

COVID 19 : Provider Engagement Webinar

Friday 24th 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, 1-2/2.30pm

Reminders:

- **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

Today's Agenda

1-2pm

- Regular updates
- Testing Updates (care homes and other settings) - Ian Crabtree

Testing Updates (Ian Crabtree)

Repeat Whole Home Testing

- Live since 6th July for care homes supporting the over 65s and those with dementia
- Test staff weekly
- Test residents every 28 days (if staff or residents become symptomatic between scheduled test dates, then follow the established testing pathways to proceed with tests)
- Swabbing support available from Virgin Care
- Delays in delivery of kits reported by care homes

Use of Randox test kits paused. Info from DHSC is:

- We will be reaching out all care homes that may be affected by this issue directly in the next few days to inform you of next steps. You do not need to take any action in the meantime.
- The pause in the use of Randox test kits is due to NHS Test and Trace having been notified that some test kits produced by Randox laboratories may not meet our required safety standards for coronavirus testing. Alongside the Lighthouse Laboratories, NHS Test and Trace has a separate contractual arrangement with Randox laboratories.
- As a precautionary measure and while we investigate further, NHS Test and Trace are requesting that all settings pause the use of Randox test kits with immediate effect and until further notice.
- The risk to safety is low and test results from Randox kits are not affected.
- Care homes that require replacement kits because they are currently testing will receive replacement kits automatically. We have attempted to call all care homes to inform them of this. They should NOT attempt to reorder on the portal.

Repeat Whole Home Testing

Care homes for other client groups due to go live for repeat testing in August. We will share more information on this once available.

We have had a request from DHSC for data on supported living and extra care schemes. No information yet on when the testing will be initiated but this is a welcome first step.

Care homes frustrated by lack of information on delivery progress. Reporting that national helpline is not very helpful.

Tips:

Try emailing COVIDCareHomeTesting@dhsc.gov.uk instead of calling.

Attend a daily whole home testing [webinar](#) and use the chat facility to ask questions

Non-Residential / Supported Living Testing

In response to queries from some non-residential care providers and settings:

- Lancashire County Council is supportive of domiciliary and/or supported living providers assisting service users to access and/or administering coronavirus swab tests on behalf of their service users, if requested;
- This will create an additional option for our most vulnerable service users to enable them to access a test, and have it administered within the comfort of their own homes;
- Service users in receipt of domiciliary / supported living care, have access to all other methods available to the general public (i.e. home testing, drive through, walk through sites etc) and these options are all available here:
 - <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>.

Non-Residential / Supported Living Testing

- However, these methods may still not be suitable for some of the people we support in the community
- Utilisation of this pathway will enhance the home testing route for service users, and provide them with additional support to administer their test
- Video guidance is available to show/advise how the test should be administered;
 - <https://youtu.be/1lojcv37WzI> (this one shows administering and was made to support the care home sector)
 - <https://www.youtube.com/watch?v=zCqo7MhQT6U> (this one shows how to self administer)
- Providers who are requested to support in this area, are advised that they will be able to receive appropriate additional payment if additional care time is required

Non-Residential / Supported Living Testing

- Providers need to submit their requests for additional payments in the same way they do increases i.e. either via the Portal or by calling the Customer Access Service and a Case Note will be forwarded to Care Navigation.

Non-Residential / Supported Living Testing

- For providers that hold a contract with Lancashire County Council – this will be added onto your current commissions as a one of service, and you will submit actuals against this line.
- Service Level Title is: "Swab Test - COVID-19 Healthcare"
- For providers that do not hold a contract – alternate methods of payment can/will be arranged.
- This route for payment can be used for any service user that you support that resides within the Lancashire boundaries.

Non-Residential / Supported Living IPC Training

- Alongside this, our CCG colleagues also have a training offer to our non-residential social care providers.
- Registered domiciliary and supported living providers are being contacted with an offer to provider additional and enhanced Infection Prevention and Control Training. This training is a train the trainer model.
- Full details of the training, including aims and objectives will be provided to you when contacted by our CCG colleagues.
- At present this training is scheduled to be running through to the middles of August.
- Lancashire County Council would encourage providers to accept the offer.

Adult Social Care Cell updates

A letter to all providers has been drafted on behalf of the Lancashire Health and Social Care System (including Blackpool and BwD) to give updates re:

- Testing (covered in testing update)
- Swabbing (covered in testing update)
- Guidance on Care Home visiting (covered in visiting update -next up)
- NHS 111 First programme roll out in Blackpool

The letter will be circulated asap once signed-off.

Update on policies for visiting arrangements in care homes

- New Government guidance was published on 22nd July re: an update on policies for visiting arrangement in care homes - [link](#)
- For all care homes in England, this guidance sets out:
 - the principles of a local approach and dynamic risk assessment
 - advice for providers when establishing their visiting policy
 - advice for providers when taking visiting decisions for particular residents or groups of residents
 - infection-control precautions
 - communicating with family and others about the visiting policy and visiting decisions
- This guidance will be updated as the risk posed by coronavirus continues to change.

Update on policies for visiting arrangements in care homes

- Guidance for visits out of a care home, for example to a family home, is being considered and there will be an update shortly.
- The process of considering visitors should be led by the relevant local director of public health, who should give a regular professional assessment of whether visiting is likely to be appropriate within their local authority, taking into account the wider risk environment.

Update on policies for visiting arrangements in care homes

- Providers need to update their visiting policy ahead of the start date of 1 August 2020.
- It is acknowledged that restrictions on visits during lockdown has been difficult for many residents and families and that allowing visits will have obvious wellbeing benefits, however, there are distinct challenges within care homes to safeguard residents and staff from the risk of infection and outbreak within with home.
- Please maintain vigilance in relation to visitors, the correct use of Personal Protective Equipment, social distancing and hand hygiene and that visiting professionals follow correct infection prevention control behaviours.
- We know that some homes are reluctant or refusing to allow visiting professionals in due to fear and anxiety regarding the risk of infection, and whilst we agree that footfall within the home should be limited, it is important to safely allow professionals into the home, e.g. for medical checks and also for safeguarding purposes.
- To limit risk, where visits do go ahead, this should be limited to a single constant visitor, per resident, wherever possible, in order to limit the overall numbers of visitors to the care home and the consequent risk of infection.

Guidance re: visiting in other settings

- **Government guidance for visiting in supported living settings is in development and will be published shortly.**
- Government Guidance : <https://www.gov.uk/government/publications/coronavirus-covid-19-looking-after-people-who-lack-mental-capacity/the-mental-capacity-act-2005-mca-and-deprivation-of-liberty-safeguards-dols-during-the-coronavirus-covid-19-pandemic#depriving-a-person-of-their-liberty> states:
- "Any other setting; the same framework for determining best interest decisions and depriving a person of their liberty set out in the guidance above should be applied when considering the arrangements for care or treatment for a person who lacks the relevant capacity in other settings such as supported living.
- If the arrangements do amount to a deprivation of liberty, then a referral should in most cases be made to the Court of Protection. The court has issued their own guidance for this emergency period and will continue to update it as needed."

Guidance re: visiting in other settings

- Local guidance states that for people in settings outside care homes and hospitals "Care Providers should continue to notify LCC of people in their care who they consider to be deprived of liberty. Care providers should alert the allocated social worker or duty social worker to those cases that they consider most urgent by referring through Customer Services. The COP prioritisation tool is available on request from Cate Short LCC Court of Protection Coordinator. cate.short@lancashire.gov.uk
- We are looking locally at developing a set of guidance for how to approach proposed increased restrictions in supported living.
- Plan to host a future provider webinar on this topic.

Adult Social Care Funding Arrangements

Return to 'On Submission' Payments

The timetable for returning payments from the 'Pay-on-Plan' process is as per below:

With effect from	Service Type	Final 'Pay on Plan' Period	First 'Pay on Submission' Period
20 July 2020	<ul style="list-style-type: none"> • Framework Homecare • Meals on Wheels 	22/06/2020 – 19/07/2020	20/07/2020 – 16/08/2020
17 August 2020	<ul style="list-style-type: none"> • Non-Framework Homecare • Shared Lives Day Support 	20/07/2020 – 16/08/2020	17/08/2020 – 13/09/2020
14 September 2020	<ul style="list-style-type: none"> • Day Support Services • Supported Living • Extra Care • Mental Health Rehabilitation • Substance Abuse Rehabilitation 	17/08/2020 – 13/09/2020	14/09/2020 – 11/10/2020

Adult Social Care Funding Arrangements

Changes to Permissible Frustrated Visits

With effect from 17 August 2020 the current permissible submission of Frustrated visits for visits not provided as a direct result of Covid-19 will cease. From this date, the only Frustrated visits which will be approved will be those that satisfy the definition given below:

Frustrated Visits: where a Service User has cancelled an individual visit (not the whole Care and Support Plan) with less than 24 hours' notice to the Service Provider's office or where the Service User has unreasonably, at the determination of the Authority, refused access to the Service Provider.

Where a service user (or their representative) requests that services not be delivered as a result of Covid-19 where it is otherwise safe to do so, the package of care should be suspended and the a referral issued to Adults Social Care for the package of care to be reviewed.

Where this occurs, your contractual right to claim the appropriate notice period is not affected.

Lancashire Temporary Staffing Agency

- 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
- Looking at current staff resource available (e.g. some staff may have returned to work from Furlough) to inform future planning
- Survey underway to clarify transport situation/geographical radius willing to cover to inform planning
- Agreement for Contract Management's Provider Escalation Team to contact homes to discuss potential deployment of LTSA staff

NECS/Tracker Update

- Approval has been given by LCC senior management team to continue to resource the LCC tracker and continue with the daily calls until March next year (2021).
- LCC is now looking at ways in which we can work together with Health to adopt a joint approach to how we gather and share data and intel from the care sector and we very much want to involve providers in the way forward.
- We're working on an outline proposal which we will ask providers to give us their views on.

Our Ask of Providers?

- What kind of information would providers like us to share from the trackers and how do you want us to do so?
- Please contact contractmgmt.care@lancashire.gov.uk

Day Time Supports

- Infection Control Fund allocations will be made w/c 27th July.
- Providers will receive a letter:
 - confirming their allocation
 - the conditions of the grant
 - the form required to complete their return
- Action Planning meetings to start w/c 27th July
- Next meeting for day service providers will be on 31st July 3-4pm

IPC Update

Following guidance updated 20th July:

Guidance

Coronavirus (COVID-19): getting tested

Guidance on coronavirus testing, including who is eligible for a test and how to get tested.

Updates include:

Updated 2 documents in section 'Documents for care homes using the online application portal': 'guidance on Randox testing' and 'guidance on non-Randox testing'.

These have been updated to reflect changes to clinical guidelines that people testing positive will need to be retested after 6 weeks. The 'guidance on Randox testing' document also includes a note to say that Randox test kits should not be used for testing until further notice.

Staying Alert and Safe

National guidance updated 17th July to reflect new government announcements.

Guidance

Staying alert and safe (social distancing)

Updated 17 July 2020

<https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing>

FAQs

Updated guidance including FAQs.

Guidance

Coronavirus outbreak FAQs: what you can and can't do

Updated 17 July 2020

<https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do>

Outbreak Timeline

- Day 0-13 – 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/mailbox reminder

- A reminder that the Saturday mailbox service is no longer available.
- The PPE telephone line and mailbox are now just monitored 9am -5pm Monday- Friday.
- Tel: 0300 123 6786
- CareProviderPPE@lancashire.gov.uk

National Guidance:

- New Guidance
- Updated Guidance

New Guidance

Local authority powers to impose restrictions under coronavirus regulations

- This document provides guidance for local authorities in England on:
 - what the new regulations allow them to do and how they should exercise those powers;
 - how those powers should be enforced; and
 - guidance for those affected by local authority directions (published 17th July)

Containing and managing local coronavirus (COVID-19) outbreaks

- This document sets out how NHS Test and Trace and the Joint Biosecurity Centre (JBC) will work with local authorities, Public Health England (PHE) and the public to contain and manage local COVID-19 outbreaks (published 17th July)

New Guidance

Face coverings: when to wear one and how to make your own

- This page explains what face coverings are, their role in reducing the transmission of coronavirus (COVID-19), the settings in which they are recommended, and how they should be safely used and stored. This information is based on current scientific evidence and is subject to change. (published 14th July)

Types and uses of coronavirus (COVID-19) tests

- Guidance on the different types of coronavirus test available. Information on:
 - the different types of coronavirus test;
 - which type of test to use and when;
 - what you should do when you receive a test result; and
 - testing in the future (published 14th July)

Updated Guidance

Coronavirus (COVID-19): guidance for people receiving direct payments

- **22 July 2020:** Page 3 of the document 'Using direct payments during the coronavirus outbreak: guidance for people receiving direct payments and personal assistants (easy read)' has been updated to say that if you can't talk to anyone, you can still use your direct payment in a different way to make sure you still get the care and support you need during COVID-19. Just make sure you keep notes of how you spent your direct payment differently during this time so that the council or clinical commissioning group can understand this.
- **10 July 2020:** Removed following paragraph from 'Using direct payments during the coronavirus outbreak: full guidance for people receiving direct payments and personal assistants': 'You should keep a temporary record of the shift patterns of your PAs for 21 days. If NHS Test and Trace ask for this data, you should provide it to them. This could help contain clusters or outbreaks.'

Updated Guidance

Financial support for voluntary, community and social enterprise (VCSE) organisations to respond to coronavirus (COVID-19)

- Two new funding sources added to 'Other sources of funding for VCSEs'
 - Vulnerable Children National Charities Strategic Relief Fund - £7.6million; and
 - Community Match Challenge - £85 million. (updated 20th July)

Making and registering an LPA during the coronavirus outbreak

- Added translation and contact information (updated 17th July)

COVID-19: cleaning of non-healthcare settings outside the home

- Guidance updated with advice on cleaning and waste management that does not relate to a suspected or confirmed case, taking into account current levels of community transmission (updated 15th July)

COVID-19: guidance for commissioners and providers of services for people who use drugs or alcohol

- Guidance updated relating to PPE supply, NHS test and trace, accessing treatment and meeting of groups inside and outside (updated 14th July)

Updated Guidance

COVID-19: how to work safely in care homes

- Now covers all areas of the home, not just when directly caring for residents.
- This resource has been updated from the previous version of this document and incorporates the recommendation for the use of face masks and coverings in care homes to prevent COVID-19 transmission as follows:
 - a third table has been added;
 - additional questions and answers have been added (Questions 4 and 31-34) including adapting advice provided by NHS England for hospital settings to this context; and
 - updates to some existing questions and answers have been made (Updated 20th July)

Updated Guidance

COVID-19: how to work safely in domiciliary care in England:

- Also covers the equivalent for domiciliary care staff, for instance when working in an office with other care workers.
- Incorporates recommendation for the use of face masks and coverings in social care settings to prevent COVID-19 transmission as follows:
 - a third table has been added;
 - additional questions and answers have been added (Questions 4 and 34-37) including adapting advice provided by NHS England for hospital settings to this context; and
 - updates to some existing questions and answers have been made. (updated 20th July)

Local guidance/updates

Learning Disability Partnership Board & Autism Partnership Board

- Virtual meetings of both boards took place w/c 20th July via Zoom
- Successful meetings
- Establishing virtual way of working
- Details of next meetings to follow

#noexcuseforabuse

- LCC has joined up with a range of other organisations in Lancashire to create **the #noexcuseforabuse campaign**. The campaign has been designed to protect people who are at risk of or who are experiencing domestic abuse by raising awareness of the help and support available to victims and perpetrators as well as highlighting how and where people can report their concerns. Safeguarding is everyone's responsibility and there are things you can do to support the campaign, and more importantly protect those people who are at risk – [link](#).
- Update information re: local domestic abuse services on the portal

Training and resources

NW ADASS/DWP

- NW ADASS have developed a number of **mental health and wellbeing toolkits** and resources ([link](#)) specifically aimed at:
 - Managers to help them understand their role and directing them to practical resources to do this; and
 - Unpaid carers, highlighting some of the main resources that may be helpful for them.
- **Access to Work Mental Health Support Service** - This confidential service, delivered by Remploy, is funded by the Department for Work and Pensions and is available at no charge to any employee in permanent or temporary employment who has a mental health condition (diagnosed or undiagnosed) that has resulted in workplace absence, or is causing difficulties to remain in work. Specialist advisers provide:
 - Tailored work-focused mental health support for nine months;
 - Suitable coping strategies;
 - A support plan to keep them in, or return to work;
 - Ideas for workplace adjustments to help them fulfil their role; and
 - Practical advice to support those with a mental health condition – [link](#).

LSCFT resources

- Resources for well-being of staff
- Focus on care homes
- Will share via the portal

SELF-CARE TREE for ALL STAFF

Managing prolonged stress at work and at home during the COVID-19 pandemic

AT WORK

BREAKS

Don't let those slip. Take a moment to yourself and intentionally seek to briefly disconnect from work. Do remember to eat! It is possible that your mind will be racing or problem-solving and that's ok. Spend a few minutes focusing on something that is not work. Being intentional with it pays back.

SUPERVISION

Make the best of your supervision. It is your time to make sure you're feeling supported in your work. Ask questions, clarify and seek support from your supervisor. No one is perfect - supervision helps to practice safely.

LIMIT SETTING

Set your limits and be clear of your responsibilities. Seek help and ask questions if you feel uncomfortable or out of your depth. Do your best to leave work at work.

STICK TO THE FACTS

Information that you read, hear or watch will affect how you feel. Make sure that you stick to the facts and distance yourself from speculations and exaggerations. It is an emotionally challenging time - inaccurate information can result in unnecessary distress.

PHYSICAL DISTANCING

Observe a recommended distance when at work. This applies to meetings and other gatherings such as lunch breaks, handovers and MDT meetings. Meet remotely as much as possible.

BASICS

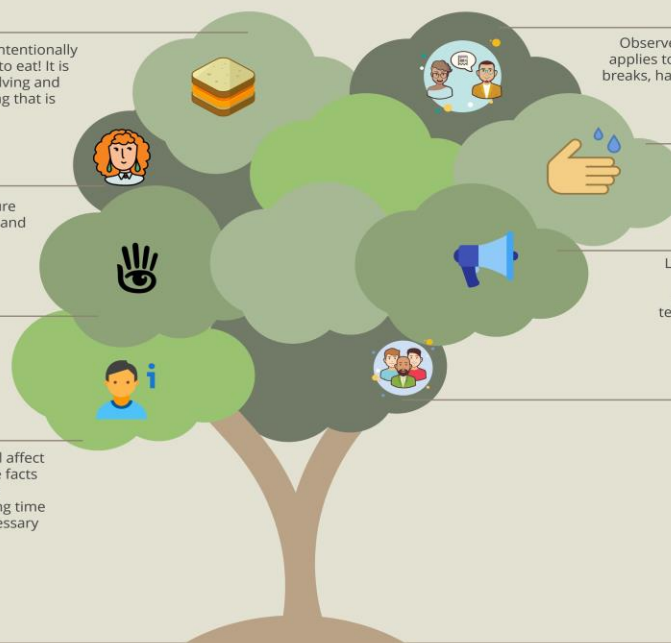
Washing hands and covering your mouth when coughing or sneezing is essential. Remember your basics.

COMMUNICATION

Lack of clarity and uncertainty are one of the major sources of stress in organisations, especially, during the times of crisis or increased demands. Remember to communicate regularly and clearly with your team through handovers, supervision, line management, team briefs, e-mail, posters and team meetings.

SHARE HOW YOU FEEL

We are all in this together. Unexpressed fears tend to grow bringing the anxiety up. Share your feelings and thoughts - your colleagues is a valuable source of support.



AT HOME

ACTIVE DE-STRESSING

Whatever helps and whatever you enjoy - seek to reduce your levels of stress after work and generally. The pandemic is a source of stress too, therefore actively seeking to regularly re-focus on something you enjoy will help. Be proactive - prevention is easier than intervention.

SLEEPING

Sleep is an essential part of good mental health. Get enough of sleep and allow your mind to recoup. We are in for a long haul and pacing yourself, resting and sleeping will help you through this. Revisit your sleep routine.

STAYING CONNECTED

Staying in touch via remote means is crucial. Set up regular video or audio calls with your family and friends. Group calls can be fun - get someone to help you with the remote technology if it is new to you.

HELPING OTHERS

Proceed only if it is safe to do so and you are able to. Keep an eye on your vulnerable neighbours and others that you know. Meaningful input during the time of crisis can not only help others but also provide you with a sense of purpose and belonging.

CONTROL

During the times of crisis a sense of loss of control is likely. No question that it can be frightening to many. Refocusing on what you CAN control is a grounding experience. One of the things that is in your hands is how you look after your mind.

Dr Jurga Paserpskyte, Senior Clinical Psychologist

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”
- Website: <https://www.cqc.org.uk/guidance-providers/all-services/coronavirus-covid-19-pandemic-information-providers>
- Twitter
- **CQC are carrying out a series of rapid reviews** of how providers are working collaboratively in local areas to help health and social care services learn from the experience of responding to coronavirus. Lancashire and South Cumbria ICS is one of 11 areas that has been chosen to participate in the first phase of conversations with providers, ICS and STP leaders and people who use services. The rapid reviews will involve 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. The reviews will support providers across systems by sharing learning, helping to drive improvements and prepare for future pressures on local health and care systems – [link](#).

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: [link](#)

DHSC adult social care CARE workforce app

- All staff working in social care, including volunteers, can have free access (until 31 December 2020) to the following two apps via the Care Workforce App ([link](#)):
 - **Daylight** is a smartphone-based app that provides help you if you are experiencing symptoms of worry and anxiety using evidence-based cognitive behavioural techniques, voice, and animation.
 - **Sleepio** is a clinically-evidenced sleep improvement programme that is fully automated and highly personalised, using cognitive behavioural techniques to help improve poor sleep.

Wellbeing Support for Social Care Staff

- DHSC CARE – 1 page profile with quick links
- [link](#)

Social Care Institute for Excellence (SCIE) Resources

- Sign up for e-bulletin
- Online COVID-specific resources for health and social care:
[link](#) in Care Homes: [link](#)
- **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: [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

- Regular Portal Updates
- Fortnightly webinar (usually Friday): the next webinar is Friday 7th August, 1pm (joining instructions to follow)
- Fortnightly newsletter