

COVID 19: Provider Engagement Webinar

Friday 4 September 2020

Welcome and Introductions

(Tony Pounder)

Welcome and Introductions

- **Purpose of today's webinar:**
 - Key messages and updates
 - **Fortnightly webinar** for providers, usually held on Fridays, 1-2/2.30 p.m.

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

1-2 p.m.

- Key updates include:
 - Infection Prevention and Control
 - PPE
 - Managing Restrictions under COVID-19 Task and Finish Group
- Regular updates

IPC Update (Ellen Smith)

COVID-19 Resource Pack

For Care Homes

www.lancashire.gov.uk



V7 is currently on the provider portal, however, PHE published v8 yesterday (3rd Sept) and so the Lancashire version has been updated this morning and will be shared asap.

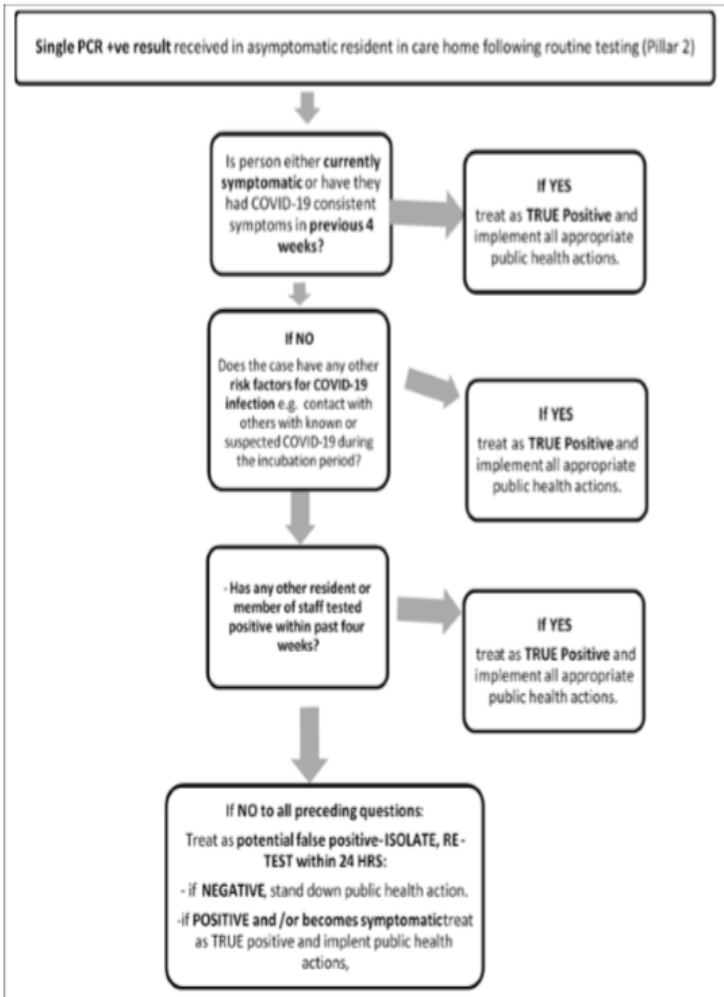
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PHE v8 care home resource pack

- The change is in the section re: testing; this will be section 5 in the latest version
- Please familiarise yourself with the diagram/flowchart on page 19 re: management of a care home resident with a positive test
- Any questions, then please contact the IPC team via email, as usual

Figure 1: Management of Care Home Resident with Positive Test



Guidance

- Please note that, as COVID-19 is a rapidly evolving situation, guidance may change with little notice. Therefore we advise that, in addition to familiarising yourself with the content of this document, you refer to the relevant national guidance.

Whilst in an outbreak...

- The Infection Prevention and Control Team will maintain contact with you to support you through the outbreak.
- We will contact you generally on a weekly basis and talk through dates of the swab, isolation and end of outbreak (terminal clean).
- You can continue to email queries to:
infectionprevention@lancashire.gov.uk

End of outbreak notification

A reminder that the LRF has issued a direction that in terms of outbreak timescales, days 14-28 will be classed as the recovery phase and the outbreak will be closed following day 28 and not when the End of Outbreak Cleaning Checklist has been signed and returned to the Infection Prevention Control (IPC) Team, as was previously the case. The IPC Team asks that providers do still continue to send their completed End of Outbreak Cleaning Checklist back to: infectionprevention@lancashire.gov.uk

PPE

There are still some inconsistencies with PPE being used. Regardless of whether the resident result is positive or negative:

- Facemasks should be worn throughout the home by care staff and are sessional use.
- Gloves and apron are donned when providing care and are single use only.
- Visors are risk assessed.

PPE

- Please ensure staff are reminded of the correct donning and doffing techniques.
- Videos can be found on the care provider portal or our IPC webpage.
- It is recommended that **all staff watch the videos again** and managers keep a record.
- The correct technique **protects YOU from self contamination.**

Still adhere to:

Hand Hygiene

- Still crucial to control the spread
- Soap and water are gold standard
- Follow WHO 5 Moments
- Encourage residents to wash their hands or use alcohol gel

Environmental Cleanliness

- There should be high standard of cleanliness throughout the home
- CQC are now looking at the standard when undertaking inspections
- High touch areas to be cleaned at least twice daily

General IPC Information

- Receiving reports of staff wearing uniforms to shops or travel on buses. Staff should be changing into and out of their uniform at work. This has NOT changed.
- The IPC Team are putting together a Post Infection Review (PIR) Form to learn how the virus is being transmitted in the care home. From this, we can analyse themes and learn about what more, if anything could be done or improved. This is not a blame culture but a learning process where information and good practice can be shared.

Antibody Testing for Social Care Staff

A reminder that antibody tests for Coronavirus (COVID-19) are now available for all staff working in social care for local authorities and the independent sector across the Lancashire and South Cumbria Integrated Care System footprint. Please note that staff will need to take a printed copy of their consent form when attending a test. Info on portal under the testing section.

Department of Health and Social Care National Testing Programme (Tony Pounder)

- Care homes should have received an email from DHSC asking for their support to increase testing capacity by increasing the number of tests that they carry out over the weekend.
- A significant increase in weekend testing will allow the DHSC to increase the number of test kits that they can deliver to care homes on an ongoing basis, due to laboratory capacity being utilised over the weekends as opposed to solely during the week.
- Homes can commit to weekend testing when they place an order for their next test kits via the DHSC portal.

LCC Tracker - Update

- Care Capacity Tracker Team callers have started asking care homes questions about whole home testing again.
- This includes questions relating to home testing

FINANCES

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 |
|--------------------------|--|----------------------------|----------------------------------|
| 17 August 2020 | <ul style="list-style-type: none"> • Non-Framework Homecare | 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 • Shared Lives | 17/08/2020 – 13/09/2020 | 14/09/2020 – 11/10/2020 |

Day Services

- Plan and process agreed to provide financial support for a time limited period to enable the financially viable reopening of Day Services
- About 50 – 60 services – serving around 2000 people
- This is using Infection Prevention Control Grant money
- Aiming to get services open and to their maximum operating capacity as quickly as possible – funding is to support reopening to occur in a staggered and safe way:
 - to give management and staff time to adjust
 - Families to be engaged and communicated with
 - Service users to be encouraged to return – former users and new ones

LCC's Financial Assistance Scheme

- Agreement to continue it in its present form for now
- Reminder that the IPC monies should be used wherever possible by end September
- Will review it again as and when new Government announcements are made on further funding for rest of year

PPE

- Helpful discussion with group of providers about the challenges and costs involved - thank you for your time!
 - National PPE Portal – sign up needed by all providers but trust and confidence somewhat limited
 - LCC PPE supply and logistics service welcomed but recognised that it needs to become more of a residual, back up role, but maintaining strategic reserve
 - Providers in the main wanting to rely on their own leadership and management to procure necessary supplies for their services
 - Providers do want LCC to build in the costs of the extra PPE (higher volumes, higher prices)
- Will be sharing the information with MHCLG / Dept of Health
- Will arrange a follow up meeting with the providers and our finance / commissioning leads on fees

Future Government policy on provider finances?

- Recommendations from the Social Care Taskforce will have gone to government by 27 August
- Announcements expected from Government in next fortnight
 - Perhaps a continuation of a scheme similar to the Infection Prevention Control Grant?
 - Perhaps this will allow spend on PPE
 - Not clear whether any kind of support may be available for losses due to lower occupancy in care homes

PPE - LCC phonenumber/mailbox reminder

- The Care Provider PPE team mailbox and telephone helpline are now **only** manned between 9 a.m. – 5 p.m. Monday through Friday
- Any requests received after lunchtime on Friday are unlikely to be delivered until Monday morning
- Tel: 0300 123 6786
- CareProviderPPE@lancashire.gov.uk

Emergency PPE Supplies

- The current emergency supply channel of PPE via the government and LRF will end by 11 September.
- National PPE portal will be expanded and DHSC is considering increasing order limits and adding other PPE items to the portal to meet all care provider needs.
- Providers should therefore look first to source PPE through their own channels and then access the national PPE portal.
- If after each of these channels has been exhausted, providers still have unmet emergency needs for PPE, they can request emergency supplies from the county council, which will be considered using the existing arrangements.

Emergency PPE Supplies

From this week, if you have less than 7 days PPE supplies and you are unable to source the supplies you require, either from your own supply chain or via the National PPE Portal, then the capacity tracker caller will submit a request for LCC emergency PPE supplies to be delivered.

PPE Updates

- We ask that providers support us in delivering an efficient service by identifying emergency supplies required for the week ahead rather than raising multiple requests over the course of the week.
- Please be aware that the Care Provider PPE team may not be able to allocate the quantities that are being requested; this is to ensure that our supplies are available for all providers that require our emergency support.
- We no longer make weekend deliveries. Requests received after Friday lunchtime can only be delivered from Monday morning onwards.

Supplies of FFP₃ and FFP_v Masks

- FFP₃ and FFP_{3V} masks supplied to LCC have failed Fit Face Testing. They have been withdrawn from distribution and we are solely reliant on government-issued stock.
- We do not issue that many and so are currently able to meet demand.
- We have alerted the British Safety Industry Federation, who are investigating the product and its certifications of conformity.

Supplies of IIR Masks

- LCC Trading Standards highlighted a concern over the quality of some types of IIR masks and their certification of conformity.
- These masks have been withdrawn.
- We have vast quantities of other types of IIR masks and are able to meet current demands.
- The masks in question have now been sent off for testing and hopefully will be passed as fit for use and can be issued once more.
- The results should be back sometime soon.

Important messages for your staff

- Maintain vigilance in IPC and use of PPE
- Providers are required to pay staff who may be isolating full pay, and to use their IPC grant for that purpose.
- Important in making sure that self isolating staff do not take up other work to maintain income levels.
- Also important for staff to understand that they will be paid if need to self isolate so they should not be afraid of having a test and/or reporting a positive test to their employer.

Care Home Infection Control Top Tips

NWADASS

- North West ADASS has produced [this top tips guide](#) to highlight some of the ways in which residential and nursing homes have responded to the current COVID-19 pandemic in order to ensure that residents are safe, needs continue to be met and wellbeing is promoted, in what are very challenging and difficult circumstances.
- This guide has been compiled from a desktop review of policy and best practice guidance, together with interviews with a selection of providers and commissioners from across the North West region.
- It's great that three of our Lancashire care homes; **Lakeland View Care Home, Sutton Grange Care Home and White Ash Brook Nursing Home** are included as good practice case studies!

NW ADASS Lessons Learned Review - Place Based Case Study

- NWADASS has commissioned a Lessons Learned Review to look at what has taken place during the pandemic and what are the key bits of learning we can take forward into our planning for the medium and long term.
- As part of the work, two place-based case studies will be conducted to provide a richer picture of the learning at a local system level.
- The case studies will comprise of 1:1 interviews and sessions focused on understanding the impact, actions taken and learning within a particular area to give context and structure to the output report and create a local evidence base for good practice.

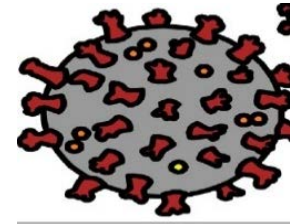
NW ADASS Lessons Learned Review - Place Based Case Study

- Working with NW ADASS analyst and consultants, John Campbell and Pat Greenhalgh-Jones from ARCC Consulting, NW ADASS has identified Lancashire as one of the areas in the North West they would like to use as a case study.
- The case study areas will be asked to participate in a series of interviews within the organisation and partnerships. These interviews would last for between 30 and 40 minutes and up to an hour if it's a group session.
- NW ADASS may also request data to test and support observations and hypothesis based on emerging findings. The output of this detailed engagement will inform a place-based case study for inclusion in the wider lessons learned review.

NW ADASS Lessons Learned

Review - Place Based Case Study

- NW ADASS would like several providers to be interviewed as part of this study – **can we have some Lancashire volunteers?**
- The proposed interview dates will be confirmed soon.
- If you would like to participate please email amanda.hodkinson@lancashire.gov.uk and we will slot people into convenient dates / times in conjunction with the consultant's timetable.
- Early morning or evening slots would also be agreeable to the consultants if this fits better with your diary.



Managing Restrictions under COVID -19 Task & Finish Group Update

Managing Restrictions under COVID -19

Task & Finish Group

- **Purpose:** To inform local guidance and make recommendations to the LRF about managing restrictions under COVID-19, drawing on best practice, and direct experience
- **Membership:** Multiagency, family carer and self advocate membership
- **Scope:** People in variety of settings
- **Focus:** addressing Human rights issues in the context of COVID -19
- **Key themes:** Visitors, Accessing the community safely
Defensible decision –making

6 Work streams

1. People: self-advocates, families, friends, carers & 1.2 reps
2. Supported living, domiciliary care & personal assistants (PAs)
3. Inpatient services, Section17 leave
4. Transitions: discharge planning & accommodation moves
5. Residential care settings
6. Attended community services: day services, CMHTs,

If you want to be involved as a member or join a work stream please contact cate.short@lancashire.gov.uk

Work stream 5: Residential care settings

- Calling all providers to share their examples of good practice around visiting!
- Meeting Friday 11th 10 am - please feel free to join this session, and /or
- Send over examples of good practice, ideas, questions, concerns etc to:
adam.purnell@nhs.net (Domiciliary and Quality Lead, Kepplegate Care Services & [John's Campaign](#) Ambassador)

Next steps

- Weekly Zoom meetings - Thursdays 3.30 pm
- Work streams can use this time slot to meet or make alternative arrangements
- Guidance produced will be shared more widely for feedback
- If you want to be involved as a member or join a work stream please contact cate.short@lancashire.gov.uk

National Guidance (Kieran Curran)

- New Guidance
- Updated Guidance

New Guidance

- [Blackburn with Darwen, Oldham, Pendle: local restrictions](#)
This new guidance outlines what you can and cannot do if you live, work or travel in affected local areas in the north of England. Published on 22nd August
- [Hospital discharge service: policy and operating model](#) This new guidance sets out how health and care systems should support the safe and timely discharge of people who no longer need to stay in hospital. Published on 21st August

New Guidance

- [Reintroduction of NHS continuing healthcare](#) Sets out how clinical commissioning groups (CCGs) will restart NHS continuing healthcare (CHC) assessment processes from 1st September 2020. Published on 21st August
- [COVID-19: reducing transmission - what you can do to help](#) Offers advice on how you can help reduce the transmission of coronavirus (COVID-19). Published on 13th August.

Updated Guidance

Reporting outbreaks of coronavirus (COVID-19)

This has been updated with details and links to the latest 'action cards' for different types of workplace. Updated on 28th August

Updated Guidance

- [Technical specifications for personal protective equipment \(PPE\)](#)
- The following three attachments have been added:
- Essential technical requirements for new high-volume manufacture of personal protective equipment (PPE) and medical devices (MD) during COVID-19;
- Essential technical requirements for PPE and medical devices: further information for manufacturers and suppliers; and
- **Essential technical requirements for PPE and medical devices: further information for health and social care providers.**
- These replaced 2 existing guidance documents, 2 technical specification documents and 4 apron documents.
- Updated on 28th August

Updated Guidance

- [Coronavirus \(COVID-19\): getting tested](#) – The following attachments have been updated to reflect updates to the registration portal: 'guidance on non-Randox testing (England)' and 'how to use non-Randox test kits'. Updated on 28th August

Updated Guidance

- [NHS Test and Trace: how it works](#) - References about local contact tracers have been added with information on how and when they may contact you. Updated on 27th August
- [Coronavirus \(COVID-19\): admission and care of people in care homes](#) - Links to hospital discharge service guidance have been updated. Updated on 27th August

Updated Guidance

- [Face coverings: when to wear one, exemptions, and how to make your own](#) - Updated with information about penalty fines for not wearing a face covering. Updated on 27th August
- The exemptions have been updated to show when face coverings are not required. Updated on 21st August
- [COVID-19: potentially infectious people](#) - Minor updates made to Annex written notices A (Notice of direction to go to a suitable place for screening and assessment) and C (Notice of requirement to remain at a suitable place for screening and assessment). Updated on 26th August

Updated Guidance

- [Overview of adult social care guidance on coronavirus \(COVID-19\)](#) - Guidance links in the section 'Supporting staff members at higher risk from COVID-19' have been updated. The section on when to furlough workers has been removed and the section on 'Managing workers with suspected or confirmed COVID-19' has been edited. Updated on 26th August.
- [COVID-19: personal protective equipment use for aerosol generating procedures](#) The headings on instruction sheets have been updated, in line with the written guidance, to include airborne precautions. Updated on 21st August

Updated Guidance

- [COVID-19: infection prevention and control \(IPC\)](#) COVID-19 risk pathways have been added to support returning services. Updated on 21st August

Local guidance and updates (Ellen Smith)

SOCIAL CARE PROVIDER SERVICES MCA, DOLS AND COP GUIDANCE DURING COVID-19 CRISIS

Reminder that the updated (V5) MCA guidance is
on the portal: [link](#)

NW ADASS webinar on managing and mitigating BAME workforce Covid-19 risk (11th Sept, 14:00 – 15:30)

- An interactive webinar to launch the NW ADASS Managing & Mitigating Covid-19 Risk for our Black Asian & Minority Ethnic Workforce toolkit: registration now open <https://www.eventbrite.co.uk/e/managing-mitigating-covid-19-risk-to-the-bame-workforce-tickets-118278342707>
- A webinar session for adult social care managers and employers provides the launch of the NW ADASS Managing & Mitigating Covid-19 Risk to the Black, Asian, Minority Ethnic (BAME) Workforce toolkit. At this session we'll be discussing why proactive management and safe mitigation of the covid-19 risk to our BAME workforce is so urgent and vitally necessary. An outline of the frameworks and tools available will be provided, alongside examples of how management and mitigation has been practically implemented in the sector. The webinar will conclude with a question and answer session.
- The webinar will be hosted over Microsoft Teams and the invitation including the link to use will be sent following registration. Please note that you don't need to have Teams to join a Teams meeting. For further information [click here](#). A dial-in option will also be provided

Central Lancashire Activity Forum

- Central Lancashire Activity Forum for care homes has re-started via Skype. Forums give activity co-ordinators and managers the opportunity to discuss ideas and support each other to provide positive experience for residents in care homes.
- We are also planning on arranging speakers to attend as with our previous face to face meetings.
- These Zoom forums are going to be monthly on the 3rd or 4th Monday of the month and
- For more information by emailing the Contracts Duty email contractmgmt.care@lancashire.gov.uk or Lauren Martland lauren.martland@lancashire.gov.uk or Lillemor Richardson lillemor.richardson@lancashire.gov.uk directly.

Visiting Guidance Resources for Care Homes

- In light of recent national and local updates re: visiting in care homes, the LRF has signed off:
 - Care home visiting guidance for families and friends: key points to consider
 - Visiting guidance poster
 - Online resources to support families/visitors
- These documents are now available on the Provider Portal: [link](#)

Key contacts list

- List of key contacts within the different Teams/Services within LCC being produced
- All contacts in one place for quick reference and clarity
- Being finalised and will be shared on the Portal asap

Easy Read Coronavirus Info

- Our colleagues at BwD have produced a series of useful easy read resources re: COVID
- Will share on the provider portal

Training, resources and other updates (Ellen Smith)

Social Care Workforce Forum

2020



Healthier Lancashire and South Cumbria ICS and Lancashire Skills and Employment Hub invite you to an event to share and discuss ideas to enable the development and support of your workforce:

Social Care Workforce Forum 2020

- You will be able to use this opportunity to share and discuss ideas about:
- How you could **support** your staff through the current COVID crisis
- How you can **encourage** your staff to stay in the care sector
- How you can inspire and **empower** your teams
- Offer **reassurance** and share best practice
- Review **lessons learnt** so far
- Gain **practical** approaches to supporting the development your workforce, getting inspiration from colleagues in moving forwards
- **Influence** what happens next across the wider system – have your say across the ICS

The event is primarily aimed at managers and staff responsible for recruitment and retention in social care.

Social Care Workforce Forum 2020

- **Wednesday 7th October 2020 2-4 p.m.**
 - *Virtual Event*
- **To book your place please register here:**
- **https://scwf2020_registration.eventbrite.co.uk**

Data Security and Protection Toolkit (DSPT): comms from NHS England/Improvement

- As you may be aware, the deadline for completing the Data Security and Protection Toolkit (DSPT) which enables you to be compliant with national guidance around Information Governance, has been extended due to the Coronavirus outbreak.
- The national support offer around training is under discussion and the level of support offered will depend on how many care providers register for the DSP Toolkit.
- To be included in this regional training and support specifically for care providers we encourage you to simply register your organisation **before 30 September**:
<https://www.dsptoolkit.nhs.uk/Account/RegisterOrganisationCode>
- Once you have submitted a registration request you will then receive a 'System Generated' email allowing you to create a password for the account. You need to do this within 24 hours otherwise you will need to re-register. DSPT North as an NHS England regional team (NEY & NW) will shortly be restarting training and support packages to guide you through the process of completing the toolkit, whilst we are waiting to hear what the national offer entails.

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 Update: Infection, Prevention and Control in Care Homes

- CQC [previously](#) introduced how they are looking at infection prevention and control (IPC) in care homes and have now published their new [IPC inspection tool on their website](#). As [targeted and focused inspections](#) of high risk services increase, this tool will be used to look at how well staff and people who live in the care home are protected by the prevention and control of infection (Key Line of Enquiry S5). The tool will help CQC to gather information about the strengths of a service and to understand if there are any gaps or concerns around IPC where CQC can signpost to resources which could help. The tool may help providers prepare plans to manage any risk of a second wave and the impact of winter pressures.

CQC Updates

Free flu vaccines for health and social care workers

- Public Health England (PHE) have launched a campaign encouraging staff working across health and social care to get their free flu vaccine. This year, with circulation of coronavirus, flu vaccination is more important than ever, with the largest ever flu vaccination programme being planned. The vaccine protects you, your family and those you care for from the flu.
- Visit the [PHE website](#) to order a range of free resources including flyers, posters and stickers to encourage your colleagues to get vaccinated. If you order as soon as possible delivery will arrive at your service this month.

DHSC adult social 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 CARE: **Wellbeing Support for Social Care Staff**: one-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 support, tools and advice on how to take care of the wellbeing of staff at work: [link](#).

Wellbeing Support

- Our Provider Portal offers a variety of evidence-based resources, helplines and guidance to steer people through the vast range of offers of wellbeing and mental health support developed since the start of the pandemic: [link](#)

Provider input into Webinars

- You are all welcome to share best practice, top tips, good news stories, etc., with an appearance on these webinars.
- Please express your interest – or ask any questions – using the online query form on the Provider Portal.

Contact us

We want to reassure you and reinforce our offer of support during the emergency response period.

You can either contact us via the Contract Management Duty Team on 01772 531293 or email

contractmgmt.care@lancashire.gov.uk

or directly via your contract monitoring officer.

Please continue to tell us how best we can assist and we will do all we can to help.

Next Steps

- Regular Portal Updates
- Fortnightly webinar (usually Friday): the next webinar is Friday 18 September, 1 p.m. (joining instructions to follow)
- Fortnightly newsletter