

Adult Social Care Provider Webinar

Friday 6th August 2021

Welcome and Introductions

Ian Crabtree

Welcome and introductions

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

Reminders:

- Webinars are delivered every three weeks, 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

- Residential Contract Update (Ian Crabtree)
- National Updates (Ian Crabtree)
- Self Isolation Changes (Nichola Morris)
- Vaccination Update (Joanne Reed/Nichola Morris)
- Care Settings Visiting Guidance (Ellen Smith)
- Managing C-19 Task and Finish Group Update (Ellen Smith)
- Finance Update (Ian Crabtree)
- Care Capacity Tracker Update (Ian Crabtree)
- IPC Update and Testing (Tanya Shaw)
- AOB (Ellen Smith)

Residential Contract Update

Ian Crabtree

Residential Contract Update

- Current residential care home contract in need of update and refresh
- Developed a new contract which is similar to other Local Authorities
- Engaged with providers pre- pandemic
- Recently presented the new contract at webinars
- Some feedback from providers received that further engagement would be helpful
- Will pause the issuing of the contract and engage further with providers over next few weeks

National Updates

Ian Crabtree

National Updates

England moved to Step 4 from 19 July

- Everybody needs to continue to act carefully and remain cautious; key protections remain in place:
- testing when you have symptoms and targeted asymptomatic testing in education, high risk workplaces and to help people manage their personal risk.
- isolating when positive or when contacted by NHS Test and Trace.
- border quarantine: for all arriving from red list countries and for those people not fully vaccinated arriving from amber list countries.

National Updates

- Cautious guidance for individuals, businesses and the vulnerable whilst prevalence is high including:
 - whilst Government is no longer instructing people to work from home if they can, Government would expect and recommend a gradual return over the summer
 - Government expects and recommends that people wear face coverings in crowded areas such as public transport;
 - being outside or letting fresh air in
 - minimising the number, proximity and duration of social contacts.
 - encouraging and supporting businesses and large events to use the NHS Covid Pass in high risk settings. The Government will work with organisations where people are likely to be in close proximity to others outside their household to encourage the use of this. If sufficient measures are not taken to limit infection, the Government will consider mandating certification in certain venues at a later date.

Self Isolation Changes

Nichola Morris

16th August – Self Isolating Changes

- On 16 August, the rules on self-isolating as a contact will change for people who are fully vaccinated, and for under 18s – they will no longer have to self-isolate if a contact tests positive for Covid.
- Those not fully vaccinated will still need to isolate if they are contacts, and everyone will still have to isolate if they test positive, to protect themselves and others.

National Guidance – Self Isolation for Health Social Care Staff

- The current high prevalence of COVID19 has resulted in large numbers of close contacts being required to self-isolate which is placing pressure on some health and social care services due to staff shortages.
- As case numbers increase, there may be certain circumstances where staffing levels could fall so low that the safety of individuals needing care is compromised.
- From 19th July, in these **exceptional circumstances**, fully vaccinated frontline NHS and social care staff, if identified as a close contact of a positive case, may be allowed to leave self-isolation in order to attend (including travelling to and from) work.
- This should only be considered in exceptional circumstances where there is a risk to health or safety, or the safety of providing continuing clinical or care services resulting from staff absence.

National Guidance – Self Isolation for Health Social Care Staff

- The decision to allow staff to attend work should be made on a case by case basis, and only after a risk assessment by an individual(s) nominated by the organisation's management, and authorisation by the organisation's local Director of Infection Prevention and Control and/or the lead professional for health protection and/or Director of Public Health relevant to the organisation.
- The LCC response to this is outlined on the following slides.

Request for Exemption from Isolation

- An email and risk assessment was circulated on Friday.
- The procedure is based on the premise that the risk of COVID-19 being introduced or further transmission within a care setting is outweighed by unsafe staffing levels.
- This will only be applied where there is significant risk to service delivery as a result of staff shortages and **will not be a general exemption.**
- Providers will be advised to complete the LCC risk assessment as soon they become aware of potential staffing issues, and not to wait until staff member/s have received their PCR test results.
- On the question that reads 'the provider has explored all of their operation solutions already' a detailed answer is needed, rather than just a 'yes'.
- Approval will only be given if all criteria has been met

Request for Exemption from Isolation

- Responsibility for determining when the PHE exemption from isolation approach will be applied, and adherence to the guidance, will remain with the Registered Manager at all times.
- Before any exemption can be applied, approval will be required by:
 - Care Setting Registered Manager (or delegated deputy)
 - LCC DASS (or delegated deputy) – *Via Contracts*
 - LCC Director of Public Health (or delegated deputy) – *Via Infection Prevention Control*
- This process is in **exceptional circumstances only** and all other possible contingencies must have been exhausted before completing the risk assessment.

Staffing Contingency Planning

- As there is still some community transmission across Lancashire this is continuing to impact staffing numbers, due to staff having to isolate.
- Now would be a good time to relook at your staffing contingency plans to plan for staff shortages, especially over the summer months due to staff annual leave.
- Staff socialising together is also resulting in significant numbers of staff isolating at once, reducing staffing numbers.
- It would be beneficial to raise this with staff.

Vaccination Updates

Joanne Reed/ Nichola Morris

Vaccination Update

- 88.6% of adults in the UK have had 1st dose, 72.7% 2nd dose
- 16 and 17 year olds can now be vaccinated, detailed guidance awaited
- Uptake is slowing, younger people and pregnant women still being encouraged to come forward
- Important to come forward for 2nd dose at 8 weeks
- Slots can be booked through National Booking system, many local walk in services still on offer
- NHS planning for roll out of 3rd/booster jabs, could start in September
- Decisions being made about which vaccine, which sites will be used and whether to do alongside flu
- Older people, CEV, H&SC staff and care home residents in 1st phase, over 50s 2nd phase

Vaccination Update

- Mandatory vaccine now law for care home staff including agency and volunteers
- Also includes visiting professionals including tradespeople, beauticians etc
- ***1st dose required in 5 weeks, by 16th September, 2nd dose by 11th November***
- Awaiting details on medical exemptions (will need to be evidenced)
- Does not apply in emergencies or for visitors
- Will be part of CQC requirements, care homes required to obtain evidence
- Currently around **10%** of care home staff across Lancs yet to receive 1st dose - around **1472** staff
- There are **300** homes across Lancs with less than 100% vaccination
- Could impact on staffing levels locally and nationally
- Government consulting on other H&SC staff groups

Mandatory Vaccination Timeline

Timeline for implementation ¹



Mandatory Vaccination

- Throughout the COVID-19 pandemic, care home workers have done a phenomenal job to support and protect those most at risk from COVID-19. People across the sector have risen to this unprecedented challenge and gone above and beyond the call of duty to keep those they care for safe.
- We value the incredible work that people in care homes have done over the last 18 months to care for some of the people who are most at risk from COVID-19. We want to ensure that care homes are as safe as possible for the staff working in them and the people they care for. We believe that the best way to do this is to ensure that everyone who can take up the offer of vaccination, does.
- Vaccination offers the best protection against the virus both for staff and care home residents. From 11th November 2021, all care home workers, and anyone entering a care home, will need to be fully vaccinated, unless they are exempt under the regulations.
- Vaccinations can be booked online through the [National Booking Service](#) or by ringing 119. It is also possible to visit one of hundreds of walk-in centres across the country without the need to book in advance. Find your nearest centre at [nhs.uk/grab-a-jab](https://www.nhs.uk/grab-a-jab).

Mandatory Vaccination Exemptions

- All CQC registered service providers or registered managers of care homes must ensure that the person entering the home has provided them with satisfactory evidence that either:
 - They are fully vaccinated
 - That they are medically exempt from being vaccinated
- However, there are exceptions to this, for example:
 - residents
 - if emergency assistance/ urgent maintenance is required in the care home
 - if the person is a friend or a relative of the resident, including unpaid carers and essential caregivers
 - the person is under 18
 - the person is visiting a resident who is dying
 - the person is providing comfort or support to a resident in relation to a bereavement

The vaccination requirement only applies to people who go inside a care setting (the definition of 'care home' does not include any surrounding grounds). As long as someone is not entering the building, they would not need to show vaccination status.

Full guidance can be found [here](#)

Local Vaccination Clinics

- Find your nearest centre at nhs.uk/grab-a-jab
- CCG colleagues have reminded providers to check their local CCG Facebook and local district council pages to see updated locations of vaccination centres.

Roving Vaccination Offer

- The COST team have been contacting homes with significant numbers of unvaccinated staff to offer a roving vaccination service.
- This service will commence on the 9th August, if you have expressed an interest in this service, you will be contacted by an NHS staff member.
- If you would like more details around this and for general vaccination enquiries, please contact the contracts team:

contractmgmt.care@lancashire.gov.uk

Mental Capacity Act/ Best Interest Decisions for Resident Vaccinations

- The COST team are going to be contacting homes who have significant numbers of residents who have not been vaccinated.
- It will be checked that the relevant discussions and documentation have been completed for this process.
- If a discussion needs to take place, as this is a clinical decision, this needs to be led by the GP.

Vaccination Video Resources from Healthier Lancashire and South Cumbria

- <https://www.healthierlsc.co.uk/CovidVaccination/videos>

Care Home Visiting Guidance

Ellen Smith

Care Home Visiting Guidance Update

- The Gov **guidance for care home visiting** has now been updated (16th July): <https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus/update-on-policies-for-visiting-arrangements-in-care-homes>

Key messages are:

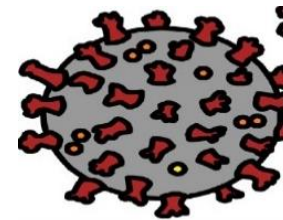
- every care home resident can have 'named visitors' who will be able to enter the care home for regular visits. There is no limit on the number of 'named visitors' that a single resident can have and no nationally set limit on the number who can visit in a single day. These visitors should be tested using rapid lateral flow tests on the day of every visit and produce a negative COVID test prior to their visit.
- every care home resident can choose to nominate an essential care giver who may visit the home to attend to essential care needs. The essential care giver should be enabled to visit in all circumstances, including if the care home is in outbreak (but not if the essential care giver or resident are COVID-positive)
- named visitors and residents are advised to keep physical contact to a minimum (excluding essential care givers). Physical contact like handholding is acceptable if hand washing protocols are followed. Close personal contact such as hugging presents higher risks but will be safer if it is between people who are double vaccinated, without face-to-face contact, and there is brief contact only
- care homes can also continue to offer visits to friends or family members through arrangements such as outdoor visiting, rooms with substantial screens, visiting pods, or from behind windows
- The **summary of guidance for visitors to care homes** has also been updated (16th July): <https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus/summary-of-guidance-for-visitors--2>

Care Home Visiting Guidance Update

- The **visiting out of care homes guidance** has also been updated (15th July): <https://www.gov.uk/government/publications/arrangements-for-visiting-out-of-the-care-home/visits-out-of-care-homes>

Key messages are:

- There are certain types of activity where the risks are inherently higher and the advice is that in these cases the resident should self-isolate on their return (to the care home). This is to ensure that, in the event they have unknowingly become infected while out of the home, they minimise the chances of passing that infection on to other residents and staff. These activities are:
 - overnight stays in hospital
 - visits assessed to be high-risk following an individual risk assessment
- This remains under review, and it is our ambition that guidance on self-isolation following overnight stays in hospital will be amended as soon as the data and evidence show it is safe.
- All other visits out of the care home that are not assessed as high risk should be supported, and not subject to advice to self-isolate on return to the care home, subject to an individual risk assessment



Managing COVID -19 Guidance Task & Finish Group

Multiagency group informing local guidance

Feedback from meetings held
21st July & 5th August 2021



Main issues

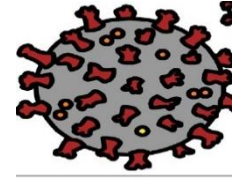
National guidance & Local guidance

- Most National Guidance now good but not all providers are following it.. Some still overly restrictive around visiting ; e.g. one person was told they have to be double vaccinated to be able to visit family member in a care home. This is not actually what government guidance says
- LCC/ LRF guidance and risk assessment re exemptions to self-isolation for staff pinged by the NHS Test & Trace App is good. Feedback is that response time to exemption request is very quick, but important to explain context clearly or may be refused e.g. manager providing direct care cannot work from home.
- Queries raised: Can the exemptions also apply to staff who have been on holiday to an Amber list country? What will the rules be for social care staff pinged by the NHS app after the 16th August when rules for the general population change?

Main issues

Mandatory vaccination of care home staff

- Legal requirement for Care home staff and most visiting workers to be fully vaccinated [The Health and Social Care Act 2008 \(Regulated Activities\) \(Amendment\) \(Coronavirus\) Regulations 2021](#) by 11th November
- Varying uptake of vaccination by staff, up to 30% refusing, despite managers 'educating' them about benefits / reasons. High levels of resistance from some staff and some now leaving.
- Lack of clarity re exceptions in the [Operational guidance](#)
- Concern about HR issues and unfair dismissal claims
- Very concerned about impact on staffing levels - already struggling to recruit and national predictions are for big exodus of staff
- Anticipating mandatory vaccination will apply to all settings -further impact
- People who use services concerned if staff refuse to be vaccinated



Managing COVID -19 Guidance Task & Finish Group

- Next meeting
Thursday 19th August 1.30 – 3 pm
- Contact cate.short@lancashire.gov.uk for joining instructions & to submit agenda items

Finance Updates

Ian Crabtree

Finance Update

- Since the last webinar providers should have received a letter about the extended grants.
- There are no new updates since the messages on the last webinar.
- If you have not received your letter, please let us know by emailing contractmgmt.care@lancashire.gov.uk.

Care Capacity Tracker Update

Ian Crabtree

Transition update – Stage 1

Residential care Homes

We started this on the 17th June, with the focus on Care Homes

The progress has been amazing and we have 98.5% of you transitioned to updating NECS, so we want to take this opportunity to THANK YOU for your support and co-operation throughout this process.

We have appointments with the remaining 6 providers to support them to transition to updating NECS.

National recognition from NECS as to the effort made by Lancashire providers and their frequency of updating

Transition update

Reminder

Those Providers that are now updating NECS can you please remember to:

- Update NECS daily
- If your data has not changed please still go in to NECS and press 'save' to register your update

Please note that our Customer Access Team will be reviewing the update frequency and contacting providers who have not updated for 3 days or more, offering support if needed.

ICF Grant – as with previous grant funding, in order to be eligible for the grant you need to be regularly updating NECS

Transition update - Stage 2

Community Providers

During the next stage we will continue to update Oracle to maintain a robust and complete data source for partners, whilst we support provider to update NECS more regularly.

The Customer Access Team:

- Have contacted the providers who have records on Oracle but were not showing on NECS as updating, to establish if they needed any help to register and use NECS.
- Will be contacting providers who have updated NECS in the past to encourage them to update daily offering support if needed.
- As with the care homes, will be reviewing the update frequency and contacting providers who have not updated for 3 days or more to offer support if needed.

Thank You

This transition has so far happened quickly and smoothly and that is thanks to you and your commitment to keep information flowing.

IPC

Tanya Shaw

IPC Update

- Emails to IPC
- PPE
- Tests within 90 Days
- End of Outbreak Testing

Emails to IPC

- Please continue to email us with queries and notifications. Please include:
 - Dates of PCR swab was taken
 - Dates staff member last worked

Important information to work out if case could be community acquired.

Emails to IPC

- Please include as much information as possible re your query.
- This will ensure that we can allocate the most appropriate person to assist.
- Some emails just ask us to phone but we will reply via email to gather more information first – causing delay.

PPE

- Please continue to wear your PPE as detailed in the guidance.
- Until the guidance is updated, nothing has changed for health and social care staff.

Tests Within 90 Days

- If someone has tested positive with a PCR test, they should not be tested using either PCR or rapid lateral flow tests for 90 days, unless they develop new symptoms– in which case they should be retested immediately using PCR.
- This 90-day period is from the initial onset of symptoms or, if asymptomatic when tested, their positive test result.

End of Outbreak Testing

- The end of an outbreak is 14 days after the last positive test (or 28 days if VOC involved).
- All staff and residents should be tested with PCR 14 days after the last resident or staff had a positive test result or showed coronavirus-like symptoms.
- The regular resident testing cycle of 28 days can be delayed to coincide with this 'end of outbreak testing' if the 2 test dates fall within a week of each other.

AOB

Ellen Smith

Updated national guidance

[Supported living services during Coronavirus \(Covid-19\)](#); temporarily removed the easy read version while it's being updated. Updated 2nd August.

[Covid19 management of exposed healthcare workers and patients in hospital settings](#); added information about fully vaccinated staff who have been identified as contacts attending work in exceptional circumstances (updated 19th July); updated information for fully vaccinated staff who have been identified as contacts attending work in exceptional circumstances (22nd July) and updated section 2.5 clarifying the risk-assessment process and an additional mitigation for staff to avoid working with clinically extremely vulnerable individuals (2nd August).

Updated national guidance (cont)

[Coronavirus \(Covid 19\): admission and care of people in care homes](#); updated to clarify that where a resident is being admitted from another care home or care facility, care home managers should undertake a risk assessment to determine whether self-isolation is required (updated 16th July)

[Covid 19: how to work safely in care homes](#); updated to reflect changes to guidance in Step 4 of the roadmap (updated 19th July)

[Covid 19: how to work safely in domiciliary care](#); updated to reflect changes to guidance in Step 4 of the roadmap. Updated section on types of masks that can be used for domestic duties when 2 metres or more from the client (updated 19th July)

LCC PPE Team - Bank Holiday Preparation

- Monday 30th August is a bank holiday. In order to have enough stock for the long weekend, could we please ask that all orders are sent and completed no later than 4pm on 26/08/2021, to ensure delivery on 27/08/2021.
- Any orders sent on 27/08/2021 are unlikely to be met and delivered that day, due to demand.
- Emergency orders will be responded to as normal. Emergency is determined as no stock to last the next 24 hours.

Provider Forum Dates

Learning Disability and Autism Provider Forum

- Tuesday 24th August 10-12pm

Mental Health Provider Forum

- Tuesday 17th August 10-12pm

Lancashire Care Provider Forum

- Thursday 14th October 2-4pm

Commissioning Engagement Strategy

- Work is ongoing re developing our stakeholder engagement approach to inform commissioning activity and market shaping
- Internal survey complete and analysis underway
- NHS survey live

Commissioning Engagement Strategy

- Care provider survey going live on 6th Aug; link is: <https://forms.office.com/r/SFL2TfowQa>
- Closing date is 27th August at 23.59
- Potential support from Customer Access Service to call providers to support survey uptake
- Asking providers for their view on:
 - current engagement mechanisms; map what is currently in place
 - MPS
 - challenges facing the sector
- Focus groups will be set up, based on emerging themes to inform onwards development of our engagement approach

Delays in receiving PCR test kits

- There is currently an issue of care homes experiencing delays in receiving PCR test kits, and when this relates to day 14 recovery testing, the delay in test kits will result in a delay in the outbreak being declared over.
- You need to ensure you order your day 14 test kits at the start of an outbreak.
- If you experience any delays in receiving the PCR kits, please contact our team via contractmgmt.care@lancashire.gov.uk so that we can utilise the LCC test kit route to ensure that the outbreak is closed down as soon as the results are received.
- There is real concern about the autumn winter pressures on the hospitals and the need for care homes to be able to come out of outbreak in a timely way is identified as a critical component in hospital discharge arrangements.

Support for re-imagining settings in East Lancashire

- There is support available in East Lancashire for re-imagining settings to cope with low occupancy.
- This is a free service, if you would like to enquire about this support, please email:
Jo.turner@lancashire.gov.uk.

Next steps

- The next webinar will take place on Friday 27th August at 1pm, we are now delivering the webinar every three weeks.
- 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!