

# Adult Social Care Provider Webinar

Friday 8<sup>th</sup> January 2021

# 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. Potentially schedule in weekly, dependent on developments and the need to quickly share key messages.
- 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

- National Lockdown (Tony)
  - Care Home Visiting
  - Extremely Vulnerable / Shielding
  - Support Bubble
- Vaccination Update (Tony)
- IPC update (Ellen)
- Testing Update (Ellen)
- Designated Settings Update (Tony)
- Day Services update (Tony)
- PPE update (Ellen)
- Care Capacity Tracker Update (Nichola)
- Regular updates; national and local guidance, etc (Nichola)
- ICF Grant (Tony)
- Fee Settings Update (Tony)

# National Lockdown

- [National lockdown: Stay at Home](#) – this new document summarises what you can and cannot do during the national lockdown, with immediate effect from 5<sup>th</sup> January. Published on 4<sup>th</sup> January

# National Lockdown

- [COVID-19: guidance on shielding and protecting people defined on medical grounds as extremely vulnerable](#) This guidance includes extra measures extremely clinically vulnerable people should take in addition to the new national lockdown guidance
- [COVID-19: letter to clinically extremely vulnerable people](#) – There is an updated letter that outlines the extra precautionary shielding measures to help keep clinically vulnerable people safe
- [Making a support bubble with another household](#) – this has been updated to clarify when you can change your support bubble. This includes childcare arrangements.

# LRF draft updated care home visiting policy (1)

## Care Home Visiting Policy Update – 7 January 2021

- This update is provided in light of the national lockdown effective from 5<sup>th</sup> January 2021 which is expected to continue until at least the middle of February 2021 (including any further extensions to the lockdown or further restrictions).
- We would urge you to read the full government guidance to enable safe visiting in accordance with the law and minimise the risk of ongoing transmission. The links are provided below:
- <https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus/update-on-policies-for-visiting-arrangements-in-care-homes>
- <https://www.gov.uk/guidance/national-lockdown-stay-at-home#care-home-visits>

# LRF draft updated care home visiting policy (2)

- The purpose of this guidance note is to provide you with further local advice and help to answer queries that you may have as a result of the lockdown.
- It is important to note:
  1. Advice provided by the Directors of Public Health issued on 16 December 2020 including lateral flow tests for care home visitors continues to be relevant to support safe visiting. (Copy attached)
  2. The key messages relating to infection prevention and control and the position of the LRF articulated in the visiting policy and guidance (Version 2 4/11/2020) promoting safe visiting continues to be relevant.
  3. **During the coronavirus lockdown to protect care home residents from the risk of virus transmission escalation, the LRF supports government guidance restricting 'close contact care home visiting' to exceptional circumstances such as end of life.**

# LRF draft updated care home visiting policy (3)

- With immediate effect:
- Close-contact indoor visits are not allowed to take place across England during the coronavirus lockdown. This includes designated visitors where use of lateral flow testing has until now enabled close contact visits.
- Visits can take place with arrangements such as substantial screens, visiting pods, or behind windows. Many care homes have already implemented such arrangements to facilitate safe visits which can continue.
- Some close contact visits are permitted in exceptional circumstances such as end of life visits, as per current arrangements with all appropriate infection prevention measures in place.
- No visits are permitted in the event of an outbreak (except in exceptional circumstances such as end of life)
- Residents are able to leave the care home for a visit to see a friend or family member in an outdoor space and socially distanced.
- In all circumstances visitor numbers should be limited to a single constant visitor wherever possible, with an absolute maximum of 2 constant visitors per resident.
- People deemed “clinically extremely vulnerable”, who are at very high risk of severe illness from coronavirus are advised to shield once again.
- The new restrictions will be in place until at least the middle of February 2021



# LRF draft updated care home visiting policy (4)

- It is acknowledged and understood that these further restrictions affecting visits to loved ones in care settings from family and friends will once again be deeply disheartening. However in the face of the extreme risks of the new strain of the virus protecting the most vulnerable remains the utmost and key priority for the Lancashire Resilience Forum (LRF)

# Vaccination Updates

## Tony Pounder

# Care Home Vaccination Mobilisation

Jan 2021

# Overview

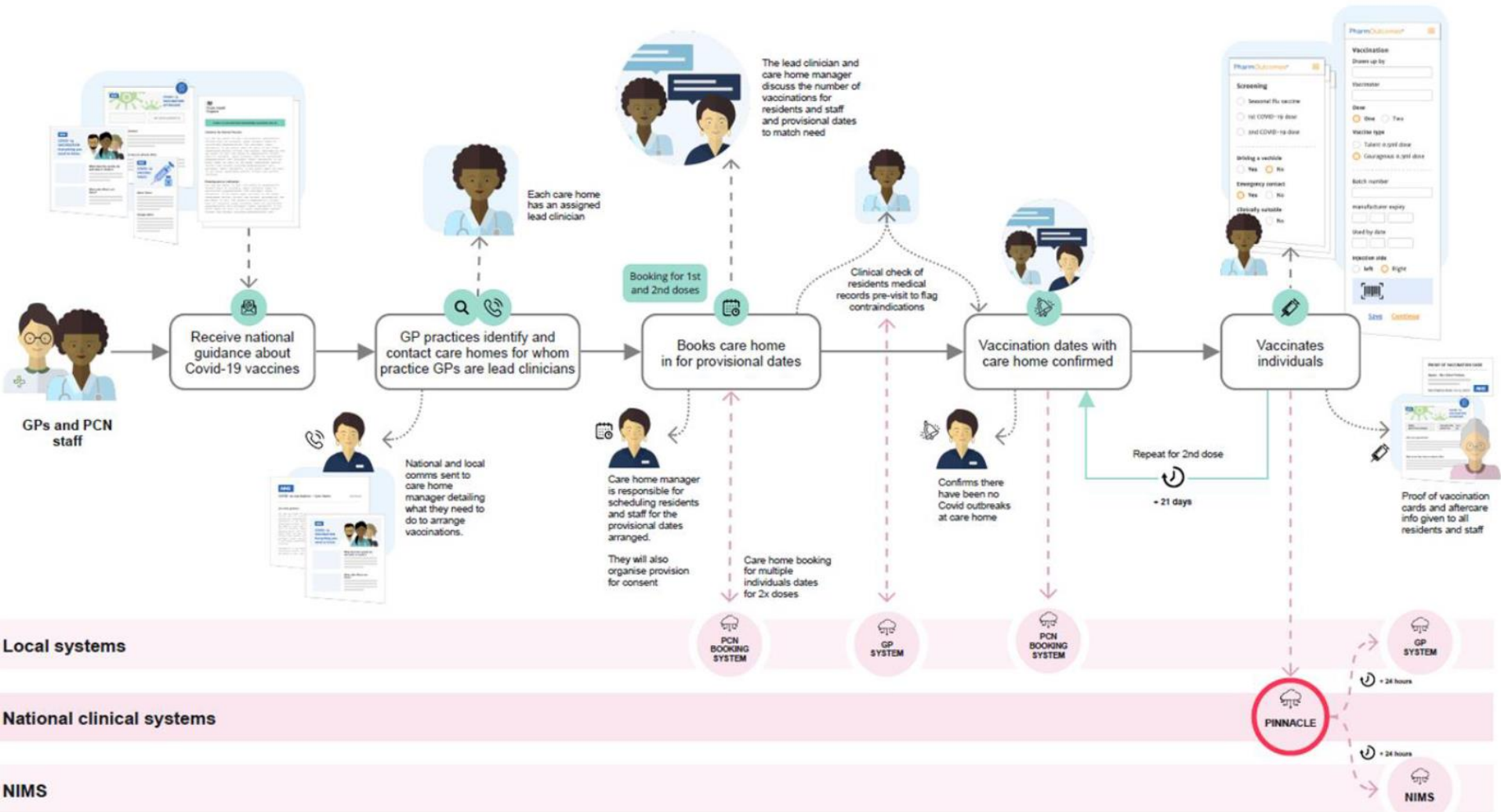
Care home residents and staff have been identified as a priority for the C-19 Vaccination by the Joint Committee on Vaccinations and Immunisations .

## **Delivery**

Through Primary Care and delivered at individual care homes

## **Key messages**

- Getting vaccinated means protecting yourself from the virus so you can keep safe and be there for your family, friends and people you care for.
- The COVID-19 vaccination has been approved by MHRA, the official UK regulator, like all other medicines and devices.
- Rollout of the vaccine will help protect against the virus, and so it is important we offer it to those most at risk first.
- The COVID-19 vaccine will not protect you against flu. All social care workers and older people should have the flu vaccination, which is free through the NHS.
- You will be contacted when your staff are ready to receive the vaccine. Please do not contact the NHS for details; you may be contacted at very short notice



# Preparedness and Readiness

## Inform and engage:

- Care home and staff
- Commence support on consenting process with lead vaccinator
- Commence preparation in the Care Home on the space required to deliver the vaccinations
- Identify staff required for the day; ensure there are sufficient staff for assisting with observation; and brief staff
- Yes / No to go ahead from Care Home Manager to the set date

## Consenting process

- For the consenting process the Care Home should arrange the residents into three groups:
  1. Capacity for decision
  2. Require attorney
  3. Best interest decision

Send information to relatives

## Environment

- Identify an area specific for the diluting and mixing, vaccination and observation
- Supporting patient flow around the care home to enable social distancing for residents and minimising delay between vaccinations.
- Agreed arrangements for 15 minutes post-vaccination observation
- Check that the parking is sufficient for the vaccination team
- Identify those residents who are unable to be taken to the vaccinating area

**Please note that :**

**The vaccination team all undertake regular testing and have themselves received the vaccine, they will be required to comply fully with IPC measures and use of appropriate levels of PPE.**

***Further information can be found in the Standard Operating Procedure for COVID-19 local vaccination services deployment in community settings*** <https://www.england.nhs.uk/coronavirus/covid-19-vaccination-programme/primary-care-guidance/>

**Public Health England (PHE) has developed leaflets for patients.**  
<https://www.gov.uk/government/collections/covid-19-vaccination-programme>

# Final point

The ask of you:

PLEASE ASK YOUR STAFF TO BE READY TO ACCEPT THE VACCINE INVITE WHEN IT COMES

- Please start to collate lists of your employees. They will likely be asked to supply their name, DOB, a mobile phone number and an email address
- ONE KEY PIECE OF INFORMATION THAT STAFF WILL NEED IS THEIR NHS NUMBER
- This can be found on correspondence letters from a GP or a prescription. Please do not call your GP
- It is likely that you will receive a link to a web site for your staff to book an appointment
- You will be asked not to share the link with others. If people who have not been identified try to book an appointment they will likely be cancelled by the system
- It's a huge and complex programme. We appreciate that you will have many questions. Please bear with us and our NHS colleagues over the next few weeks.



# Vaccination data for administration of first dose (Lancashire)

## NW ADASS care home dashboard data as at 5<sup>th</sup> Jan:

- 813 residents
- 1,827 staff
- 36 agency staff

## LCC Care Home Capacity Tracker dashboard data as at 7<sup>th</sup> Jan:

- 1,604 residents
- 2,511 staff
- 46 agency staff
- Overall, approx 18% have received their first dose across these 3 categories

# IPC updates including testing

**Ellen Smith**

# IPC Update

## Visiting:

Visits to care homes can take place with arrangements such as substantial screens, visiting pods, or behind windows.

Close-contact indoor visits are not allowed.

No visits will be permitted in the event of an outbreak.

# Testing Update

The changes to testing are:

## In all tiers:

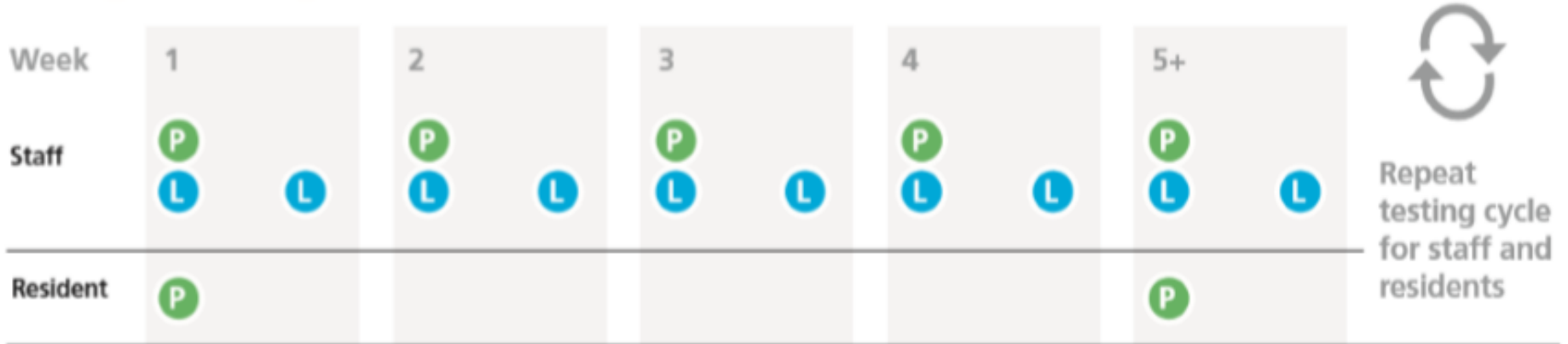
- Two lateral flow device (LFD) tests to be added to weekly staff testing in care homes. This means that staff will do a PCR and a LFD test on day 1 and an additional LFD mid-week.
- LFD test to be taken before shifts for any staff who need to work in more than one location to deliver safe staffing levels.
- LFD test to be taken before shifts for staff who have been away from work and missed their weekly test.

# Testing Update

- Image to simplify:

## The regular testing cadence

Key: **P** PCR test   **L** LFD test



# Testing Update

## For tier 4:

- If there are any positive cases, PCR or LFD, staff should also undertake daily LFD testing of all staff for 7 days.
- If any staff test positive, they will need to undertake a confirmatory PCR and then self-isolate at home immediately until they receive their result.

# Testing Update

- This increased 7 days testing is in addition to any outbreak testing already being undertaken.
- This only needs to happen the first time you have a confirmed positive via PCR test - this is a one-off to help identify all asymptomatic cases, and you will not need to repeat this again if you later get another positive PCR result in the home.

# Testing Update

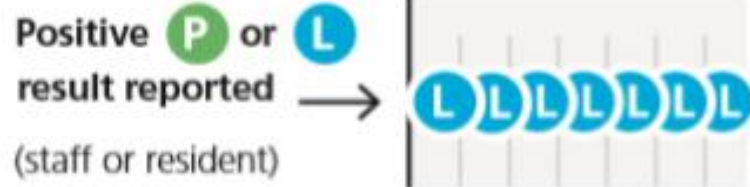
Image to simplify:

In Tier 4, where there is a positive case found with LFD or PCR

7 days of daily LFD testing for staff,  
in addition to regular testing

+

Confirmatory **P** PCR test  
if there are any additional  
positives from **L** LFD testing





# Testing Update

- This additional 7 day testing should be in addition to any outbreak testing that may be necessary.
- Continue to follow any outbreak management processes as per normal. This only needs to happen the first time you have a confirmed positive via PCR test - this is a one-off to help identify all asymptomatic cases, and you will not need to repeat this again if you later get another positive PCR result in the home.

# LFD Test

- If this is positive, then will be treated as suspected case until PCR is confirmed.

# Testing Update - Residents

- Routine 28 day PCR testing regime remains in place (unless re-testing required under incident /outbreak management)

# Testing Update - Visiting Professionals

- Providers to offer the lateral flow testing to those visiting professionals that are not covered by any testing regime within their own organisation.
- During the interim period, whilst organisations are implementing a testing regime, a pragmatic approach is required to balancing risk of transmission and ensuring residents having access to essential healthcare and safeguarding.
- Any change to existing arrangements should be communicated with the adult community provider prior to their visit taking place in order for workable arrangements to be agreed.

# Support to providers

- **Coronavirus (COVID-19): getting tested** [Click here to read the full guidance](#)
- Providers can view the 29/12/20 testing webinar recording at :  
[https://event.webcasts.com/starthere.jsp?ei=1369434&tp\\_key=296e54cdc9](https://event.webcasts.com/starthere.jsp?ei=1369434&tp_key=296e54cdc9)
- The new testing regime will be supported by an additional £149 million to fund associated costs. The money will pay for care home providers to set up safe testing areas, provide staff training and contribute towards staff time spent on administering and receiving the tests. **We have no further details at this time.**
- Any queries on testing, such as delayed results, issues with couriers, or requirement for PCR/LFD additional test kits raise with national helpline – 119
- Any issues that impact on service delivery, please also notify [contractsmgmt.care@lancashire.gov.uk](mailto:contractsmgmt.care@lancashire.gov.uk)

# Updated Guidance

Updated to reflect new national lockdown:

Guidance

## COVID-19: guidance for supported living

Updated 6 January 2021

# Lancashire Designated Settings

- Nursing and residential care for older people Designated Settings in place
  - Two settings are now open in East Lancashire (12 bed and 16 bed)
  - One in Preston (6 beds)
  - Also additional provision in Blackpool Council area (8 beds)
  - Two others to open in West Lancashire and Fylde next week
- 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 – except from Lancaster / Morecambe area

# Local Interim Arrangements

- Until these designated 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



# Day Services Update

**Tony**

# Impact of new strain on Day Services

- LRF agreed risk-based approach to new restrictions
- LCC taken advice from Director of Public Health:
  - New strain has increased spread and higher transmission
  - Adverse impact on infection rates following additional family gatherings over Christmas period

# Impact of new strain on Day Services cont'd

- New measures across all public services
- For Day Services, approach is to:
  - **Close** or **severely limit** the number of people to whom a service is offered
  - Re-shape service models to deliver Outreach or alternative support to meet service user needs
- Providers very effective in reducing transmission but not safe to assume current measures will suffice
- Priority to reduce social contacts; transmission to service users, support and transport staff

# Impact of new strain on Day Services cont'd

- Implemented w/c 11/01/2021 for 4 weeks to 05/02/2021
- Position to be reviewed regularly
- Financial support being reviewed. Details at next week's Zoom meeting – 15/01/21 @ 1pm
- We encourage providers to explore Government Business Support schemes
- Vaccination programme, existing IPC measures - better placed to resume services post-lockdown

# PPE update

**Ellen Smith**

# PPE update

- DHSC has made changes to the national PPE Portal.
- From 11/12<sup>th</sup> January providers operating Aerosol Generating Procedures (AGP) will be able to request FFP3 masks and gowns from the PPE Portal. If providers have difficulty requesting these on the PPE Portal they should contact the PPE Portal helpline.
- We have been advised that the PPE Strategy beyond 31 March 2021 is currently being reviewed by the DHSC and we will share with providers as soon as we can.
- LCC would like to thank providers for their organisation and forward planning over the Christmas period in obtaining PPE. We didn't have any emergency call outs for PPE.

# Care Capacity Tracker Update (Nichola Morris)

- Anybody who tests positive with an LFT test will be deemed as suspected until the results of the PCR test is known. At that point they would be confirmed, but in the mean time they would need to isolate and not attend work etc
- Community Providers are to continue to update NECS directly for the Infection and Prevention questions, we are still looking into the option of doing a bulk upload

# National and Local Updates

**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](#)
- [ADASS Best Practice Tips on Mental Health](#)

# New National Guidance

- [If you need to self-isolate or cannot attend work due to coronavirus](#) – this new guidance is for employers and their employees or workers who may not be able to go into work because: they are self-isolating or they are clinically extremely vulnerable. It sets out the relevant legal framework around absence and the return to work. Published on 31<sup>st</sup> December
- [COVID-19 self-test help](#) - Some people are being asked to self-test for COVID-19 to help them stay safe and stop the spread of the virus. This is a new service and this new guidance shows people how to test for coronavirus (if they are asked to) and details what help is available. Published on 23<sup>rd</sup> December

# New National Guidance

- [Investigation of novel SARS-COV-2 variant: Variant of Concern 202012/01](#) – this technical briefing document follows [PHE's report](#) on an investigation into a novel strain of COVID-19. Published on 28<sup>th</sup> December

# Vaccination leaflets

- [COVID-19 vaccination: what to expect after vaccination](#) and [COVID-19 vaccination: guide for older adults](#) – the standard leaflet has been updated and a link to the BSL video has been added. Updated on 31<sup>st</sup> December
- [COVID-19 vaccination: why you are being asked to wait](#) – the content has been updated and a revised leaflet added. Updated on 31<sup>st</sup> December

# Updated National Guidance

- [Supported living services during coronavirus \(COVID-19\)](#) - this guidance has now been amended in line with updated advice and required isolation periods. Updated on 22<sup>nd</sup> December
- [Coronavirus \(COVID-19\): getting tested](#) – the following 2 documents have been updated to reflect the addition of mid-weekly LFD tests, in between the weekly PCR tests:
  - 'Care home testing guidance for residents and staff: PCR and LFD (England)' and
  - 'Graphic summarising testing for care home staff and residents' to reflect new policy on staff testing with lateral flow devices (LFDs). Updated on 30<sup>th</sup> December

# Updated National Guidance

- [Coronavirus \(COVID-19\) lateral flow tests waste codes](#) - the table of lateral flow test waste codes has been updated with the following:
  - Likely management route/waste hierarchy – the hierarchy of options has been made clearer
- [Coronavirus \(COVID-19\): providing home care](#) – has been updated to reflect the current policy for how providers should access PPE and that the 14-day isolation period is now 10 days. Updated on 24<sup>th</sup> December

# Updated National Guidance

- [Coronavirus \(COVID-19\): admission and care of people in care homes](#) – The following updates have been made:
  - 'Annex F: provision and use of personal protective equipment (PPE)' has been updated to reflect current policy for how providers should access PPE
  - Addition of link to guidance on designated settings for people discharged to a care home
  - Updated guidance to reflect the 10-day self-isolation period changes for staff, in line with national guidance changes. Updated on 24<sup>th</sup> December



# Health and wellbeing support for professionals

- [lancashire.gov.uk](http://lancashire.gov.uk) web pages on looking after your mental and physical health and wellbeing, with lots of resources and support offers
- [Able Futures](#) – free, 9-month confidential support for mental health at work while coping with stress, anxiety or depression

# Money Matters

# ICF Reminders

- The data E-Form [https://lancashire-self.achieveservice.com/service/Infection\\_Control\\_Grant\\_Spending\\_Return](https://lancashire-self.achieveservice.com/service/Infection_Control_Grant_Spending_Return) is now available to submit the December return. A reminder to complete the e-form detailing cumulative spend to the end of December 2020. The deadline for the return is **21 January** but you should aim to complete it as soon as possible after the December month end.
- Also, please don't forget that it is a cumulative return so when recording actual amounts spent it is the total spent during October to December. PLEASE ENSURE YOU COMPLETE THIS RETURN. THE DEPARTMENT FOR HEALTH AND SOCIAL CARE CONDITIONS REQUIRE YOU TO SUBMIT MONTHLY RETURNS.
- We have now received the 2<sup>nd</sup> tranche of funding from the Department for Health and Social Care and we are in the process of checking that the conditions of the grant have been met by each provider prior to the payment being released. If you have met the grant conditions then you will receive the 2<sup>nd</sup> payment in the coming weeks.
- If the November return was not completed, then the 2<sup>nd</sup> payment will not be released. The November return form is now closed, the deadline for the return was 23 December.

# Provider Fees - 2021/2022 Feedback

# Fee Setting Timeline

| Date                | Action                                      |
|---------------------|---|
| 30 October 2020     | Provider webinar - context                  |
| 3 November 2020     | Issue questionnaire/survey                  |
| 17 November 2020    | Deadline for return of survey               |
| Nov to mid Dec 2020 | Series of online sessions                   |
| December 2020       | Analysis of feedback / consider funding etc |
| Jan 2021            | Feedback to providers                       |
| 21 January 2021     | Report finalised                            |
| 4 February 2021     | Cabinet Committee meeting                   |

# Strategic Context - recap

- Support & Protect
- Response v Recovery
- Safe & Stable
- Resilience & Market Development

# Financial context - recap

- Covid-19 – Financial Impact and Response
- Medium-Term Financial Assumptions & Uncertainties
- Comprehensive Spending Review and Economic Context
- Budget-Setting Process

# Methodology - recap

- Survey – concise and focused
- Workshop sessions / Focus Groups
- Market intelligence
- Analyse information and feed back
- Report for cabinet for decision



# Fee Sessions Feedback -1

- General appreciation of LCC response to financial and other support during pandemic.
- Main cost increases expected to be staffing due to NLW increases
- Res/Nursing providers report reduced occupancy rates from 95%+ down to 80% and lower. Affecting ability to recoup fixed cost base.

# Fee Sessions Feedback - 2

- Day Support similarly affected with attendance levels much reduced.
- Home Care providers less affected by reduced demand but some instances where they have experienced it.
- Insurance costs mentioned by some providers as having significantly increased but small proportion of their cost base.

# Fee Sessions Feedback - 3

- Additional staffing required to manage social distancing, increased staffing costs.
- Additional management time due to requirements for Covid response, information and returns etc.
- Providers appreciative of the fee sessions and would welcome ongoing forum with commissioners (LA and NHS) to shape market going forward.

# Survey Analysis

## Methodology & assumptions

- Provider responses used to form basis including Covid costs
- CPI inflation forecast for 2021 is 1.8%
- Revised National Living Wage 2021 at £8.91 is 2.1%. At point of survey providers assumed 5%.
- Provider responses averaged.
- Types of costs in different market areas vary in the proportion of the total costs of a service. This results in slightly different overall percentage increases in different market areas.

| Market Areas                 | National Living Wage at 2.1% and COVID related costs | No. Returns |
|------------------------------|--|-------------|
| Day Support                  | 3.45%  | 3           |
| Home Care                    | 4.06%  | 5           |
| Res & Nursing - Older people | 4.05%  | 12          |
| Res/Nursing - LD             | 3.55%  | 4           |
| Supported Living             | 3.75%  | 7           |

# Current COVID Financial Support

- Additional COVID-19 related costs, primarily PPE and covering staff absences.
- Infection control 1 & 2 provided ~£30 million to the care sector in Lancashire for the period to March 2021.
- Central PPE portal to provide PPE to registered care providers to the period to March 2021.
- As yet, no information relating to ongoing government support from April 2021

# Draft Recommendations 1

- Uplift fees in line with provider responses as per table re:
  - Inflationary pressures
  - National Living Wage increase
  - COVID related pressures

*This represents an above inflationary increase to support the care market and allows future increases to build on this one rather than a one-off monetary award for the COVID related cost.*

- Other services uplifts to be linked to mainstream service uplifts (Direct Payments linked to homecare, carers direct payments / shared lives linked to national living wage etc).

# Proposed uplifts

| SERVICE                        | PROPOSED UPLIFT |
|--------------------------------|-----------------|
| HEMECARE Off- Framework        | 4.06%           |
| HEMECARE FWK                   | 4.06%           |
| Supported Living Waking Hr     | 3.75%           |
| Supported Living Sleep-in      | 3.75%           |
| OP RESI / NURSING RATES        |                 |
| NURSING STD                    | 4.05%           |
| NURSING DEMENTIA               | 4.05%           |
| RESIDENTIAL STD                | 4.05%           |
| RESIDENTIAL HIGHER             | 4.05%           |
| RESIDENTIAL DEMENTIA           | 4.05%           |
| Other Client Groups - RES/NUR  |                 |
| Day Care                       | 3.45%           |
| Direct Payments                | 4.06%           |
| Mental Health Rehab            | 3.55%           |
| Reablement                     | 4.06%           |
| Sheltered Housing - Extra Care | 4.06%           |

# Draft Recommendations 2

- Supported Living Night rates – No legal ruling on sleep-ins at present. Recommend an inflationary increase.
- Services with mid-year uplifts to tie in with financial year. Proposed to offer inflationary uplift from relevant date during the 2021/22 year and bring all mid year uplifts into line with April to March financial years from April 2022.
  - Home care. Tie in with April 2022. Use same rates as h/c
  - Reablement. Tie in with April 2022. Use same rates as h/c

*Note: This will represent an above inflationary uplift for those providers who may have set their rates some time ago and will require a variation in contract.*



# Contact

Please feed back any final comments by 15<sup>th</sup> January 2021 to:

Mike Alsop

Policy, Information and Commissioning

[Michael.alsop@lancashire.gov.uk](mailto:Michael.alsop@lancashire.gov.uk)

Tel: 01772 539256

# Next steps

- The next webinar will take place on Friday 22<sup>nd</sup> January at 1pm
- We now have a permanent joining link for our webinars
- The recording from today will be shared on the portal – [link](#)
- Review and respond to any queries/questions, as appropriate

**Thank you!**