Framework for the Resumption of Day Time Supports

Lancashire County Council

July 2020

Lancashire
County
Council

Contents

1. Introduction

Since the start of the Covid 19 pandemic in March 2020, nearly all day time supports for adults with disabilities and older people across England, have either closed, significantly reduced their size or remodelled their service offer.
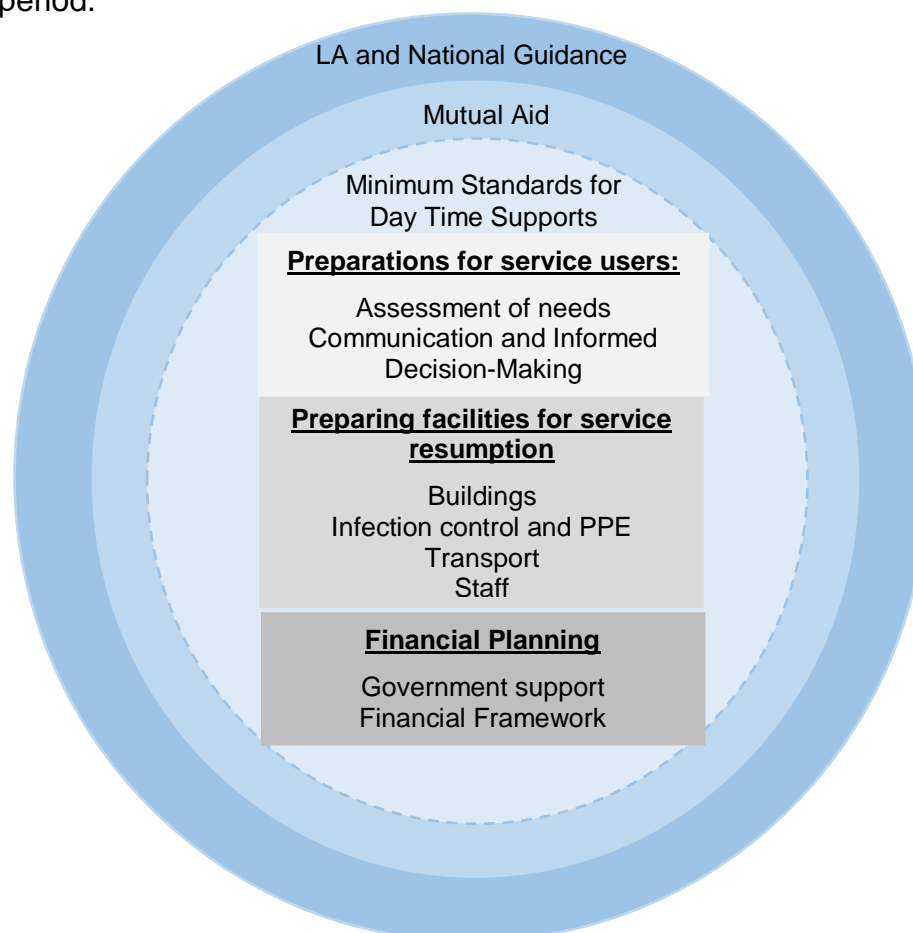
For the safety of all stakeholders, planning to resume the provision of day service supports will need to be approached carefully and must be underpinned by continued Public Health guidance and the Government's planned phases for reopening the country. Ultimately, it is the responsibility of each organisation to consider the feasibility of service resumption and what actions are necessary to achieve this.

In order to assist with each organisation's decision, this document aims to provide guidance and signposting to official documents, as well as a suite of tools that can be used to take the first steps to re-opening day services. Throughout the document there are links to national guidance. A library of LCC documents will be held at:

https://www.lancashire.gov.uk/practitioners/health-and-social-care/care-service-provider-engagement/coronavirus-covid-19-information-for-care-providers/day-time-supports/

As the guidance by Public Health and the Government is constantly evolving, this advice is up date as of 15 July 2020 and providers should continue to keep abreast of the latest information. LCC will continue to provide updates through our website and at provider webinars.

The diagram below sets out the preparations that providers will have to make in order to re-open. We believe providers will have a much greater understanding of the practical adjustments that they must make to their business when they have a gained a clear understanding of the needs of their service users and the level of interest to return to day time supports. In turn, this will inform their service planning and the financial impact of this transitional period.

LA and National Guidance

Mutual Aid

Minimum Standards for
Day Time Supports

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1.1. Standards

Since February 2018, Lancashire County Council (LCC) has introduced a framework for Day time support for older peoples and people with dementia. This framework contains a set of minimum quality standards which sets out what a service user can expect from the day support provider and cover areas such as informed decision-making, assessments of needs and the sort of activities service users can expect. The full document can be found here:

https://www.lancashire.gov.uk/practitioners/health-and-social-care/care-service-provider-engagement/coronavirus-covid-19-information-for-care-providers/day-time-supports/

Although the minimum standards currently only apply to day time supports for older peoples and people with dementia, the principles contained within apply to day time supports for other groups. Providers of support for service users with learning disabilities, physical disabilities and mental health issues should also consider the standards, as they underpin the work required for service resumption post Covid-19.

2. Preparations for Service Users

2.1. Assessment of Need

- **Support Planning** - Service providers should focus on updating personalised support plans as there is the potential that the impact of Covid-19 and the subsequent change to the lives of service users as a consequence may have resulted in new needs that require addressing. Distress may have been caused by the significant change to routine, and in some cases the loss of loved ones. This may be manifest in a number of ways, including the escalation of challenging behaviour. Significant changes to an individual's support needs will require a social work assessment and LCC are making preparations for having a social work resource dedicated to this process.

- **Assessment** - Service providers will be limited in the ways in which they can meet the assessed needs of an individual in a traditional, building-based way. For those shielding, it may not be safe to return to a day centre, or they may yet lack the confidence to do so. Individuals who lack the capacity to understand social distancing measures should be identified and planning should make consideration for their needs. It may be helpful to devise a plan for training service users in the requirements of social distancing.

- **Alternative Supports** - Providers should consider alternative ways to provide support, either through outreach or where appropriate, embracing new approaches. If a provider is concerned whether an alternative form of support meets a service user's needs, they should contact Social Services. We are working towards arranging a dedicated social care resource for this process. If service users are part of specific friendship groups, providers should identify what opportunities there are to maintain these friendships.

- **Shared Learning and Best Practice** - There are many organisations facing the same issues around the county and there are good examples of how providers are adapting to the change in circumstances and offering new ways to deliver day time support.

LCC wants to encourage cooperation between providers and will be facilitating a new forum for day time supports to share innovative practice. To support best practice we can share your stories on the Day Time Supports section of the LCC website.

Key tasks – Preparations for Service Users
Assessment of need: • Review the needs of service users and establish a plan for the year ahead • Prioritise service users by level of need • Identify friendship groups and look for ways for friends to meet safely • Contact LCC if a significant change in need is identified **Relevant Documents effective as of 15 July 2020** • Current Adult Social Care guidance https://www.gov.uk/government/collections/coronavirus-covid-19-social-care-guidance • Supporting adults with learning disabilities and autism (published 24/04/2020) https://www.gov.uk/government/publications/covid-19-supporting-adults-with-learning-disabilities-and-autistic-adults • Safeguarding adults with dementia during the COVID-19 pandemic https://www.scie.org.uk/care-providers/coronavirus-covid-19/dementia/safeguarding

2.2. *Communication and informed decision-making*

Anecdotal evidence suggests service users are keen to return to their day time support. However, the question remains whether they are keen to return to the service as they expected it, or if they will be prepared to attend day support that is adhering to strict social distancing, infection control and use of PPE. It will also be important to communicate to service users their responsibility towards keeping other users safe.

- **Consult** - Providers should make plans to consult with their service users about the reopening of the service: This will enable service users to make an informed decision about returning to daytime supports and enables providers to ascertain the appetite for service users to return.

- Consultation could include:
  - What service you can offer including whether with a reduced capacity on-site, through outreach or other means.
  - Are service users comfortable with returning, what are their anxieties and concerns?
  - What are they wanting to get out of visiting a day time support service?
  - Outline if transport will be available or will service users have to find their own transport?

- **Inform** - Communication should involve family/carers to understand their concerns/ wishes.

- The process of communicating with service users and discussing their needs will enable the provider to prioritise service users in terms of the level of support they require, and the nature of that support.

Key tasks – Preparations for Service Users

Communication and Informed Decision-making:
• Make contact with every service user
• Communicate the changes that are expected to be made to the service
• Canvas interest from service users for:
    o Their appetite to return
    o Whether they feel safe to return
    o Whether they would be prepared to pay for an alternative form of support, e.g. Outreach
• Develop and share 'Covid Etiquette' protocol for service users so they understand their role in keeping everyone safe

3. Preparing facilities for Service Resumption

3.1. Buildings

Day time supports are delivered in a number of ways but for many the support is based in a building, whether that is part of a larger building such as a residential home or a church or village hall. The number of people supported in any one building varies for each provider. However, in every case, the social distancing required as an impact of Covid19 means that the capacity of each facility will be dramatically reduced. Due to the variety of settings, and size of buildings, providers must make their own decisions about the possibility of people returning to their facilities.

- **Risk Assessments** - Providers should carry out a risk assessment (links below) of any building they use for day time supports in the context of national guidance on social distancing and determine the number of service users and staff that can safely attend at any time. This assessment will have to take into consideration the needs and abilities of the service users that are supported in the building, including their capacity to understand and follow social distancing requirements. Providers should consider what activities they would normally do and whether they can be done safely. Risk assessments should be made of any activities that encourage group working and close interaction.

- **Utilising other spaces** - Due to limited size and layout, it may not be feasible for some providers to use their current building. This will be because the number of service users and staff who can access the building safely is lower than is necessary to make the business viable. In such circumstances, providers are encouraged to consider the availability of other community buildings not currently in use, due to Covid19. Providers should consult the Finance Framework for advice on financial support required to use other building.

- **Remaining closed** - Having considered all the measures necessary to re-open safely, if it is a provider's assessment that it isn't feasible to safely re-open, they must notify LCC so we can make necessary arrangements to provide support to vulnerable service users.

Key tasks – Preparing Facilities

Buildings:
Make a plan of:
- Overall space and assess reduced capacity due to social distancing
- One-way routes around the premises
- Locations of hand-washing stations
- Alternative options e.g. hiring other spaces if building cannot be used
- Risk assess activities to decide which can continue

Useful tools effective as of 15 July 2020:
- Health and Safety Executive risk assessment
  https://www.hse.gov.uk/coronavirus/working-safely/index.htm

- Generic Risk Assessment Template
  https://www.lancashire.gov.uk/practitioners/health-and-social-care/care-service-provider-engagement/coronavirus-covid-19-information-for-care-providers/day-time-supports/

- Reflection on 'Covid19 journey
  https://www.kcl.ac.uk/scwru/res/ARC-SL/unlock-lockdown

Relevant Documents:
- Helping adult day centres to 'unlock lockdown
  https://www.kcl.ac.uk/scwru/res/arc-sl/info/part-1-helping-adult-day-centres-to-unlock-lockdown-july2020.pdf

- Day Services for Adults – things to consider when doing a Risk Assessment for re-opening (Worcester CC document)
  https://www.lancashire.gov.uk/practitioners/health-and-social-care/care-service-provider-engagement/coronavirus-covid-19-information-for-care-providers/day-time-supports/

3.2. Infection control and PPE

Whether the support being delivered is in a building, out in the community or at a service users home, service providers must introduce measures to protect staff and service users and limit the spread of Covid19.

- **Infection Control and PPE** - There is national guidance on Infection Prevention and Control, the use of Personal Protective Equipment and doffing and donning procedures. Guidance around PPE is likely to change as restrictions relax. LCC has also produced guidance regarding PPE for providers As yet, providers of day time supports haven't expressed any concerns about shortage of PPE. If, as part of your

plan to re-open your service, you identify that PPE stocks will be an issue, you can contact the Care Provider PPE team on **0300 123 6786**.

Key tasks – Preparing Facilities
Infection control and PPE: • Source supply of PPE • Organise training for staff in doffing and donning techniques • Create plan for infection management for all areas of buildings and transport • Plan what equipment/ signage is necessary to re-open • Make request to LCC for and allocation from the Infection Control Fund **Relevant documents effective as of 15 July 2020:** • Staying safe outside your home https://www.gov.uk/government/publications/staying-safe-outside-your-home/staying-safe-outside-your-home • Other peoples' homes https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes • Infection Prevention and Control https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control • PPE https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/886370/COVID-19_Infection_prevention_and_control_guidance_Appendix_2.pdf • Doffing and Donning https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/877658/Quick_guide_to_donning_doffing_standard_PPE_health_and_social_care_poster__.pdf • LCC PPE Guidance https://www.lancashire.gov.uk/practitioners/health-and-social-care/care-service-provider-engagement/coronavirus-covid-19-information-for-care-providers/ppe-supplies/

3.3. *Transport*

- **Reduced capacity of transport** - Every provider needs to consider how covid19 affects service users accessing their service. Providers aren't required to provide transport to their service users but providers who do have their own transport should plan for the impact of Covid19. Just as with buildings, planning for transport must consider reduced capacity. A minibus that holds 12 passengers normally, will have much reduced capacity under current social distancing restrictions. LCC's Transport service have produced their own guidance for the staff operating vehicles which can be adapted by providers to their own situation. Staff and service users will require training to ensure they understand and comply with Covid19 guidance.

- **LCC Transport** - A number of service users rely on Accessible transport provided by LCC to access day time supports. The ability of LCC's transport fleet to meet demand

has been massively impacted by Covid19. Due to the measures necessary for infection control there will be drastically reduced capacity on LCC's fleet of buses, therefore it is likely that LCC will be able to provide little or no transport to service users to independent day time supports. However, this position will be reviewed regularly, and LCC will inform providers of any change.

- **Contingency to boost capacity** - Providers should consider what contingency they will need to make, to provide transport for service users. If a provider has their own vehicles, an option would be to stagger start times and do more than one transport run. Private hire taxis are an option, though it is appreciated that supply is limited and service users may be reluctant to use them. Transport may not be a major issue for some providers, and they may be willing to provide mutual aid to support others; providers are encouraged to establish links where this is possible. In communication with service users and family carers, providers should ask what capacity they have to travel to their day time support independently and identify and prioritise those individuals whose transport need is the greatest.

Key tasks – Preparing Facilities

Transport:
- Assess the reduced capacity of own transport
- Determine which service users:
  - Can access the service independently
  - Can be brought by family/carers
  - Have no other means of transport to the service
- Develop plan to maximise available transport through 'double-runs' and staggered starts

Useful tools:
- LCC Travelcare documents
  https://www.lancashire.gov.uk/practitioners/health-and-social-care/care-service-provider-engagement/coronavirus-covid-19-information-for-care-providers/day-time-supports/

3.4. Staff

- **Ratios** - The return of staff to day time supports will largely be dependent on the number of service users who want to, or who are able to return. Therefore providers may want to consider bringing staff out of furlough on a part-time basis, increasing hours incrementally as restrictions ease and people want to return.

- **Staff welfare** - When planning for day time support resumption, a key consideration will be on the impact of Covid19 on staff who may also be experiencing distress as a result of the challenges of Covid19 both in their work and personal lives. Providers need to be sure that staff feel safe and supported within the context of all service resumption planning and their concerns and needs will have to be considered when service providers are completing their service resumption planning.

- **Training** - Providers should consider additional training or a return to work safely protocol for furloughed staff to ensure they are aware of social distancing restrictions

and infection control. Additionally, it is recommended that providers reduce the number of contacts staff make by designating staff to work with designated service users.

Key tasks – Preparing Facilities
Staff: • Identify number of staff needed in transition period • Develop a return to work protocol for returning staff • Identify need and ensure training for PPE and Infection Control • Risk assess returning staff and identify those who are in a vulnerable group • Introduce designated staff for designated service user policy to reduce contacts **Useful tools:** • Resources can be found here https://www.lancashire.gov.uk/practitioners/health-and-social-care/care-service-provider-engagement/coronavirus-covid-19-information-for-care-providers/ **Relevant documents effective as of 15 July 2020:** • Guidance for employers and businesses on coronavirus https://www.gov.uk/coronavirus/business-support • Working safely during coronavirus https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19 • Advice for employers and employees https://www.acas.org.uk/coronavirus • COVID-19 guide for care staff supporting adults with learning disabilities or autistic adults https://www.scie.org.uk/care-providers/coronavirus-covid-19/learning-disabilities-autism/care-staff • Adult Social Care Risk Reduction Framework https://www.gov.uk/government/publications/coronavirus-covid-19-reducing-risk-in-adult-social-care/covid-19-adult-social-care-risk-reduction-framework

4. Financial Planning

4.1. Government Support

- The government has introduced a number of schemes to support businesses affected by the impact of Covid19, such as the Job Retention Scheme and Business Grants. Details on the support available can be found at: https://www.gov.uk/coronavirus/business-support

- Service providers who are not eligible for support from these schemes may be eligible for support from local discretionary grants. Please check with your local district council for details.

4.2. *Financial Framework*

- LCC continue to pay for services 'on-plan' and there is no intention to clawback payments made to providers during this period, unless it is due to a package of care ceasing. A reconciliation may need to take place in such circumstances. However, we will be moving to a new Financial Framework within the next few months. 'Payment on Plan' will cease as of 14th September and new payment arrangements are being prepared from this date.

- To prepare for this, LCC want to meet with providers individually to discuss financial planning for service resumption, including understanding what one-off costs providers will have (e.g. equipment), what their break-even point is and the implications for social care of the change of need of service users. LCC will provide clarity on what support is available, including whether we are able to provide any financial assistance to providers and for how long. We continue to work with our finance teams and partners to provide further information about this.

- LCC has allocated some money from the Infection Control Fund to providers of day time supports. This fund will support providers with some of the necessary costs for re-opening safely. We will communicate with providers how much is available and how to apply, in due course.

5. Summary

The Covid19 pandemic has been unprecedented in its impact on our society and economy. The ongoing restrictions as a result of Covid19 make the resumption of services very difficult. Providers have sought assurances from LCC that re-opening services is the right thing to do. However, it is not possible to give a blanket assurance. Each service provider must make an assessment based on their own circumstances of whether it is possible to re-open safely and LCC accepts no liability for the decisions made by service providers in this regard. This document and the guidance contained can help providers to make that assessment. LCC will continue to support providers and facilitate a forum to encourage cooperation and for all providers to co-produce solutions. It is difficult to know how long we will have to live with Covid19 restrictions. Lockdown restrictions are gradually easing, however we don't know whether future outbreaks will lead to further lockdowns. LCC will continue to build relationships and maintain clear communication with providers at every stage to plan provision and manage disruptions.