

Adult Social Care Provider Webinar

Friday 27th August 2021

Welcome and Introductions

Tony Pounder

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

- Finance Update (Tony Pounder)
- Domiciliary Provider Update (Tony Pounder)
- Residential Contract Update (Tony Pounder)
- Vaccination Update (Joanne Reed/Ellen Smith)
- Self Isolation Changes from 16th August (Ellen Smith)
- Care Settings Visiting Guidance (Ellen Smith)
- Managing C-19 Task and Finish Group Update (Ellen Smith)

Today's Agenda cont

- Testing Update (Ellen Smith)
- PPE Update (Kieran Curran)
- Care Capacity Tracker Update (Kieran Curran)
- AOB (Kieran Curran)

Finance Updates

Tony Pounder

Covid Grants - Updates

- If not already done so, please return the agreement to accept the grant conditions to get your money for 1st July – 30th Sept 2021 period
- If you do not want to receive please let us know – it means we can pass on to other services
 - But either way – **PLEASE RESPOND YES OR NO**
- Spending Reports – please make sure you do your online returns and use the links provided in your letters.
- Because the Grant Conditions keep changing, LCC have different online returns for different grant periods – please contact the contracts team if you are not sure which template to use.
- Some providers have completed their latest round of reporting on the previous eform returns. LCC can correct this, but is easier if you get it right at source.

Covid Grant Updates

- Providers are reminded to please check their July to September allocation letter for the Infection Control and Testing Fund Grant, paying attention to the table which shows the funding breakdown
- Some providers are saying they've not received their payment but that's almost certainly because they are in a surplus position due to their lack of reporting from the April to June period.
- Any queries, please contact Contract Management:
contractmgmt.care@lancashire.gov.uk

Covid Grants - Day Services

- No upfront mandatory allocations from latest round of Grants (ie July – Sept)
- Recognise that day services may continue to face some additional financial pressures of Covid
- However no single easy to apply formula for these services - so no blanket allocations
- If any specific Day Service wishes to put forward a case for financial support for the period 1st July – 30th Sept put together a submission on evidencing the actual costs you are incurring – real numbers, real examples of what you have been spending and why
- Those costs need to fit under the headings associated with the Grant Conditions – so please refer to those when you are putting together your case

Domiciliary Care – Workforce Challenges

What is happening?

- This includes home care, crisis services, reablement, supported living (Ilan you might want to explain some of these)
- National and regional reports on workforce shortages – mirrored by our local experience in Lancashire and neighbouring councils eg Blackpool

Why? Combination of reasons

- Longer term demographic challenges – more people needing support, fewer people in the labour market
- Competition from other sectors – NHS, hospitality,
- Impact of immigration changes post Brexit – fewer people chasing jobs in care and related sectors
- Pandemic impact – fewer people wishing to go into residential care, but more people starting to need care at home who had delayed request
- **But – remarkably – we are still providing about 17% more hours of home care this year than last – a sign that home care agencies, care navigation, contracts and social work staff have done a fantastic job in keeping things afloat over the last year and supported more people at home than ever before. Big Thank you!**

Domiciliary Care – Workforce Challenges

How are we responding?

- Pressing Government on finances and social care reform via ADASS and LGA
 - winter is going to be challenging
- Working with NW ADASS and council partners on recruitment campaign
- At a Lancashire and South Cumbria ICS level we are working on
 - Agreeing and communicating some key messages to the public, providers, staff
 - Developing a prioritisation framework for use by staff
 - Asking providers to alert us when someone they are working with may need less care than currently offered
 - Looking at amendments to care navigation processes to speed decision making
 - Testing our contingency plans
 - Some flexing of Direct Payment and Personal Health Budget policies and processes
- We will communicate decisions on any new measures asap

Homecare - Provider Engagement

- Commissioning are planning 2 engagement sessions with homecare providers in early-mid September; invites to be shared next week
- The focus of the sessions will be on strategic activity, linked to market shaping and commissioning
- Intend to do similar sessions with providers of other services as part of overall engagement approach

Residential Contract Update

Tony Pounder

Residential Contract Update

- Current older people's 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 in the coming weeks

Vaccination Updates

Joanne Reed/ Ellen Smith

Vaccination Updates

- UK 1st dose 88%, 2nd dose 77% slightly lower in L&SC
- Lower uptake rates in younger people and pregnant women
- Still lots of local offers for vaccines
- Local planning well underway for 3rd dose boosters
- Anticipated start date mid September
- Government finalising cohorts, which vaccine and whether to do with flu

Vaccination Updates

- Mandatory Vaccination Regulations now in force
- Apply to anyone working in a care home, unless medically exempt or in an emergency
- Care homes required to check evidence
- CQC will monitor as part of regular inspections
- Apply from 11th November, implied **1st dose by 16th September**
- Thank you for all your hard work and please continue to encourage
- Still have around 9% of care home staff to have 1st dose (1340 staff) and 284 care homes under the 100% staff 1st vaccination threshold
- Govt now actively looking at workforce matters in relation to these Regs
- Ultimately could lead to staff dismissal or redeployment
- Lots of regional and national efforts and lobbying on workforce

matters

Guidance for COVID-19 vaccination of people working/deployed in care homes

- DHSC webinar took place on 17th August
- Awaiting powerpoint and recording from DHSC

Mandatory Vaccination of Staff - Regulatory overview for Care Providers

On 26 August, the Care Providers Alliance held a Q&A session with sector experts on the implementation of the new vaccine as a condition of employment guidance.

DHSC feedback

- **11th November is when the regulations take effect.**
- Boosters – not currently part of the regulations, but managers strongly encouraged to speak to staff about take up booster vaccinations.
- Medical Exemptions – DHSC are working on further guidance and criteria and this will be published **asap** outlining the medical exemptions.
- Working on the NHS app to enable staff to demonstrate whether staff have had either 2 jabs or for those who are exempt.
- Vaccinations abroad – Regulations only permit vaccinations administered within the UK (MHRA Approved). The DHSC are working on a solution to try and recognise vaccines administered internationally.
- Wider consultation – strong case for all adult social care and across the health system. Similar consultation also likely re flu jabs due to be published soon.

DHSC feedback

- Workforce risk – The 16-week grace period was designed to allow staff to take up the vaccine. Working closely with Skills for Care re materials for staff. The Government have put in place measures to help providers recruit and retain staff. This includes National Recruitment Campaign and fast and free DBS checks.
- The letter from Care Homes Union of England has been passed to the DHSC for a response.
- Staff employed, but not in work e.g. maternity or sick leave, still need to be able to demonstrate they have had both doses of the vaccine or they are exempt before returning to work. Employees on maternity leave don't have to be vaccinated by 11/11...they have to be vaccinated by the point they are due to return to work (or have evidence of exemption).
- People given medical exemption can work within the care home setting. The Manager should undertake a RA to identify scope to give the person a less resident facing role.
- No plans to extend the vaccination mandate to visitors.
- A lot of concern expressed by those on the webinar regarding the likely loss of staff and the fact that only care home staff have been mandated to have the vaccine, and not NHS and other social care staff.

CQC feedback

- CQC trying to keep things as simple as possible. They will not be monitoring this until it comes into effect in November. CQC has published a statement on their website.

Key messages:

- The registered manager and providers know services best and all care homes are different. Advising that providers tackle their approach as a basic RA process. Keep a record of discussions and review/update actions regularly.
 - The regs apply to the inside of a care home (you may have a front door that leads into a community area and then the door to the care home). May wish to discuss situations like this with your inspector.
 - The CQC are using normal registration monitoring and inspection processes to monitor this regulation. Will be asking about the systems and processes the RM has in place to monitor the staff working in the care home. They will not be prescriptive about the records that are put in place to confirm vaccination evidence. Don't need to record the reason for a medical exemption, simply need to record that the person has an exemption.
 - Enforcement action will be proportionate.
- **Question: What actions should managers take if a staff member has not had the vaccine by the 16/9 - The worker can remain in work until the 10/11, but on the 11/11 they cannot enter the care home as this will be a breach of the regulations.**

NHSI feedback

- The NHS need to send staff to care homes that are fully vaccinated. A letter and FAQs have been sent to all NHS staff underlying this point and to explain to the whole NHS who this applies to.
- Awaiting further guidance re exemption and length of validity, both of which still need to be clarified.
- *Next webinar session taking place on the 16/9 at 4pm which will focus on HR/employment issues; will share details*
- ARC England has published guidance for providers that has been checked by a qualified employment law specialist. There is also an example vaccination policy that providers can adapt and which has also been checked for compliance with UK employment law.

<https://arcengland.org.uk/category/resources/>

NHS England and NHS Improvement -Vaccinations for NHS staff entering care homes - Letter and FAQ

- New government [regulations](#) come into force on 11 November 2021, requiring care home staff to refuse entry to anybody who cannot provide evidence that they have had two doses of a Medicines and Healthcare products Regulatory Authority (MHRA) approved COVID-19 vaccine, or that they come within a specified exemption.
- This applies to all Care Quality Commission (CQC) regulated care homes providing nursing or personal care in England.

NHS England and NHS Improvement -Vaccinations for NHS staff entering care homes - Letter and FAQ

- Please could you ensure that all providers delivering NHS-funded services into a care home:
 - are aware of this new government regulation and associated guidance
 - have actively supported staff to have their first COVID-19 vaccine by 16 September 2021 (as eight weeks is required between the two doses)
 - carry out proactive workforce planning to ensure: – only staff who are vaccinated, or exempt, are ever deployed to enter a care home from 11 November – service provision is not disrupted once this government regulation comes into force • ensure that relevant staff will be able to demonstrate to care home staff, via the NHS Covid Pass service, that they have either been fully vaccinated or are exempt from the requirement.
- Alongside this letter, we have published a series of FAQs, which will be updated on a regular basis, to support systems and providers to implement this government new regulation.
- This [FAQ document](#) should be read alongside [DHSC operational guidance](#).

Mandatory Vaccination Timeline

Timeline for implementation ¹



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](#)

Care home poster

- LCC Comms Team and COST have developed a poster for homes to display to encourage staff to have the vaccination ahead of the 16th September deadline
- Has already been circulated to care homes by PH Admin
- Will also go on the portal

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.

Vaccination Video Resources from Healthier Lancashire and South Cumbria

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

Skills for Care Resources

<https://www.skillsforcare.org.uk/Home.aspx>

Self Isolation Changes and Care Home Visiting Guidance

Ellen Smith

LCC Briefing Note re: self-isolation exemption (13th August)

COVID-19: Exemptions from the legal requirement to self-isolate for contacts of confirmed cases- advice for the general public and for health and social care workers

- Briefing note shared with providers on 13th August
- From 16th August 2021, individuals who are identified as a contact of a confirmed case of COVID-19 in England will be exempt from the legal duty to self-isolate if they meet one of four exemption criteria, including if they are fully vaccinated. Guidance for the public has been updated to reflect these changes and the updated guidance was published on 12th August:
- **LCC will therefore no longer be authorising risk assessments and this responsibility will lie with the respective Registered Manager.** Health and social care staff who are exempt from self-isolation will be required to implement *risk assessment /mitigations* to attend the workplace during the period they would have been required to self-isolate.

LCC Briefing Note re: self-isolation exemption (cont)

- The key messages are before returning to work, the staff member should remain free of any COVID-19 symptoms and should immediately arrange to have a PCR test and have proof of a negative result.
- Once back in work, the staff member should undertake an LFD test every day for ten days following their last contact with the case (even on days they are not in work).
- Further additional mitigations to return to work are outlined below:
 - If a staff member has had COVID-19 within in the past 90 days, they should **not have a PCR test** as outlined above and **should instead only undertake daily LFD tests**
 - On days the staff member is working, the LFD test should be taken before starting their shift, and the result should be negative
 - The staff member should comply with all relevant infection control precautions and PPE should be properly worn throughout the day
 - If the staff member works with patients or residents who are highly vulnerable to COVID-19 (as determined by the organisation), a risk assessment should be undertaken, and consideration given to redeployment during their 10-day period
 - Full updated guidance to reflect these changes was published on 12th August. [Link to guidance.](#)

LCC Briefing Note re: self-isolation exemption

General Public Guidance: (cont)

- From 16th August 2021, individuals will be exempt from the legal duty to self-isolate if they are identified as a close contact of a confirmed case of COVID-19 by NHS Test and Trace and they meet one of four exemption criteria:
 - Fully vaccinated adults: those who received their final dose of an MHRA approved vaccine in the UK vaccination programme, at least 14 days prior to contact with a positive case
 - Children and young people: those under the age of 18 years and 6 months
 - Clinical trial participants: those who have taken part in – or are currently taking part in – an MHRA approved Covid-19 vaccine clinical trial
 - Medical exemptions: those who can evidence that they cannot be vaccinated for medical reasons

Additional Guidance:

- [Stay at home: guidance for households with possible or confirmed coronavirus \(COVID-19\) infection - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/stay-at-home-guidance-for-households-with-possible-or-confirmed-coronavirus-covid-19-infection)
- [Guidance for contacts of people with confirmed coronavirus \(COVID-19\) infection who do not live with the person - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/guidance-for-contacts-of-people-with-confirmed-coronavirus-covid-19-infection-who-do-not-live-with-the-person)

DHSC letter to Care Providers (17th August)

“The success of the COVID-19 vaccine roll-out provides the opportunity to further ease restrictions in adult social care. With clear evidence that vaccination reduces transmission of the virus, we are now able to seize the opportunity to remove self-isolation, subject to mitigations, for fully vaccinated people who are:

- A contact of someone who has tested positive for COVID-19
- Returning to their care home following a planned hospital stay -[link](#) or
- Transferring from another care facility”

DHSC letter to Care Providers (cont)

Contacts of someone who has tested positive for COVID-19

- From 16th August, anyone who is fully vaccinated will no longer need to self-isolate when they are a contact of someone who has tested positive for COVID-19.
- For those living, working in and visiting adult social care settings, there will continue to be some additional measures in place to protect residents and service users.

DHSC letter to Care Providers (cont)

In adult social care settings, the self-isolation exemption for fully vaccinated contacts means:

- Staff who are a contact can continue working if they have no symptoms and have a negative PCR test, followed by daily LFD tests for 10 days (from the point of contact). If the staff member works with patients or residents who are clinically extremely vulnerable to COVID-19 (as determined by the organisation), a risk assessment should be undertaken, and consideration given to redeployment during the 10-day period
- Residents in care homes who are a contact should not be required to self-isolate if they have no symptoms and have a negative PCR test. This should be followed by daily LFDs for 10 days (from the point of contact). Residents can continue to receive visitors unless there is an outbreak in the care home
- Visitors to care homes who have been identified as a contact are advised against visiting for 10 days after contact unless absolutely necessary. Where visits do occur, visitors should have received a negative PCR result, and a negative LFD result on the day of their visit.

DHSC letter to Care Providers (cont)

- Self-isolation is still required for staff and residents while awaiting PCR test results. Staff should receive full pay whilst waiting for the results of their PCR test.
- This policy does not apply to staff, residents, and visitors who have tested positive for COVID-19. If someone has tested positive, they must self-isolate for 10 days, or 14 days if they are a resident in a care home or a high risk care setting in line with the stay at home guidance. This applies even if they are fully vaccinated. Vaccination reduces, but does not eliminate, the risk of acquiring and transmitting infection.

DHSC letter to Care Providers (cont)

Planned hospital stays and transfer from other care facilities

- Residents will no longer need to self-isolate following a transfer from another care facility or a planned stay in hospital, subject to a risk assessment.
- Residents discharged from hospital following an emergency admission should self-isolate, upon arrival, for 14 days, within their own room.

Supported Living

- The supported living guidance was also updated on 17th August to reflect this change: <https://www.gov.uk/government/publications/supported-living-services-during-coronavirus-covid-19/covid-19-guidance-for-supported-living>:
- "An individual discharged from a hospital into a supported living setting following an emergency (unplanned) admission is advised to self-isolate for a 10-day period to mitigate the risk of uncontrolled contact in an emergency care pathway. This should increase to 14 days if deemed necessary, following a local risk assessment.
- Any individual being discharged from hospital into a supported living setting, following an elective (planned) admission^[footnote 1], will not need to self-isolate, subject to a local risk assessment. The risk assessment should consider the factors detailed in the admission and isolation of residents section of the [Admissions to care homes guidance](#)."

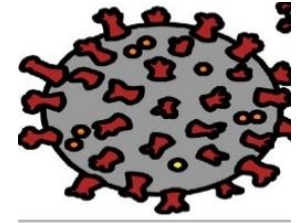
DHSC letter to Care Providers (cont)

The following guidance has been updated to reflect these changes:

- [COVID-19: management of staff and exposed patients or residents in health and social care settings](#)
- [Guidance on care home visiting](#)
- [Visits out of care homes](#)
- [Admission and care of residents in a care home during COVID-19](#)
- [COVID-19: guidance for supported living](#)

IPC update re: visiting

- IPC have received a couple of complaints from relatives about homes being closed to visiting in the event of an outbreak
- Whilst this is current guidance, depending on the stage of the outbreak, IPC do say that they can risk assess this for individual circumstances...for example, if a family member is visiting from London for just for a few days.
- If homes are in doubt, then please contact IPC via email who would undertake a risk assessment with them for these circumstances



Managing COVID -19 Guidance Task & Finish Group

*Multiagency group informing local guidance
Met on 20th August*



Feedback and Issues raised

- Care staff are still not allowed to accompany people when they are admitted to hospital, only to A & E. This particularly impacts on people with communication or behavioural issues, and whose needs may not be properly understood by hospital staff without the support of care staff who know them well.
- The mandatory vaccination of staff in care homes is threatening the viability of the sector as it is creating permanent staff shortages. Staff are leaving or will be made to leave, and recruiting new staff is becoming more and more difficult. In particular, there is a risk of qualified nurses leaving the sector to go back to the NHS where they are not required to be vaccinated. Coupled with staff sickness and the need for staff to take leave, the stress is driving many care home managers to leave the sector too.

Feedback and Issues raised

- Exemptions for test and trace do not help the care sector since even with precautions in place, the advice is that those staff should not work with people who are clinically extremely vulnerable. There are often no alternatives other than to pay staff to stay at home, when all the service users are clinically extremely vulnerable.
- The impact of lack of domiciliary care is impacting on families' ability to cope as well as the cared for person's level of functioning. There is evidence that people with reduced care packages during COVID have regressed significantly.

Staffing Contingency Planning

- Continue to see care homes with staffing issues.
- Please look at your staffing contingency plans to plan for staff shortages, especially over the summer months due to staff annual leave.
- Ensure you have agency contacts (can ask Contract Management for list).
- Pro-active with recruitment campaigns.
- LTSA no longer operating to supply staff.

Testing Updates

Ellen Smith

Testing for visiting professionals

- Reminder that for NHS visiting professionals to care settings, e.g. LSCFT staff, current testing guidance is either 2 x LFD or 1 x LAMP test per week)
- Visiting professionals can show evidence of this

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.

Antibody Testing Home Testing (Sumaiya)

- Home based test for antibodies:
- [Coronavirus \(COVID-19\): antibody testing - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/coronavirus-antibody-testing)
- Here for eligibility: [Register for an antibody test kit to check if you've had coronavirus \(COVID-19\) before - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/coronavirus-antibody-testing)
- **If you're in England**
- You can register for a test kit if you're 18 or over and you work in paid adult social care.

Care Capacity Tracker

PPE

AOB

Kieran Curran

PPE and other national guidance updates (gov.uk)

- Guidance for those working in domiciliary care on the use of personal protective equipment (PPE) now includes a new paragraph on what PPE to use when supporting an individual or client on visits out (updated 26 August)
- Due to the vulnerability of residents receiving domiciliary care, there is no change to PPE advice
- Main pages on using PPE in domiciliary care and care homes have been updated – as have all COVID-related gov.uk advice and guidance documents – to reflect changes in restrictions in July and to self-isolation for contacts from 16 August
- [COVID-19: how to work safely in domiciliary care in England - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/covid-19-how-to-work-safely-in-domiciliary-care-in-england)
- [COVID-19: how to work safely in care homes - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/covid-19-how-to-work-safely-in-care-homes)

Care Capacity Tracker Update

Kieran Curran

Care Capacity Tracker Transition update

- **Care Homes** – **100% of providers** have transitioned to updating NECS and we want to **THANK YOU** for your support and co-operation throughout this process
- **Community Providers** – we are continuing to update the current care capacity tracker (Oracle) whilst supporting providers to update NECS more regularly
- **Customer Access Team** have contacted:
 - providers who have records on Oracle but were not showing on NECS as updating
 - providers who have updated NECS in the past
 - 90% of these provider have been supported to use NECS

Care Capacity Tracker Transition update

- **Reminder:** Providers who are now updating NECS can you please remember to:
 - Update NECS daily
 - If your data has not changed please still go into NECS and press *save* to register your update
- 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 previously with grant funding, you need to be regularly updating NECS to be eligible

Coming soon.....

Changes to Vaccine Questions

- To ensure all providers are answering the same questions around vaccines, the vaccine questions will be modified to ensure consistency in reporting across all providers.
- It is anticipated this change will happen 31st August 2021 – further details will be shared as these become available to enable LA/CCGs to amend dashboards (comms expected early next week).
- Questions will focus on people who known to have had the vaccine
 - Total Resident / Total Staff / Total Agency Staff
 - 1st Dose & no. with completed vaccine schedule
 - Covid-19 booster
 - Flu vaccine

 Carehomes.necsu.nhs.uk

 Necsu.capacitytracker@nhs.net



<https://www.facebook.com/CapacityTracker/>



<https://twitter.com/CapacityTracker>

AOB

Kieran Curran

CQC Monitoring Approach Webinar

- Hear how the Care Quality Commission is [monitoring and prioritising inspections](#) at the moment
- **Monday 20 September, 1:30 – 2:30pm**
- Presentation led by Ted Baker, Chief Inspector for Hospitals, and time to answer your questions in a live chat

[Places for this webinar are limited, so sign-up today](#)

State of Caring 2021 Survey – Carers UK

- Carers UK have launched the [State of Caring Survey 2021](#) and are asking for carers to complete and share with their colleagues
- Over the last year, responses to these surveys have helped to highlight carers' experiences to the media and campaign successfully for better guidance, testing for carers, PPE for unpaid carers, carers' support bubbles and exemptions to allow carers to get a break
- Carers were included in the priority list for the COVID-19 vaccination and Care UK campaigned for specific advice to support juggling work and care
- **The survey will close on 13 September** and a research report will be released in November – please follow the link to take part
- [State of Caring Survey 2021 \(surveymonkey.co.uk\)](#)

Commissioning Engagement Strategy

- Care provider survey went live on 6th Aug; link is: <https://forms.office.com/r/SFL2TfowQa>
- Closing date is today, 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

Provider Forum Dates

Lancashire Care Provider Forum

- Thursday 14th October 2-4pm

Next steps

- The next webinar will take place on Friday 17th September 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!