Adult Social Care Provider Webinar Friday 27th November 2020



Welcome and Introductions Tony Pounder

Welcome and introductions

Purpose of webinar: key messages and updates, both national and local

Reminders:

- Fortnightly webinar for providers on Fridays, 1-2/2.30 p.m.
- Provider portal: https://www.lancashire.gov.uk/practitioners/health-and-social-care/care-service-provider-engagement/coronavirus-covid-19-information-for-care-providers/



Today's Agenda

• 1-2.30pm

- Tier System (Tony Pounder)
- ICF Grant (Tony)
- Government Winter Plan (Tony)
- Designated Settings Update (Tony)
- DNACPR Thematic Review in Morecambe Bay CCG area (Tony)
- Vaccine rollout (Joanne Reed)
- Testing (Ellen Smith)
- LCC's owned and operated residential care homes for older people visiting trial update (Ellen)

Lancashire

- PPE Recap (Ellen)
- COVID Restrictions Task and Finish Group (Visiting Policy) (Cate Short)
- Care Capacity Tracker Updates (Ellen)
- Regular updates; national and local guidance, etc (Nichola Morris)

New Tier System

TIER 3

FROM 2 DECEMBER

VERY HIGH ALERT

MEETING FRIENDS AND FAMILY

28

BARS, PUBS AND RESTAURANTS



RETAIL

f

WORK AND BUSINESS



No mixing of households indoors, or most outdoor places, apart from support bubbles. Maximum of six in some outdoor public spaces (e.g. parks, public gardens).

Hospitality is closed, with the exception of sales by takeaway, drive-through or delivery.

Open.

Everyone who can work from home should do so.

EDUCATION



INDOOR LEISURE



ACCOMMODATION



PERSONAL CARE



Early years settings, schools, colleges and universities open. Childcare, other supervised activities for children, and childcare bubbles permitted.

Open. Group activities and classes should not take place.

Closed (with limited exceptions)

Open.



TIER 3

FROM 2 DECEMBER

VERY HIGH ALERT

TRAVELLING



EXERCISE



RESIDENTIAL CARE



LARGE EVENTS



Reduce the number of journeys you make and walk or cycle if possible. Avoid busy times and routes on public transport. Avoid car sharing with those outside of your household or support bubble. Avoid travelling outside your area, or entering a Tier 3 area, other than where necessary such as for work or education. Further exemptions apply.

Classes and organised adult sport can take place outdoors, but cannot take place indoors if there is any interaction between people from different households. Organised activities for elite athletes, under-18s and disabled people can continue. COVID-secure arrangements such as substantial screens, visiting pods, and window visits. Outdoor/airtight visits only (rollout of rapid testing will enable indoor visits including contact). Events should not take place. Drive-in events permitted.



TIER 3

FROM 2 DECEMBER

VERY HIGH ALERT

OVERNIGHT STAYS



WEDDINGS AND FUNERALS



ENTERTAINMENT



PLACES OF WORSHIP



We advise against overnight stays other than with household or support bubble.

15 guests for weddings, civil partnerships and wakes; 30 for funerals. Wedding receptions not permitted.

Indoor venues closed.

Open, but cannot interact with anyone outside household or support bubble

Find out what support you can get

For example, if you're out of work, need to get food, or want to take care of your mental health.

gov.uk/coronavirus

If you have any coronavirus symptoms:

A high temperature • A new, continuous cough A loss of, or change to, your sense of smell or taste

Get a test and stay at home



New Tier System

- Creating a Christmas Bubble This guidance explains how Christmas bubbles will work, section 6 outlines how this will work for care home residents.
- Local restriction tiers: what you need to know
 - sets out the local restriction tier system that will be in place from Wednesday 2nd December.



ICF Grant update

Tony



Infection Control Fund (1)

- Thank you to all the you who have returned your schedule 2 (acceptance) forms.
- However, we still have a number of providers who have not returned theirs. Without this form we are unable to release the allocated funding.
- We will be contacting the individual providers to understand why the form has not yet been returned.
- If you have not received the funding allocation letter then please contact Contract Management <u>contractmgmt.care@lancashire.gov.uk</u>



Infection Control Fund (2)

- We have received a number of questions relating to the grant conditions and whether or not providers must utilise the grant on every measure described.
- The County Councils interpretation of the grant conditions is that the measures listed set the framework for how you must utilise the grant (for example you may not use it to purchase PPE) but <u>you may choose</u> which measures are most appropriate for your organisation and situation. You may spend the allocation on a single measure or on all measures. The choice is yours and we apologise for any confusion caused.



Infection Control Fund (3)

- The data E-Form is now live again and taking entries.
- A reminder to complete the e-from detailing cumulative spend to the end of November 2020.
- The deadline for the return is 23 December but you should aim to complete it as soon as possible after the November month end.



Infection Control Fund (4)

- Following feedback from the first reporting we have changed the basis of entry. Instead of entering the % spent and forecast to be spent against each measure you should now enter the amounts in "£'s".
- Also, please don't forget that it is a cumulative return so when recording actual amounts spent it is the total spent during October & November.
- PLEASE ENSURE YOU COMPLETE THIS RETURN. THE DEPARTMENT FOR HEALTH AND SOCIAL CARE CONDITIONS REQUIRE YOU TO SUBMIT MONTHLY RETURNS.
- Failure to do so may impact on your eligibility for Tranche 2 of the grant.



Government Winter Plan

- The Government published its Covid-19 Winter Plan on 23rd Nov – <u>link</u>
- The Winter Plan presents a programme for suppressing the virus, protecting the NHS and the vulnerable, keeping education and the economy going and providing a route back to normality.
- The Plan also sets out the Government's approach to ending the national restrictions on 2 December.



Government Winter Plan - key messages

- Focus on developing and delivering a programme of vaccination
- Increasing community testing capacity
- Roll out of regular rapid testing nationally to NHS front-line staff, social care and other highrisk or critical settings



Government Winter Plan - key messages

- Current national restrictions in England will be lifted on 2nd Dec.
- On 2 Dec, England will move back into a regional, tiered approach to target the toughest measures in the areas where we are seeing higher rates of infection.
- Lancashire will be in Tier 3 very high alert.
- Christmas Bubble arrangements from 23rd-27th Dec.



Designated Settings - Background

- Government issued national guidance on designated discharge settings in September -<u>link</u>
- This guidance has been shared on previous webinars and was covered by CQC on a previous webinar.



What is a designated setting? Recap

 Local Authorities and the NHS have been asked to put in place 'designated settings' for COVID-19 care; this will help to ensure that hospital capacity is used for those who need it most.

 Once in place, these settings will ensure that all people requiring admission to a care setting or back to their own care home can be discharged safely which will help to reduce spread of the virus within other care settings.



What is a designated setting? Recap

- Those discharged to a 'designated setting' will have tested positive for COVID-19 in the 48 hours prior to discharge.
- A 'designated setting' will allow the resident to undergo the necessary period of isolation, which could be up to 14 days.



What is a designated setting? Recap

- These 'designated settings' will be separate settings (even if they are co-located with a care home) with a separate staffing team and health and care support.
- For those living in a connected home, they can feel secure that no facility, equipment or staffing will be shared with a neighbouring designated setting.
- The designated settings will be inspected by CQC to make sure the policies, procedures, equipment and training are in place to maintain infection control and support the care needs of residents.



Lancashire Designated Settings

- We are continuing to working with providers to establish these setting as soon and as safely as possible.
- Our first one is now open in East Lancashire (12 Beds)
- Four others to follow before Christmas, one in early New Year (60 beds in total)
- Massive thank you for those providers their managers, staff and owners
 who have come forward in response
- Not looking for further expressions of interest on this



Local Interim Arrangements

- Until these settings are put in place, we will continue with the following:
 - Nobody will be discharged back to their care home or to a new care home placement unless they have had a COVID-19 test in the last 48 hours with a clear outcome prior to discharge
 - All people being admitted to a care home, even with a negative test outcome, will require a period of self-isolation in that setting
 - Anybody testing positive for Covid 19 will only be discharged to a care home if there is absolute agreement from all parties that the home can manage that person and the staff safely using clear infection control procedures and support

Thematic review of use of DNACPR during Covid-19

- Morecambe Bay CCG has been chosen by CQC as one of seven CCGs nationally to undergo a thematic review of the use of DNACPR (do not attempt cardiopulmonary resuscitation) during the Covid-19 pandemic.
- CQC want to speak to care homes, supported living and home care providers operating within the MB CCG area who have had experience of DNACPR during the pandemic (both positive/negative or neutral experiences).
- Interviews/focus groups with CQC and interested providers will be scheduled for w/c 14th Dec; further details to follow.
- Please contact LCC Contract Management if you're interested in being involved: contractmgmt.care@lancashire.gov.uk

COVID-19 Vaccine rollout update

- Roll out of the vaccine is a huge logistical undertaking
- Plans are being developed at great speed and a lot of the detail is still being worked through
- There are no definite roll out dates as yet but **1**st **December** is still the aim to start
- The Pfeizer vaccine presents a number of significant logistical issues such as storage and transportation
- The Pfeizer vaccine may not be suitable for care settings for these reasons
- Care homes and other care settings will be covered by Primary Care
- The vaccine will be rolled out and administered by NHS employed staff (as for flu)
- NHS will liaise and work out a programme for each setting for staff, residents and visitors



Testing

Ellen Smith



Care Home Proxy ordering of Medicine

- The aim of this exciting event is to demonstrate the benefits and ease of proxy ordering for Care homes and GP practice. It will also cover the process for setting up proxy ordering and what support is available to you in your area, followed by a question and answer session.
- This live event is aimed at care home staff, who would normally order medication for their residents, GPs, GP practice staff and practice managers.
- This is a public event, so anyone can attend and no registration is required.

When: Tuesday 1st December 11am

Where: On MS Teams Click here

 Also find attached a list of <u>frequently asked questions</u> that have already been developed.

Supported Living and Extra Care Testing

Latest information from Department of Health and Social Care shows just over 50% of schemes still haven't ordered kits for this single round of testing.

- Providers should now have received communication on how to register on the national testing portal
- Registration is to enable test kits to be delivered for one single round of testing

BEFORE YOU START TESTING

- Attend Webinar if you haven't already:
 https://event.webcasts.com/starthere.jsp?ei=1380165&tp_key=dfecd07a9d
- Undertake training on how to swab. Providers will need to take responsibility for swabbing staff and service users: : https://www.youtube.com/watch?v=1lojcv37Wzl and https://www.gov.uk/government/publications/covid-19-guidance-for-taking-swab-samples/how-to-use-the-self-swabbing-kit-for-a-combined-throat-and-nose-swab-video
- Complete the competency assessment: available at www.genga.org/carehomes



Homecare testing

- Now live / PCR test
- Branches order 4 weeks worth of test kits for each staff member
- Test kits distributed to staff
- Staff self-swab between Thurs-Sunday each week.
- Register test kit and post off make sure you have your UNO from your agency before you start testing!
- Results via text/email

Please <u>attend webinar</u> before commencing process



Care Home Visitor Testing

- Government Covid-19 winter plan announces plans to have two visitors per resident tested twice a week via Lateral Flow tests
- Care homes should now have received information on the national roll out of this scheme.

Key messages:

- LFT is a new technology which enable rapid display of COVID-19 test results within 20-30 minutes and do not require a lab to process. The LFT tests can be self-administered via nasal and throat swabs similar to the current PCR tests.
- Further information will be sent in the coming weeks which will include the exact details of when your LFT kits will arrive and the support available to you. **In the meantime PREPARE. Consider**:
 - preparing a designated entrance where visitors can put on PPE before interacting with others. If a visitor must come through the same entrance as others to access this area, they will need to put on PPE outside first, before entering the building
 - preparing a designated area for testing where a visitor can wait whilst awaiting their LFT result. This area
 will need to be away from the main part of the home, so a visitor does not interact with any other staff or
 residents prior to receiving their test result
 - whether your testing area may be set up either indoors or outdoors. The specific configuration of your care home's testing area will depend on infrastructure and environmental constraints
 - taking stock of your PPE and ensuring you have enough for visitors if required (see PPE section below)
 - making space in your home to store LFT kits separately from your other kits



Care Home Visitor Testing

- One off PPE delivered to each care home for use with visitor testing between now and 18th Dec. If not registered on PPE portal do so now! This one off is in addition to any you order yourself through the portal.
- Following this initial push of PPE, order limits will be raised on the PPE portal, so you can simply increase the amount of PPE you can order to support safe visiting in future.
- To prepare staff to use LFT for testing, NHS Test and Trace have created an online training portal. The training videos last about 15 minutes followed by a competency assessment. It is critical that each care home manager identify staff members that need access to the training portal.
- You will receive an email in due course that will include a link and a token that will provide you with access to the online training portal. The email will be sent from testertraining@dhsc.gov.uk
- You will need to share the link and token provided with the individuals who require the training. Any enquiries on training should be directed to the above email address.
- Testing staff can complete this training before or after the webinar, but it is critical that your home does not begin testing until all relevant staff have completed the assessment.
- We ask that all testing staff attend one webinar to prepare for LFT testing (registration details to follow). Webinar lasts 60 mins and will include a Q+A. Cant emphasise how important these can be to ensure you start this process on the right foot.



Rapid testing

- Covid-19 winter plan describes additional testing for social care
 - increased care home staff testing
 - increased resident testing
 - Regular testing for supported living and extra care

Lancashire

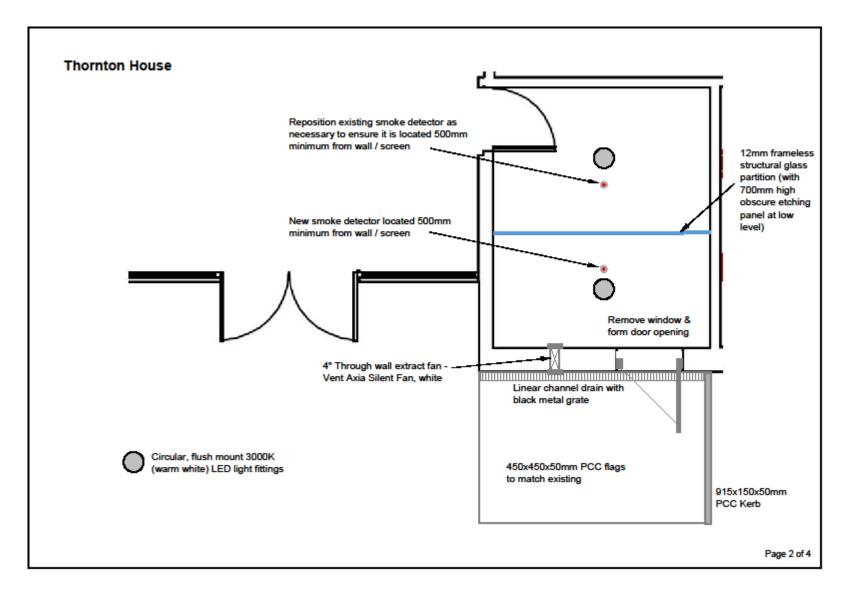
 No detail yet on any of these schemes. Will share with providers once available.

LCC's owned and operated residential care homes for older people - visiting trial update LCC in house residential homes.

4 trial sites

- Woodside, Padiham
- Thornton House, Thornton Cleveleys
- Castleford, Clitheroe
- Woodhill, Morecambe















Next steps

- Complete review of visiting protocol
- Open trial sites to visiting
- Expand sites to remaining residential homes
- Implement any new testing arrangements (ie. Lateral flow test for visitors)



PPE recap

Ellen Smith



Safeguarding and Best Practice around use of PPE

- GP/CSR and WL CCGs have drafted a guidance note re: safeguarding and best practice around use of PPE
- Includes:
 - best practice checklist
 - what happens when a safeguarding alert is made due to poor PPE compliance?
 - Useful resources
- Uploaded to the portal <u>link</u>



Safeguarding and Best Practice around use of PPE

- Preventing service user harm during the Covid-19 pandemic is paramount and at the forefront of all Regulated Care services. Those in receipt of services should expect to be supported and cared for in a safe environment. Neglect through lack of adherence to PPE is considered within the Care Act as 'Organisational Abuse'. Services should ensure that interventions and support arrangements are in place to minimise the risk of abuse resulting from poor PPE use.
- There have been increasing trends as to poor PPE compliance across the Care Home sector and as such, we need to remain vigilant about PPE and the serious nature of Covid-19 into the 2nd wave.

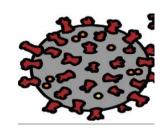
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Best practice checklist

- Ensure your service has received available PPE training for trainers
- Ensure you have competent trainers within your service to deliver PPE training and guidance
- Consider use of Infection, Prevention & Control Champions
- Know your Public Health Infection Prevention and Control support pathway InfectionPrevention@lancashire.gov.uk
- Ensure PPE supplies remain at acceptable levels and how to order further supplies https://www.gov.uk/guidance/ppe-portal-how-to-order-emergency-personal-protective-equipment
- Audit your service around good PPE use and address unsafe practice
- Understand individual accountability when PPE guidance is not adhered to







Managing Restrictions under COVID -19 Task & Finish Group Multiagency group informing local guidance and making recommendations to the LRF Update 27th November



December Meeting dates

- Main Task & Finish Group: Thurs 3rd & 10th 3.30 pm
- Work stream 1 People: Tues 1st 10.00 am
- Work stream 2 Supported living : Mon 8th 2.00 pm

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





Work stream 2 - Supported living, domiciliary care & PAs



- Visiting Guidance for all for supported living houses and apartment complexes has been submitted to the LRF
- Guidance is to support best practice

Thank you to everyone who contributed to the document and gave feedback



Cross Cutting Work stream

Recommendations & Draft Guidance: supporting vulnerable adults to access the community under COVID-19 restrictions

- Progressing to the LRF
- Key issues:
 - Cognitive impairment and /or behavioural issues may severely affect people's ability to follow COVID -19 guidance without additional support.
 - Also highly likely to be in the vulnerable / extremely clinically vulnerable group.
 - Inability to effectively follow 'stay safe, stay alert guidance' increases risk of transmission of virus to other residents/ tenants, care staff, or family carers on return to their home



Cross Cutting Work stream

Recommendation -PHE baseline guidance:

'While people you support are living in care homes; the generic care home guidance should be followed. When the individuals are able to access the community independently they are covered by the community guidelines. However, where there is cognitive impairment and concomitant physical health conditions, we recommend enhanced support and individual precautionary measures to reduce the risk of acquisition and/or transmission, such as avoiding close contact and hand washing' PHF North West





Work stream 5 - residential care settings

- Produced a risk assessment matrix (for care settings)
- Contributed to ADASS consultation on safe visiting in care homes
- Now focusing on vaccination programme and issues for care homes



Care Capacity Tracker Update

Ellen Smith



Transition of the COVID-19 impact questions to a new NECS Capacity Tracker Home Care section

- From 30th November 2020, domiciliary care services, extra care housing schemes and supported living schemes will report their COVID-19 information through CQC Capacity Tracker instead of the CQC survey.
- All providers affected by this change will have received an email from CQC earlier this week.
- We are asking those providers who CQC have contacted to input the required CQC COVID-19 information directly into NECS as requested from 30th November.
- You will know that we already upload some information for some providers directly into NECS. In order for us to upload this CQC COVID-19 information on to NECS on your behalf we need to establish the internal process and procedures which will take some development time.
- We will be in contact with the relevant providers before Christmas to ask you if you want us to upload the CQC COVID-19 information on to NECS on your behalf. It is your choice you can continue to input your CQC COVID-19 information directly on to NECS or we can do the upload for you. If you want us to do your upload we will ask you for your permission
- This does not affect any other providers or change any other processes currently in place.



Care Capacity Tracker – The Future

- LCC's Corporate Management Team recognise the vital role the Care Capacity Tracker, and all those that have supported it, has played in the Lancashire health and social care system's response to the pandemic.
- •Even with a Vaccine on the immediate horizon we still need to be vigilante and continue to monitor the situation going forward into the new year.
- •LCC's Corporate Management Team has agreed to support the Care Capacity Tracker beyond March 2021.
- •As you know the Care Capacity Tracker has evolved during that last 9 months in line with the pandemic to ensure we offer the support needed.
- •As we move into recovery we will continue to evolve the Care Capacity Tracker to continue to meet the changing landscape.
- •As providers you are one of the key stakeholders in this process and we want to give you the opportunity to be involved in the development of a longer term solution going forward.
- •We know that providers are keen to use the information collected for their business planning purposes. The tracker was developed primarily to support the pandemic. We therefore want to include you as we develop a longer term solution which will rely more on providers doing their own inputting. We know some providers welcome a reduction in daily contact and we want to work with you to move to a more balanced approach as you move more towards BAU during 2021.

If any of you would like to take part in a focus group, possibly before Christmas, please can you email the Care Capacity Mail Box – <u>CareCapacityTracker@lancashire.gov.uk</u> identifing the organisation you represent and contact details.



Local and National policy, Resources and Events

Nichola Morris



All new and updated national adult social care guidance available on the Portal under:

Government, NHS and NW ADASS advice and guidance



COVID-19 Online Resources

- Care Quality Commission info for providers
- Social Care Institute for Excellence
- Health Education England coronavirus programme



New National Guidance

- <u>COVID-19 Winter Plan</u> the UK Government's COVID-19 Winter Plan. The plan sets out the Government's approach to ending the national restrictions on 2nd December. **Published on 23rd November.**
- Local restriction tiers: what you need to know sets out the local restriction tier system that will be in place from Wednesday 2nd December, including what you can and cannot do in each tier. Published on 23rd November.
- <u>Creating a Christmas Bubble</u> Section 6 explains how this will work for care home residents. <u>Published 24th November.</u>

New National Guidance

- Coronavirus (COVID-19) testing for homecare workers COVID-19 testing is being made available to all homecare workers in England. This service will shortly be extended to all homecare workers in adult social care, including unregistered organisations, live-in carers, and personal assistants. **Published on 20**th **November**.
- COVID-19: mitigation of risks in occupational settings with a focus on ethnic minority groups —this consensus statement from PHE, Faculty of Occupational Medicine (FOM) and Health and Safety Executive (HSE) advises how best to mitigate occupational risks, and specifically the known disproportionate impact of COVID-19 on ethnic minority groups. Published on 20th November
- <u>COVID Winter Grant Scheme</u> provides information on the £170m COVID Winter Grant Scheme funding to support vulnerable households, which will be made available in early December 2020 and covers the period until the end of March 2021. **Published on 23**rd **November**.

Updated National Guidance

- Coronavirus (COVID-19): guidance for people receiving direct payments Sections have been added on mental health support, accessing the winter flu vaccination and testing. Updated on 18th November.
- How tests and testing kits for coronavirus (COVID-19) work information has been added about lateral flow tests. Updated on 20th November
- Coronavirus (COVID-19): getting tested the guidance has been updated on non-Randox testing (England)' to reflect latest guidance and clinical advice. Updated on 19th November
- <u>Coronavirus (COVID-19): reducing risk in adult social care</u> the guidance has been updated to include new clinical advice. **Updated on 18**th **November**
- <u>COVID-19</u>: <u>guidance on shielding and protecting people defined on</u> <u>medical grounds as extremely vulnerable</u> Updated on 18th November



National Good Practice

- https://www.gov.uk/government/news/new-film-shows-importance-ofventilation-to-reduce-spread-of-covid-19 A short video to show the importance of ventilation to reduce the spread of Covid-19.
- The **British Geriatrics Society** has published an <u>update</u> to their good practice guidance, <u>COVID-19</u>: <u>Managing the COVID-19</u> pandemic in care homes for <u>older people</u>.



Local Updates

- The regulated training care pack (produced by Lancs and South Cumbria ICS) has been updated on the portal. You can find it here: https://www.lancashire.gov.uk/media/920590/regulated-care-training-pack.pdf
- Care home staff who have been turned away by GPs/Pharmacists or other providers when they have requested a flu vaccination should try again as new deliveries have been made. If they are told there is no availability they should ask for information from the provider when a delivery is expected as this is happening all the time.



Local Updates

- Falls Prevention: Safe and Active in later Life virtual roadshows and web hub. The free virtual roadshows take place from Monday 30th November to Friday 4th December. They are designed to give people an introduction to strength and balance exercise and how they can make their homes safe. They will last around an hour and will include an exercise demonstration that everyone can join in. You can book here: www.rospa.com/falls
- Lancashire County Council is preparing for a procurement process for short break provision for children, young people and their families. This is your opportunity to feedback on the proposed changes. Deadline in Monday 30th November.

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Next steps

- Next regular provider webinar is Friday 11th December; we now have a permanent joining link for our webinars
- We will have best practice from local care homes as guest speakers
- Presentation and recording from today will be shared on the portal – <u>link</u>
- Review and respond to any queries/questions, as appropriate

Thank you!

