

New Guidance

- **Maintaining records of staff, customers and visitors to support NHS Test and Trace**. Organisations in certain sectors (including community centres, libraries and children's centres, places of worship, including use for events and other community activities such as day time support) should collect details and maintain records of staff, customers and visitors on their premises to support NHS Test and Trace. Published 2nd July
- **COVID-19: Guidance for the safe use of multi-purpose community facilities**. The government allowed community centres and other multi-use community facilities to open on 4th July. This guidance provides advice to many day service providers who use and hire a community facility to deliver their service in a safe way. Published on 30th June

Updated Guidance

- [COVID-19: guidance on shielding and protecting people defined on medical grounds as extremely vulnerable](#). This guidance has been updated with a number of changes that apply from 6th July, including no longer needing to socially distance from people in the same household and meeting in a group of up to 6 people outdoors. Updated 6th July
- [COVID-19: Home Office extraordinary funding for domestic abuse support services](#). This fund has reopened for bids and successful applicants have been announced. Updated 6th July
- [NHS test and trace statistics \(England\): methodology](#) Updates have been made throughout the methodology document, including two new sections added called 'People tested compared to tests' and 'Time taken to receive a COVID-19 test result'. Updated 2nd July

Updated Guidance

[Coronavirus \(COVID-19\): getting tested](#). There have been three updates to this guidance during the last week:

- Two attachments have been replaced: 'guidance on Randox testing' and 'guidance on non-Randox testing'. The changes reflect the new retesting programme for care homes, including how often staff and residents should retest. The sections in the guidance that talk about next steps for positive testing patients have been removed. Instead, people are directed to Public Health England guidance in the 'Future advice' section. Updated 6th July
- Information has been added on regular care home testing (retesting) in England. Updated 3rd July
- The 2 attachments to reflect changes to the registration system for these testing kits have been replaced: 'guidance on Randox testing' and 'how to use Randox test kits'. Updated 1st July

[Coronavirus \(COVID-19\): guidance for people receiving direct payments](#). There have been two updates to this guidance during the last week:

- An easy read document has been added entitled 'Using direct payments during the coronavirus outbreak: guidance for people receiving direct payments and personal assistants'. Updated 6th July
- Information has been added about keeping a temporary record of the shift patterns of PAs for 21 days. Updated 1st July

Updated Guidance

- [NHS Legal guidance for mental health, learning disability and autism, and specialised commissioning services supporting people of all ages during the coronavirus pandemic](#) - updated to reflect the rapidly changing context and questions/concerns and feedback from the sector.

Local guidance/updates

Lancs Adult Social Care Cell Updates

- Supporting Shared Lives Carers during the Covid-19 response; DHSC letter dated 3rd July; sets out steps that local authorities can take to ensure that Shared Lives carers receive appropriate support
- Digital Technology for Regulated Care Providers; work underway across the Integrated Care System

Learning Disability Partnership Board

- A virtual Learning Disability Partnership Board took place on 24th June via Zoom 10.30-11.30am
- Updates from:
 - Charlotte Hammond (Head of Service, LCC)
 - Healthwatch
 - Advocacy Focus
 - Trading Standards (Scams)
- Successful meeting with 32 participants
- Next meeting on 22nd July (details to follow)

Virtual Autism Partnership Board

- Planning for a virtual Zoom Autism Partnership Board is underway for 21st July; further details to follow

Healthwatch Lancashire Survey

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

Training and resources

Health Education England Coronavirus Programme

- <https://www.e-lfh.org.uk/programmes/coronavirus/>
- Resources
- Training

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
- Update from CQC re: Rapid Reviews/Provider Collaboration Reviews (understanding the journey for people with and without coronavirus across health and social care providers, focusing on the interface between health and adult social care for the over-65 population group) and that our ICS is one of the initial 11 ICS/STP areas:
<https://www.cqc.org.uk/news/releases/learning-local-areas-cqc-reviews-will-help-health-care-providers-prepare-future>

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

Support for Social Care Staff

- https://mcusercontent.com/4b362f64a3513dfb21bad5872/files/52f27beg-e19e-4ofe-90d2-9d8597ae6fd2/Social_Care_Wellbeing_offer.pdf
- DHSC CARE - quick links

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**

- **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

- Regular Portal Updates
- Fortnightly webinar (usually Friday): the next webinar is Friday 24th July, 1pm (joining instructions to follow)
- Fortnightly newsletter
- Guest speaker to be confirmed
- Collate questions raised today and respond
- **Please don't go anywhere just yet!**

Good news/practice

REACT

Martin Layton (Caritas Care)

Brothers of Charity

- Ian Beaver

- Raise me up video:

<https://photos.app.goo.gl/5nmYwJrDxRkgpGKyZ>