

Adult Social Care Provider Webinar

Friday 11th December 2020

Welcome and Introductions

Ian Crabtree

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 - review/16th Dec onwards (Ian)
- Visiting in care homes (Ian)
- Vaccine rollout (Ellen)
- Testing (Ian)
- Designated Settings Update (Ian)
- IPC update (Ellen)
- PPE update (Ellen)
- ICF Grant (Nichola)
- COVID Restrictions Task and Finish Group (Nichola)
- Care Capacity Tracker Update (Ian)
- St. Andrew's House: outbreak experience (Meena Patel and Dr.Paul Miller)
- Regular updates; national and local guidance, etc (Kieran Curran)

Tier System

- [Local restriction tiers: what you need to know](#)
 - sets out the local restriction tier system that will be in place from Wednesday 2nd December
- Tiers being reviewed on Wednesday 16th December

Visiting in Care Homes (lan)

- [New guidance](#) published on Wednesday 9th December
- The LRF via the 3 DPHs and DAS will be sending out how the national guidance should be applied in Lancashire given our Tier status and the best use of Lateral Flow Tests
- Lateral Flow Testing is just one component of visiting in Care Homes
- Please do not start testing until the **14th December** as the online registration portal is currently not available
- As advised previously please do attend a webinar also before you start testing

Visiting in Care Homes (Ian)

- Held an interactive session with providers on 4th Dec on this topic
- Providers shared best practice and also issues and queries re: implementing visiting guidance
- Feedback is being collated and will be shared and any next steps determined

Vaccination and Testing Updates

Implications for Lancashire (Ellen)

- Letter re current vaccination position and instructions on preparation has been sent to each care home by Helen Whately – Minister for Social Care (available on portal)
- Vaccinations now taking place in Hospitals – around 200 per day, care home staff included. Current priority is for larger care homes near to Hospital sites. This week RPH and Blackpool Victoria have commenced care home staff vaccinations.
- Blackburn, Burnley Lancaster hospitals will get it next.
- In the next few months there will be a mixture of vaccine sites across Lancs; Hospital Hubs, some larger/strategic community sites, some smaller local ones and GPs/pharmacies. Community sites starting from next week.
- At the present time, only older people's care home staff and residents are being prioritised but we will maintain our insistence that other settings such as Supported Living are prioritised

Implications for Lancashire

- We are supporting the transport logistics for care home staff who may struggle to get to a hospital vaccine site this week – however we've not had to step this up as yet.
- It is anticipated that over time care home staff will be vaccinated either in community sites or in the care homes.
- There is a centrally agreed consent form to be used
- There is a local booking system in place, which may be replaced by a national one in due course.
- We have requested that designated visitors/carers are included in the vaccine programme – details available soon for access to community sites
- We are expecting NHS staff to administer the vaccine in care settings but in time others will be trained including providers' staff
- We expect the Oxford vaccine will be used more widely for care settings in the new year but have no timeframes as yet

What do you need to do?

- put together staff lists, including basic details (name, gender, date of birth, NHS number, GP details) for each staff member
- be ready to provide each staff member with a letter confirming their employment in the care sector
- keep staff records of vaccinations and report via the Capacity Tracker (as you do with flu vaccination)
- consider the covid-secure logistics of releasing staff to receive their vaccine, while maintaining staffing levels within their home. Practical and implementable plans should be in place from early next week
- take steps now to ensure that staff understand need for obtaining consent, so that they in turn can help residents and families to complete the necessary forms when a vaccine is ready to be delivered within a care home. Once issued, these forms will provide additional information about the vaccine they are receiving.

What you need to do?

- Please make sure that you have had your flu vaccination and you have registered with a GP. You will need your NHS number and some other personal details to be up to date and available
- The vaccination is not mandatory but you are encouraged to accept it when it is offered
- Share the [Vaccination Guidance](#) for social care with your staff – answers many questions.

Frequently Asked Questions

Q: Do staff who receive the vaccination still have to be tested weekly?

A: Yes

Q: If I am told to isolate by Test and Trace even though I have had the vaccine, do I need to do so?

A: Yes, continue to take advice and follow instructions given by Test and Trace.

Supported Living & Extra Care testing (lan)

- Repeat PCR testing now live for this group.

Why?

- Identifies staff and residents who currently have COVID-19 so they are able to self-isolate if their result is positive
- Protects those receiving care from infection passed to them by staff who are confirmed positive
- Prevents and controls the spread of the virus by identifying asymptomatic cases
- Weekly for staff and monthly for residents
- Review guidance and attend webinar before commencing any testing.
- All details can be found [here](#)

Lancashire Designated Settings

- We are continuing to working with providers to establish these setting as soon and as safely as possible.
- Two settings are now open in East Lancashire (**12 bed and 16 bed**)
- Also additional provision in Blackpool
- 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

IPC reminders

Ellen

COVID 19 Fatigue

- It has been a long 9/10 months. We are all exhausted. We hear it when we make our phone calls to you.
- With exhaustion can come complacency.
- It is really important that we keep abreast of the current guidance and draw upon our IPC precautions to break that Chain of Infection.
- Our IPC Care Champions will know that we cover the Chain of Infection during every forum meeting.

COVID 19 Fatigue

- Appropriate donning and doffing of PPE, wearing PPE appropriately, in particular the wearing of masks appropriately. We still receive reports re care home not adhering to PPE guidance.
- Hand Hygiene and environmental cleanliness are key to break the Chain of Infection.
- It is worth reiterating this with your team.

Infection Prevention & Control Training

- Places still available:



Day	Time	Access details	Contact
Monday 14 th December	14.00 - 15.00	Microsoft Teams	rebecca.potter10@nhs.net
Tuesday	15.00 – 15.45	<u>Webex</u>	elizabeth.Bailey@mbht.nhs.uk
Wednesday	14.00 - 15.0	Telemedicine laptop or https://meet.medio.link/webapp/ (MUST BE ACCESSED VIA GOOGLE CHROME) Access code: 512005	alisonmoore45@nhs.net
Wednesday	10.00 – 10.45 11.00 – 11.45 14.00 – 14.45 15.00 – 15.45	<u>Webex</u>	elizabeth.Bailey@mbht.nhs.uk
Thursday	13.00-14.00	Microsoft Teams via the link here <u>Join Microsoft Teams Meeting</u>	alisonmoore45@nhs.net
Thursday	10.00 – 10.45 14.00 – 14.45	<u>Webex</u>	elizabeth.Bailey@mbht.nhs.uk
Friday	10.00- 11am	Microsoft Team	louise.carter12@nhs.net
Friday	14.00 – 14.45 15.00 – 15.45	<u>Webex</u>	elizabeth.Bailey@mbht.nhs.uk

Chief Nurse for Adult Social Care - appointed

- Professor Deborah Sturdy OBE will take up the new role to represent social care nurses and provide clinical leadership to the workforce.- [link](#)
- The role is an interim appointment for up to 6 months, to further increase the professional support and expertise in the department over winter ahead of filling the post on a more permanent basis in 2021

PPE recap

Ellen

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 – [link](#)

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.

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

PPE Requests to cover the Christmas Holidays (LCC)

- Please ensure your weekly PPE order is placed through the Gov PPE Portal by Monday 14th December
- Please check the lead time with your own suppliers and place orders in sufficient time for delivery before the Christmas holidays
- In the event that you require further PPE from the council to supplement your own supplies and those received through the PPE Portal to cover the Christmas period please be advised that all requests need to be submitted by midday on 21st December. Requests after this time will not be able to be delivered before Christmas, last deliveries will take place on 23 December.
- CareProviderPPE@lancashire.gov.uk./0300 123 6786

LCC PPE store Xmas/NY opening hours

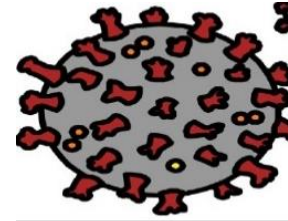
DATE	HOURS
Monday 21 st December	9:00am – 5:00pm
Tuesday 22 nd December	9:00am – 5:00pm
Wednesday 23 rd December	9:00am – 12:00pm
Thursday 24 th December	CLOSED
Friday 25 th December	CLOSED
Saturday 26 th December	CLOSED
Sunday 27 th December	CLOSED
Monday 28 th December	CLOSED
Tuesday 29 th December	9:00am – 5:00pm EMERGENCIES ONLY
Wednesday 30 th December	9:00am – 5:00pm EMERGENCIES ONLY
Thursday 31 st December	CLOSED
Friday 1 st January	CLOSED
Saturday 2 nd January	CLOSED
Sunday 3 rd January	CLOSED
Monday 4 th January	9:00am – 5:00pm

PPE compliance best practice

- Will be asking providers for case studies/examples of how they're ensuring continued good practice and compliance around PPE in their settings

ICF Reminders (Nichola Morris)

- A reminder to complete the e-form spend to the end of November
- It is a cumulative return so when recording actual amounts spent it is the total spent during October and November
- The deadline for the return is **23rd December** – but you should aim to return it as soon as possible after the November month end
- Please ensure you submit this form – the Department of Health and Social Care require you to submit monthly returns



Managing Restrictions under COVID -19

Task & Finish Group

*Multiagency group informing local
guidance and making recommendations
to the LRF*

Update 11th December

Nichola Morris on behalf of Cate

Short



Work stream 2 -Supported living, domiciliary care & PAs

- **Visiting Guidance for all for supported living houses and apartment complexes has been approved by the LRF**
- Visiting in Supported Living not backed up by Government Regulations in the same way as Care Homes, but **supported by the LRF locally as good practice**
- Hope to have easy read version soon



Work stream 2 -Supported living, domiciliary care & PAs

- Work stream has produced **Christmas bubble visiting key messages**
- Based on **Christmas Bubble national guidance** - see [link](#)
- **Key messages & useful documents** produced by providers UBU and Linkability have been circulated
- **Thank you to everyone** who contributed



Christmas Bubbles and Key Messages for Supported Living (December 23 – 27)

- The primary purpose is the safety of everyone.
- Acknowledge families wish to be together at this festive time
- Encourage people to follow COVID government guidance as a priority.
- Supported Living Households and Families should follow the national Government Guidance on [Christmas bubbles](#) There is no separate national guidance for supported living in relation to Christmas bubbles
- Guidance advises restricted social interaction during the 2 weeks prior and post bubble period, so plans need to be in place no less than 14 days before visit
- Clear communication with staff, families and people supported is crucial.
- Decisions should be informed by individualised risk assessments with particular care around those deemed to be clinically extremely vulnerable.
- Documents shared by some providers may be adapted to help others





Work stream 5

Residential care

- **Reminder!! Visits to Care Homes & Hospitals are lawful!** See Tier 3 Regulations: Section 5.—(1)
- **Interactive session on visiting** took place 4th December – **thank you to members** who supported the session
- **Sample risk matrix** – circulated with Visiting Guidance for all for care homes & LRF policy



Cross Cutting Work stream

- Looking at issues around COVID vaccination
- Helped develop key messages document in preparation for the vaccination programme
- Essex Chambers has produced useful guidance -
RAPID RESPONSE GUIDANCE NOTE:
VACCINATION AND MENTAL CAPACITY
DECEMBER 2020 - [link](#)

Key Messages for Care Providers: Preparing for COVID-19 vaccinations: Capacity & Consent

- Consent to the vaccination is required from a person who has capacity
- Let people you support know that a Covid-19 vaccination will soon be available free of charge
- Identify people who may lack mental capacity to consent to a Covid-19 vaccination.
- A health professional will administer the vaccination – they will need your understanding of the person to support the capacity assessment
- If a person lacks capacity, this should not be a barrier to the Covid-19 injection. A best interest's decision will need to be taken by the health professional with your support.

Key Messages for Care Providers: Preparing for COVID-19 vaccinations: Capacity & Consent

- Consider what person-centred measures need to be put in place to support the person through the vaccination process
- Identify those people who may be so highly distressed by having an injection that it may be intolerable. A robust MDT process will be needed for decision –making.
- Lancashire & South Cumbria have issued 3 sets of guidance aimed at Primary Care, Vaccinators and Care Providers; these will be shared on the portal
- Pfizer Patient information leaflet just published
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940566/Information_for_UK_recipients_on_Pfizer_BioNTech_COVID-19_vaccine.pdf

Care Capacity Tracker Update (Ian)

- NECS questions are changing frequently as the need for different information arises.
- We are expecting questions shortly about the Covid Vaccination roll out, possibly similar to those currently asked about flu vaccination.
- We will continue to offer an upload service for providers who want us to update their information on NECS and are working to offer that service to non-residential providers as well.

Welcome to St Andrews House Nursing Home Barnoldswick

By Dr Paul Miller (Director) and Meena Patel (Registered
Manager)



St Andrews House NH Covid 19 Epic Journey

Nihil Volentibus Obstat - Where there is a Will there is a Way; Miller P (1987) St Andrews House NH

- This is an account of how we managed the Covid epidemic for our home and also how we adjusted and coped when we eventually had a major outbreak.
- It is very specific to us and may not be replicable precisely to other nursing and care homes but there is learning that you can adapt and adopt for your home.
- We shall describe our preparation, how we encountered an outbreak, what we did and the human aspect of the lockdown. We will also describe the learning.
- This is not advising others on any management style but will point out areas that you may consider in your contingency planning.
- We hope you will find it useful in terms of thought provoking, inspiring and supportive. We would be more than happy to return in three months time to provide a true reflection for the care of the residents and as a private provider of regulated care in Lancashire. Should you have any questions please contact us on the following information:

St Andrews House Nursing Home, 37 Rainhall Road, Barnoldswick, Lancashire, BB18 5DG

manager@standrewhouselancs.com /01282 816701 or 01282 816508/ www.standrewhouselancs.com



St Andrews House NH Covid 19 Epic Journey

Nihil Volentibus Obstat - Where there is a Will there is a Way; Miller P (1987) St Andrews House NH

•We have been a specialist nursing home for younger people with complex medical and physical needs since 1987. We are registered 24 nursing beds in the heart of the vibrant Barnoldswick town centre.

•The types of residents we have in the home include resident with a Possum machine for communication tool with neurological illness in bed, resident with complex diabetes, blindness and on renal dialysis twice a week, two other residents who are blind and have very brittle diabetes, five residents with sustained head injuries with neurological, medical and psychological medical complications, several residents significant congenital problems, a young woman with Huntington's Chorea and a young man with a head injury following a fall and tracheostomy insitu. However, the home sees the residents as people and not their disability or disadvantage. Almost all our family members are in wheelchairs or electric wheelchairs which they zoom around the home and within the community.

•We manage our residents with a person-centered approach to remain independent to live a fulfilling life whatever their difficulties may be, for as long as possible, and as freely as possible.

•**To have a total lockdown was tragic and distressing for residents, staff, families and the local community. Every Life Matters us**



St Andrews House NH Covid 19 Epic Journey Contingency Planning

Nihil Volentibus Obstat - Where there is a Will there is a Way; Miller P (1987) St Andrews House NH

- *Staff and resident information meetings.*
- *Informing all relatives of the situation through "Whats app", telephone and video calls.*
- *Risk assessment of visitors, staff and residents from entering the building*
- *Installing a new staff change area outside in the car park on the 20th March*
- *On sign in book, taking every staff/visitor O2 sats & temperature*
- *All staff to wear surgical masks at all times, except for eating in staff room or smoking outside with social distance,*
- *Wearing aprons at all times; hand sanitizer at every bedroom outside and in. Washing hands thoroughly between every activity*
- *Providing information and risk managing all residents from leaving the boundaries of the building – supervised health walks*
- *Ensuring that staff were extra careful in their personal bubbles and no staff worked anywhere else*
- *Attending partnership meetings, webinars to gain up to date information and guidance.*
- *Updating policies and procedures to reflect new guidance and ensuring information and guidance available to all staff*
- *Training*
- *Trackers*
- *Family visiting*
- *Business as usual*



St Andrews House NH Covid 19 Epic Journey

Nihil Volentibus Obstat - Where there is a Will there is a Way; Miller P (1987) St Andrews House NH

Underestimation of an invisible virus

- Everything went very well. We thought it was all under control, Staff were well controlled and sensible in their outside activities and residents were being given care and love as any family would receive.
- We drafted plans and risk assessments for each resident or member of staff getting Covid19 .
- The plan seemed simple and straight forward; to isolate in their rooms and to use full PPE outside and inside their rooms with full cleaning of all contact areas prior to leaving the room.
- We had three zones in the house and smoke sealed fire doors between them, so we planned that we could seal those off and work each area like a Covid ward, donning and doffing PPE inside each resident room with additional equipment around the communal areas
- It is not possible with uniquely personalized rooms rather than wards, to move infected residents into one area, apart from our being full and having no spare rooms.
- Until the 7th November we had 2 staff test positive which meant we were in “incident phase”
- Whole home testing conducted on Friday 13th November resulting in 24 staff and 17 residents testing positive
- Liaised with all the health & social care professionals with updates including CCG, Covid Ward, Commissioners, Family - endless list.



St Andrews House NH Covid 19 Epic Journey

Nihil Volentibus Obstat - Where there is a Will there is a Way; Miller P (1987) St Andrews House NH



On 23rd May, St George's Day



St Andrews House NH Covid 19 Epic Journey

Nihil Volentibus Obstat - Where there is a Will there is a Way; Miller P (1987) St Andrews House NH

- Randox test kits arrived in early June.....Hurray!!!! (we were classified as the second phase of swab testing as we were not older people services)
- Randox test kits withdrawn in late **June** before we could use them....Booo Hooo!!!!
- We had to wait until our **first delivery of new test kits arrived in the middle of September** and started the first full staff test on 26th September. Tests for staff were due weekly. Those for residents every four weeks. As per the latest guidance at the time.
- The submission of the tests on the government portal was time consuming and cumbersome often needed repeating to be accepted but we did it to keep the invisible infection out of the home.
- We got our first result of tests for staff and residents and all came back negative. WE FELT VERY REASSURED and felt it had justified everything we had been doing.
- Motivated staff and promoted reassurance that the processes in place were effective



St Andrews House NH Covid 19 Epic Journey TOTAL LOCKDOWN

Nihil Volentibus Obstat - Where there is a Will there is a Way; Miller P • All rooms restocked with usual incontinence aids and toiletries etc.
(1987) St Andrews House NH

- Immediately put into place with remaining staff members available and the last of the day shift on duty.
- All residents confined to their rooms with full explanation and reassurance.
- All available staff and reserve agency live-in staff called in with their full kit.
- All communal areas stripped and cleaned
- All zones fully re-stocked with extended full PPE, gowns, gloves, masks, aprons and visors.
- All zones closed
- All communal areas cleaned and sanitized
- All bedding accessed from stores and areas prepared for sleep.
- All food stocks checked
- Ordered take-away from shop to feed 17 staff in the house.



St Andrews House NH Covid 19 Epic Journey

Nihil Volentibus Obstat - Where there is a Will there is a Way; Miller P (1987) St Andrews House NH

EMOTIONS THE GOOD

•Determination

•Accentuating everything positive and working with it.

•Appreciation from everyone around us, lots of masked and gowned hugs!

•Feeling very close to each other even when we didn't know them well

•Relief that we all came together so easily as if we had worked as a team for years.

•Laughter at our situation

•Happiness that all the residents accepted the situation rapidly and were considerate and grateful

•Contact with understanding daily professional support on line who encouraged us and praised us for what we did

•Wonderful support and donations from relatives, local townfolk, shops, Indian Restaurants and other organisations and the Town Council

•Extraordinary prayers across all religious/non religious/ethnic/ gender boundaries.....lots of little "miracles" and "wingless angel visits"



St Andrews House NH Covid 19 Epic Journey

Nihil Volentibus Obstat - Where there is a Will there is a Way;
Miller P (1987) St Andrews House NH

EMOTIONS THE BAD

- Fear
 - Feeling inadequate
 - Concern for family or relationships which we could do nothing about at that time.
 - Doubts in our own ability
 - Worry about letting the others down
- Guilt that Covid had got in
 - Timelessness....It felt like "Groundhog Day". No sense of day or date or time as everything seemed constantly the same.



St Andrews House NH Covid 19 Epic Journey

Nihil Volentibus Obstat - Where there is a Will there is a Way; Miller P (1987) St Andrews House NH

EMOTIONS THE UGLY

- A constant underlying concern for our own and our colleague's safety and welfare as we were all aware of the increased risk even though we were rigorous with PPE
- Feeling isolated
- Physical exhaustion, "hitting the wall" , but poor disturbed sleep.
- Emotional lability....from feeling fine to crying in seconds, often for no very specific reason
- Irrational Anger at a variety of things and people outside.



St Andrews House NH Covid 19 Epic Journey

MARY POPPINS AND HER TEAM

(Guardian Angels
for residents)



St Andrews House NH Covid 19 Epic Journey OUTCOME

- Nihil Volentibus Obstat - Where there is a Will there is a Way; Miller P (1987) St Andrews House NH
- ALL RESIDENTS STAYED LARGELY WELL. A few residents had mild symptoms and received the appropriate medical intervention. THANK GOD for the amazing Nurses Jane and Lisa on the VIRTUAL COVID Ward at Blackburn Hospital
- Amazing support from commissioners from multi agency backgrounds with the COVID support group which met 4 times during the three weeks,
- Fran at Telemedicine who was absolutely amazing, supporting our Nurse Associate to conduct a medical ward round on day 6 on nights– now that's another story for another day.
- All staff except three remained well and subsequently on dispersal tested negative. Sadly Mary Poppins, our Senior and one agency staff member got Covid. It was beginning to be evident by the 10th day but all denied feeling ill and all had normal temperatures and wanted to see it out.
- Today ALL RESIDENTS ARE WELL and all out and about again, though not in town. Have all been putting up Christmas decorations.
- The Covid Team celebrated at the end: a time we shall all recall with shock, trauma and horror but largely pride, great resilience, comradeship, admiration for each other, unity in a hardship and new staff members welcomed into the family structure.



St Andrews House NH Covid 19 Epic Journey OUTCOME

- Nihil Volentibus Obstat - Where there is a Will there is a Way; Miller P (1987) St Andrews House NH
- Risk assessment - review, review and review again
- Contingency plan - review, review and review again provided support networks for traumatised staff and residents
- Don't feel **GUILTY**, its not a failing on your part its an invisible virus. **YOU ARE NOT ALONE – WE ARE ALL IN IT TOGETHER !!**
- Continue to promote IPC guidelines – lucky for us CQC conducted there IPC inspection and awaiting report but received positive feedback – Thank Marie !”
- Accept support from partners it’s a supportive role and not one where they are trying to catch you out
- Promote the regulated sector as a good place to work where positive outcomes are achieved – all 23 residents alive and recovering. Promote the stories no matter how small where individuals live independently as part of the wider community.
- Recruitment and Training investment as a long-term strategy and investment of people skills in the Regulated Care Sector, all the Wellcare Agency Staff conduct induction at St Andrews House NH as good quality practises and sound training.
- Funding investment to sustain the longevity of the Regulated Care Sector and promote



St Andrews House NH Covid 19 Epic Journey FINANCIAL OUTCOME

- Nihil Volentibus Obstat - Where there is a Will there is a Way; Miller P (1987) St Andrews House NH
- Everything PPE related has spiraled in cost; quality varies enormously and it's hard to know what one is buying until its seen....then too late!
- THE COST OF A LOCK-IN CAN BE VERY HIGH IF YOU NEED AGENCY SUPPORT, EXTRA ACCOMODATION, EXTRA FOOD....e.g. Feeding 15 sleep in staff with takeaway food costs about £150 a night and agency charges may rise from some companies if there is a risk element to the work. An agency nurse who will work in a Covid home can cost between £45 and £75 per hour, and at the time, you may not have any choice who you use.
- We must get guarantees from our food and janitorial suppliers that we will have always a preferential delivery slot to take as during this we couldn't get one and had to get people to do a huge click and collect.
- **Just a thought....BREXIT may cause similar cost implications on imported PPE and the number of available agency staff from overseas.**
- Staff and often nurses are underpaid in care homes, often in small homes because management cannot afford to pay them the truly fair wage for the job. Recognition and payment for care and nursing staff in the Regulated Care Sector needs to be improved at least in line with similar staff in the NHS and County Council staff .



St Andrews House NH Covid 19 Epic Journey HAPPY ENDINGS



St Andrews House NH Covid 19 Epic Journey HAPPY ENDINGS



St Andrews House NH Covid 19 Epic Journey HAPPY ENDINGS

- **THANK YOU FROM GRAHAM & ST ANDREWS HOUSE Residents**



CONTACT DETAILS for further information

St Andrews House Nursing Home,
37 Rainhall Road, Barnoldswick, Lancashire, BB18 5DG

manager@standrewhouselancs.com or admin@standrewhouselancs.com

01282 816701 or 01282 816508

www.standrewhouselancs.com



National and Local Policy Updates

Kieran Curran

**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 ADASS Best Practice

New National Guidance: Vaccination

- [COVID-19 vaccination: care home and healthcare settings posters](#) – information and poster to support the COVID-19 vaccination programme. This first phase priority groups poster is suitable for all care home and healthcare settings (updated on 7 December)
- [COVID-19 vaccination: guide for older adults](#) – this leaflet explains about the vaccination, who is eligible and who needs to have the vaccine (7 December)
- [COVID-19 vaccination: a guide for social care staff](#) – a leaflet for frontline health and social care workers being offered the COVID-19 vaccine (7 December)

New National Guidance: Vaccination

- [COVID-19 vaccination: what to expect after vaccination](#)
– a leaflet to give to individuals who have had their first COVID-19 vaccination (7 December)
- [COVID-19 vaccination: why you are being asked to wait](#) –
a leaflet to help answer questions on the eligibility, availability and further rollout of the COVID-19 vaccine (7 December)

New National Guidance

- [Coronavirus \(COVID-19\) testing service for extra care and supported living settings](#) – information on regular re-testing for extra care and supported living settings that meet the eligibility criteria (7 December)
- [Arrangements for visiting out of the care home](#) sets out:
 - how visits out of a care home can take place
 - the role of the provider in supporting outward visiting
 - the need for individual risk assessments(1 December)

Updated National Guidance: Support Bubbles

- [Making a childcare bubble with another household](#) – guidance added on how to switch a childcare bubble (2 December)
- [Making a support bubble with another household](#) – amended eligibility criteria for a support bubble from 2 December and guidance added on how to switch a support bubble (8 December)
- [Making a Christmas bubble with friends and family](#) – translations have been added (3 December)

Updated National Guidance

- [PPE portal: how to order COVID-19 personal protective equipment \(PPE\)](#) – order limits for domiciliary care providers have been updated (4 December)
- [Visiting arrangements in care homes](#) – updated in line with restrictions that apply from 2 December and a new summary of the guidance (1 December)
- [Visit someone in prison during the coronavirus \(COVID-19\) pandemic](#) and [Coronavirus \(COVID-19\) and prisons](#) – updated on 2 December as a result of the local tiers

Updated National Guidance: Accessible Formats

- [Local restriction tiers: what you need to know – alternative formats](#) – a large print version has been added
- [COVID-19 Winter Plan](#) – an easy read version has been added
- [Coronavirus \(COVID-19\): reducing risk in adult social care](#) – easy read version and 10 new language formats added
- [Supported living services during coronavirus \(COVID-19\)](#) – easy read versions of the guidance have been added
- [Coronavirus \(COVID-19\) testing for homecare workers](#) – new translations added

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
- Care homes have now started to take deliveries of the free I pads for NHS England. We would welcome any positive or negative feedback about this scheme as soon as possible and before Tuesday when we are feeding back up. Email contractmgmt.care@lancashire.gov.uk FAO Sumaiya

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
- Please contact miriam.baird@morecambebayccg.nhs.uk if you want to be part of the review

Next steps

- Next regular provider webinar is Friday 18th December; we now have a permanent joining link for our webinars
- The first webinar of the new year will take place on Friday 8th January
- We will have best practice from local care homes as guest speakers
- Presentation and recording from today will be shared on the portal – [link](#)
- Review and respond to any queries/questions, as appropriate

Thank you!