

Adult Social Care Provider Webinar

Friday 19th November 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

- LCC Winter Plan (Tony Pounder)
- Finance Update (Tony Pounder)
- Provider Fee Setting (Tony Pounder)
- Vaccination Update (Nichola Morris)
- Vaccination/ Booster Delivery in Regulated Care (Kristy Atkinson)
- Managing Covid-19 Task and Finish Group Update (Cate Short)
- Testing Update (Nichola Morris)
- IPC Update (Nichola Morris)
- Care Capacity Tracker Update (Kieran Curran)
- PPE Update (Kieran Curran)
- AOB (Kieran Curran)

LCC Winter Plan

Tony Pounder

LCC Winter Plan

- The Lancashire County Council (LCC) Adult Social Care Winter Plan is a necessary and critical part of business continuity planning in order to set out continuity actions, key risks and mitigations, and the management of these during what is typically a more pressured part of the year.
- This year's Winter Plan has required the Authority to take account of the continued challenges and pressures across the health and social care sector in relation to Covid-19 as well as an increasing and sustained pressure across the care market.
- The Lancashire County Council Winter Plan for Adult Social Care formally came into operational effect from 1st November 2021 and will run until the 31st March 2022.

Aims and Objectives

Aims and Objectives:

- To ensure that the Lancashire County Council Adult Social Care Winter Plan sets out how we will meet the needs of citizens who require social care across the winter period
- Within the context of the pressured position of the social care system, ensure the provision of social care services of a sufficient volume and quality to keep people safe and supported, and that have a focus on maximising independence are in place across the winter period
- To maximise adult social care resilience, and support wellbeing, both across the care market and in the Lancashire County Council adult social care assessment and support teams
- Identify, mitigate, and minimise risks across the social care system, and work collaboratively with partners to reduce risks across the ICS.
- Ensure that people are supported in a safe and COVID secure way, with the right services available in a timely way

Aims and Objectives Con't

- Ensure that the overriding principle of 'home first' i.e., people should be able to remain in or return to their own home wherever possible, is maintained throughout all decision making at individual and wider commissioning levels
- Continue to maintain the balance between reducing the risks of transmission of the virus and responding to the need for people to receive care and support
- Ensure care is to be provided in a way that supports people to remain connected with families and loved ones, supports emotional wellbeing, and reduces loneliness
- Have due regard and take relevant actions in relation to individuals and communities who may be more susceptible to the transmission of Covid-19

Relevant Activity/ Work Taking Place

Service Capacity and Expansion:

- **Crisis & Reablement Hours**

An additional 1200 Crisis/Home First hours per week for winter and beyond if required, have been identified to support people to remain in their own home who are at risk of hospital or residential care admission without urgent support, and also to be discharged quickly from hospital.

- **Residential Rehab/Community Beds**

Work is underway to maximise the use of the existing residential rehabilitation beds provided by Lancashire County Council's Older People's Care Services across the county.

- **Homecare**

The workforce pressures facing providers across England have been widely reported and they are replicated in Lancashire. There are various measures that are being taken to improve arrangements in this area. Some of these are financial and are still to be fully worked through at the time of writing this report. Others are process improvements such as changing the care sourcing arrangements.

Relevant Activity/ Work Taking Place

- **Workforce**

Government has announced a new workforce grant for CQC registered social care providers..

- **Housing, Adaptations and Community Equipment**

In addition to the usual access routes for assessment for community equipment, we are continuing our 'trusted assessor' scheme. Across this winter, we will be exploring the potential with some of our District Council partners to test out the siting of staff with housing related expertise with our teams to improve the access and support for people being discharged from hospital.

The Winter plan also includes:

- Collaboration between the health and social care sector
- Supporting people who receive social care, the workforce, and carers
- Public Health
- Winter and Covid-19 – Communications Arrangements

Finance Update

Tony Pounder

Covid Grants

- Allocations of the **Covid IPC, Testing and Vaccination Grants** have all now been disbursed to providers – so check that you have received the money, and check details in the letter
- **Workforce Recruitment and Retention Grant**
 - This is a discretionary grant of £3.7M
 - Intend to passport bulk of this through to independent sector providers
 - Framework Homecare providers, Crisis and Reablement providers
 - Residential and Nursing Homes
- Some will be spent on increased social work capacity, and some other bespoke schemes which may require some infrastructure spending
- Workforce Grant has not yet arrived and we are still fine tuning our calculations to make sure they work fairly....expect letters and allocations in next fortnight

Framework Homecare Providers

- Reminder of recent correspondence and webinar with you all on 5th November
- Deadline for responses is Sunday 21 November

Provider fee setting 2022/2023 Tony Pounder

Some context

- Fees subject to annual review - April
- Fees have been set at different times in the year
- Part of Market Development/Shaping etc
 - Market Position Statement (2019)
 - Gaining feedback from the market
 - Part of ongoing engagement

Overall methodology

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

Fee Setting Timeline

Date	Action
15 November 2021	Issue questionnaire/survey
28 November 2021	Deadline for return of survey
22 Nov to 3 Dec 2021	Series of online engagement sessions
December 2021	Analysis of feedback / consider funding etc
Jan 2022	Feedback to providers
20 January 2022	Report finalised
3 February 2022	Cabinet Committee meeting

Contact

Mike Alsop

Policy, Information and Commissioning

Michael.alsop@lancashire.gov.uk

Tel: 01772 539256

Homecare – capacity improvement measures

Improvement Measures

Reviews

- Balancing requests for new assessments vs the need undertake reviews of those whose needs have changed
- Re-focussing a proportion of our social work resources to more quickly review.
- Combine this with provider staff identifying potential packages which could be reduced
- To alert us to such situations, please email ACSCustomer.Services@lancashire.gov.uk completing the template which has been shared today as part of the letter you received via email.

Equipment, Telecare & Single Handed Care

- Further opportunities to release homecare hours through effective and targeted deployment of equipment.
- Long standing commitment to work towards reducing the number of people requiring double up carers.

Improvement Measures

Care Navigation Sourcing Processes

- Currently operating a system which involves 3 rounds of offers:
 - Framework homecare providers operating in the relevant zone
 - Framework homecare providers operating in any other zones
 - Non-Framework homecare providers
- Running through all rounds can extend over several days before we get to a clear position. Given the pressures in the system we wanted to find a way to shorten that if at all possible.
- Will be merging rounds 2 and 3, ensuring any Framework providers bidding for the work will be awarded business ahead of a non-framework provider.

Improvement Measures

North West ADASS Recruitment Campaign

- North West Association of Directors of Adult Services (NW ADASS) looking to support homecare providers improve their workforce position through a 6 week recruitment campaign.
- Started on 8th November, will look to gather applicants, distributing to providers through the relevant local authority.
- As well as the campaign, NW ADASS have created recruitment material, templates and advice for providers to utilise within their own local recruitment campaigns.
- To be involved in either aspect, please email Ashley.Benton@lancashire.gov.uk

Communications

- A letter was sent to homecare framework providers on Friday 5th November, making them aware of the measures we're looking to implement as well as information regarding financial measures such as the additional workforce grant.
- Service users have received a letter making them aware of the current situation, highlighting the difficulties being experienced and reasons for them, as well as what this might mean for them as a service user.
- A briefing note and accompanying documents will be sent out to LCC staff. This will include copies of the letters mentioned above, templates we're asking providers to use and further guidance documents for staff.

Vaccination Updates

Nichola Morris

Vaccination Updates

- A big thank you for the fantastic effort for the vaccination rates across Lancashire
- 16-17 year olds will now be offered 2nd jabs
- The booster programme is now extended to age 40+
- Since the mandatory vaccination order was passed on the 11th November – we have no quantitative indication of staffing impacts at this stage
- Our Care Navigation team have experienced some delays in accessing care home beds due to some indications of staffing shortages in some homes

Agency Issues and Mandatory Vaccination

- Reports from some care homes that agencies are trying to supply staff that are awaiting 2nd dose and trying to suggest to care homes that this is acceptable with a risk assessment in place.
- It is not acceptable, the regulations are clear that staff working in care homes from the 11th November 2021 must be **fully** vaccinated. Care homes need to assure themselves of this before taking on agency staff.
- Some agencies are also informing homes that the announcement of the mandatory vaccination being extended to the health and wider social care settings means that this extends the timescales for care homes to April 2022.
- This announcement is **not** an extension to the care home regulations - but an extension to the measures i.e. now covering more services. Some agencies are suggesting to care homes, that their staff fall under this new announcement – which yes if they are agency staff going into an NHS, homecare or supported living setting but NOT to Care homes.

Mandatory Vaccine and Visiting Professionals - NWS

- A letter from NWS to care homes has been issued regarding the limitation of access to only double vaccinated staff.
- For North West Ambulance Service NHS Trust (NWS) this regulation will apply to our patient transport service (PTS). For PTS this includes PTS Ambulance Care Assistants directly employed by NWS as well as other personnel operating on our behalf, i.e. volunteer car drivers, private ambulance providers and taxi services.
- With regard to NWS-employed staff, volunteers and private ambulance providers NWS can identify who are fully vaccinated, those who are exempt and those staff who are not vaccinated.
- However, NWS also uses taxi services to provide transport to those patients whose mobility is such that they require minimal support in and out of the premises and the vehicle. In these circumstances we will seek to arrange collection and / or drop off of the patient at the front door negating the need to enter the care home.

Mandatory Vaccine and Visiting Professionals - NWS

- In addition, and to minimise any unnecessary risk of transmission of Covid-19, the preferred approach for NWS PTS would be to collect and / or drop off all patients at the front door where their mobility needs allow e.g., a patient who can walk or transfer from / into a wheelchair at the front door.
- In those cases where a patient cannot be collected and / or dropped off at the front door - e.g., for a bed bound patient who will need to travel on a stretcher – and the staff are required to enter the care home, NWS PTS can provide assurance that it will only deploy such staff who are known to be fully vaccinated (or who are exempt) in accordance with the regulation.

Booster Roll Out

- You will be aware that the next phase of the vaccination programme has begun; providing boosters for those eligible.
- Your staff that were eligible to be vaccinated in the early stages of the programme will now be eligible for their booster dose as long as they have received both doses in the initial vaccination phase.
- This will be no less than 180 days after they received their second dose
- If they have had a positive COVID-19 test will have to wait 4 weeks (28 days) before booking starting from the date of the test.
- Some will be called by and / or offered appointments by local booking systems. In addition the National Booking System is now available for staff to self refer and make a booking. There are a number of walk in options also available.
- This is now available through this link [here](#) or by calling 119.
- Please note that if staff attempt to book before the 180 days period has passed the system will deem them ineligible.

Booster Roll Out

- As before staff presenting for booster vaccination will be required to demonstrate proof of their eligibility.
- When booking they will have to declare their eligibility and
- They should verbally declare at check-in at the vaccination site that:
 - they are a frontline health or social care worker,
 - the type of role/work they do; and
 - the name of their employer.
- They are asked to provide as proof of employment as a HSCW one of the following:
 - A workplace photo ID,
 - A recent letter from their employer (last 3 months)[1], or
 - A recent payslip which shows their employer (last 3 months).
- The recipient will be informed that their employment as Social Care Worker will be recorded in the point of care system together with their vaccination.
- Should you have any queries please don't hesitate to contact us via contractmgmt.care@lancashire.gov.uk / 01772 531293

Vaccination/Booster delivery in Regulated Care

Kristy Atkinson

**Deputy Designated professional for Safeguarding
Adults and Mental Capacity Act
Greater Preston CCG**

Preparation and expectation

- Wait to be contacted by your GP practice
- Ensure all residents are registered with a GP
- Prepare residents, families and staff with all the relevant information
- Please support with the capacity and consent background work
- Contact your CCG for any support with discussions or to answer any questions you may have
- Raise any Safeguarding concerns

Preparation

- **Sign post / support people** to access reliable sources of information , relevant to their communication needs
- A [British Sign Language \(BSL\) video explaining the COVID-19 vaccination consent form](#) is available to view and download.
- The “wordless story” *Having a Vaccine for Coronavirus* from Books Beyond Words <https://booksbeyondwords.co.uk/coping-with-coronavirus>
- The collection of materials for those working with people with learning disabilities gathered by Oxford Health NHS Foundation Trust. <https://www.oxfordhealth.nhs.uk/learning-disability-service/useful-stuff/>
- **Reassure people** that the vaccine can only be given to a person who has mental capacity with their informed consent or it has been assessed as being in their Best Interests where they lack Mental Capacity for Vaccination decisions
- **Support people to get vaccinated** - see [Healthier Lancs and South Cumbria :: Getting my vaccine \(healthierlsc.co.uk\)](#)
- **Consider what person-centred measures** need to be put in place to support the person through the vaccination process

Capacity and Consent

- If the person lacks capacity : who is the decision maker?
 - A personal welfare deputy or LPA, provided it is **within the scope of their authority** - check the Deputyship Order or LPA or
 - **The health professional proposing the vaccine** by making a best interests decision in consultation with family and others with an interest in the person's welfare or
 - **The person themselves refusing it under a valid and applicable ADRT** - check with the GP or
 - **A Court of Protection Judge** in some cases

Court Judgements

[E \(Vaccine\) \[2021\] EWCOP 7](#)

E is 80 years old and a care home resident with dementia. Her son objects to her having the COVID-19 vaccination.

The judge decided the vaccination was in E's best interests against the wishes of her son

Court Judgements

[SD v Royal Borough of Kensington & Chelsea \[2021\] EWCOP 14](#)

V is in her early 70s and a care home resident with Korsakoff's Syndrome.

Her daughter is appointed as her financial deputy and is very involved in her mother's life but now lives in New York. She is against the administration of the vaccine to her mother and considers it to still be a *'trial'*.

V's day to day carer in the care home, Mr A, is regarded as a significant person in V's life. Mr A is concerned for V if she is left unvaccinated as care homes begin to open up.

The judge was critical of the local authority waiting a month after their knowledge of the dispute before bringing the matter to a judge for resolution:

Court Judgements

[NHS Tameside and Glossop CCG v CR \[2021\] EWCOP 19](#)

CR is 31 years old and has a severe learning disability, autism and epilepsy. He is classed as clinically vulnerable and overweight (22 stone).

CR's father is not against vaccines in principle but he is against his son receiving the covid-19 vaccine at present for numerous reasons

Several professionals involved in CR's life think the COVID-19 vaccine is in his best interests.

The judge authorised the COVID-19 vaccine in CR's best interests but did not authorise the use of restraint to administer it.

Court Judgements

[SS v London Borough of Richmond upon Thames \[2021\] EWCOP 31](#)

SS is 86 years old and has dementia. She is living in a care home and is under DoLS. She is resistant to medical interventions and expected to strongly resist any attempt to give her the covid vaccine.

Her GP and the CCG are in favour of the vaccine for SS. Suggestions to administer it following covert administration of a sedative (Lorazepam) or tell SS that it was on the recommendation of her long deceased father (SS thought he was still alive) are rejected by the court.

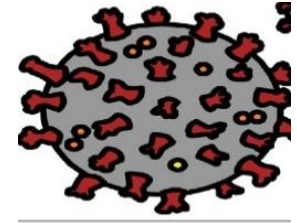
The judge concludes the vaccination is not in SS's best interests. The judge notes that several staff in the care home are declining to have the vaccination: *'...the greatest risk, statistically, to SS comes from unvaccinated members of staff circulating in the community away from the care home.'*

What else is happening?

- [Restrictive practice guidance](#)
- [MCA assessment guidance](#)
- Safeguarding champions

Thank you

We absolutely appreciate the challenges you are all under and appreciate the time, care, and endless support you provide to our most vulnerable population.



Managing COVID -19 Guidance Task & Finish Group

Multiagency group informing local guidance

Feedback from meetings held
27th Oct & 17th Nov 2021



Main issues & outcomes

National Gov COVID Guidance



- Still no easy read version of the Supported Living Guidance!! **NWDT / Pathways will be taking this up with government** Self advocates and Families | Pathways Associates Community Interest Company
- Guidance re staff returning from abroad has changed Coronavirus (COVID-19): provision of home care - GOV.UK (www.gov.uk) 'If a fully vaccinated staff member travels to a non-red list country and is required to work the day after they return, they should undertake a PCR test and await a negative result before returning to work.'



Local guidance

- Guidance on accompanying people admitted to hospital & restrictions on visiting is inconsistent between hospitals and wards **Attended Hospital Cell meeting on 11th Oct - well received & a working group proposed. Followed up with written examples & review of hospital websites . If any providers have examples still please send to cate.short@lancashire.gov.uk**



Main issues & outcomes

COVID Vaccination



- Need easy read version on exemption criteria for staff (to inform service users). **NWDT / Pathways will be taking this up with government**

- Easy Read Vaccination Guidance updated 9th November [COVID-19 vaccination: easy-read leaflets - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/easy-read-vaccination-guidance)

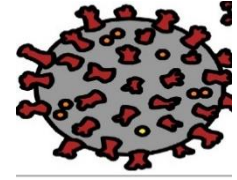
Need clear information to reassure people that it is OK to have a different type of COVID vaccination as booster

- Nasal spray vaccination under trial but not available any time soon [The 'sweet tasting' Covid vaccine sprayed into the nose that could be more effective than jabs | ITV News](https://www.itv.com/news/2021/11/11/the-sweet-tasting-covid-vaccine-sprayed-into-the-nose-that-could-be-more-effective-than-jabs/)

Recruitment

- This continues to be a problem. **LCC recently held consultation meetings with providers about recruitment.** T & F group would like to see a coordinated campaign between LCC, care providers, job centres/ fayres, & the media etc. The DHSC recruitment campaign video 'Made with Care' is good - see <https://www.youtube.com/watch?v=qoe-wd1eKT4>, but the BBC Ed Balls documentary has not given a positive image of the sector.





Managing COVID -19 Guidance Task & Finish Group

- Thank you to members of the group for your contributions and committment



Next meeting

Weds 15th December 12.30 - 2.00 pm

- Contact cate.short@lancashire.gov.uk for joining instructions & to submit agenda items

Testing Updates

Nichola Morris

Out of Date Test Kits

Important: Check your test kits have not expired

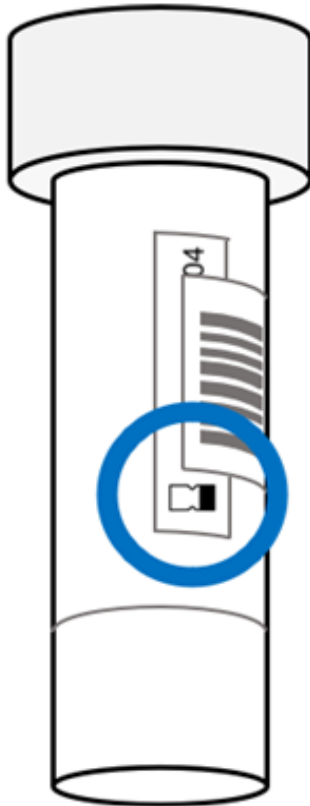
If the lab receives a vial that has expired, your test result will be returned as void.



Check for an expiry date on the delivery box

Look for an expiry date printed on the sticker on the outside of the delivery box. This is the expiry date of all the test kits inside. If there is not an expiry date on the box, please check the vial, see below. There may be further action you need to take.





Check for an expiry date on the vial

There may be an expiry date printed on the vial and you should look out for the 'egg timer' symbol. Take care as the date may be stuck underneath the barcode sticker. Gently peel back the barcode to reveal the date.



2022 – MAY – 04



Check vials with a red cap for an expiry date

Vials with a red cap are may be out of date. **Do not use a red vial if:**

- it has come from a delivery box with no expiry date on it
- the vial has a date printed on it that has now expired





It is likely vials with a lilac cap are in date

Vials with a lilac cap are likely to be in date. You should always check for an expiry date on the outside of the larger packaging box first.





How to dispose of expired test kits

Test kits that have expired can be disposed of, if unused, as household/municipal waste.

Call 119

You can contact NHS Test and Trace on our national helpline if you have any queries regarding expired test kits.

Reminder: Testing Policy - Visiting Professionals

- Queries from visiting professionals - becoming confused around the protocol for entering a home if they have received both vaccines
- As per the LCC Covid -19 Testing Policy for Adults and Public Health Visiting Professionals and Staff (May 2021) still remains in place:

Visiting

The default position that care settings have been asked to adopt is that a visiting professional should not be allowed entry to a care setting without proof of a negative test within the last 72 hours – demonstrating they are following the testing regime for local authority staff.

If it has been more than 72 hours since you were tested, the care setting will request that you are tested via lateral flow before entry to the care setting is permitted.

This has been reiterated to teams this week.

Reducing Physical Test Site Opening Hours in England

- From 1st November, Regional and Local test sites across England will begin to operate from 08:00 until 18:00, 7 days a week
- Recent analysis shows limited demand for PCR test appointments beyond 18:00
- Testing remains available for members of the public who cannot attend a test site prior to 18:00
- Home PCR test kit ordering is available via the online portal or 119, along with rapid regular LFD testing available at local pharmacies or via gov.uk
- The booking portal has been updated, and the 119-contact service briefed to handle any enquiries

Continued delays in receiving PCR test kits

- There continues to be some instances 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 continue to 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.

IPC Updates

Nichola Morris

Guidance Updates

- The interim local Acute Respiratory Infection (ARI) guidance for 2021 is now available.
- Please see our internet page for the updated version: [COVID-19 \(Coronavirus\) - Lancashire County Council](#)

Which Visitors Need to Provide Proof of Vaccination in Care Settings

- Vaccination is one of a number of safeguards that together allow meaningful contact to resume and we would encourage uptake of vaccination for service user's relatives and friends and essential care givers
- **Vaccination is not compulsory for resident's relatives, friends and essential care givers** and therefore care homes cannot refuse entry to these visitors if they have not been vaccinated
- Please note, **professional visitors are required to have the COVID-19 vaccination, this includes any contractors, hairdressers and entertainers that visit the home**

Ventilation of Indoor Spaces

- Continue to ventilate your settings
- Ventilation is letting fresh air into indoor spaces and getting old stale air out
- **Letting fresh air in helps get rid of air that has coronavirus in and helps stop coronavirus spreading**
- Easy read 'ventilation of indoor spaces' guide available: [Ventilation of indoor spaces to stop the spread of COVID-19 \(easy read\) \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/84121/ventilation_of_indoor_spaces_to_stop_the_spread_of_COVID-19_easy_read.pdf)

Seasonal Influenza Vaccine – Have You Had Your Flu Jab?

- The strains of flu in circulation change every year, so the protection from the vaccine you had last year will decrease over time.
- New flu vaccines are produced every year to protect against the strains most likely to be in circulation, which is why people are advised to be vaccinated every year.
- The best time to have a flu vaccine is in the autumn, before flu starts to circulate.
- **The majority of vaccines are given from September to the end of November but it is still possible to get a flu vaccination through to the end of January.**
- Your employer can support in ensuring that you receive a flu vaccination.

IPC Enquiries

- We have had enquiries about mask exemptions – there are no mask exemptions for social care workers and are still required to be worn.
- There is currently no approval for wearing clear masks in social care settings. If you have seen a certain ex MP wearing one on a social care documentary this week, they may have been part of a pilot scheme.
- Social care staff are still to complete twice weekly LFD tests even though the public are now exempt.

Care Capacity Tracker Update

Kieran Curran

NECS Capacity Tracker Update

- As part of winter resilience measures, it is essential that we understand not only where a vacancy is located but whether the setting is able to accept 'out of hours' admissions outside of 9 a.m.— 5 p.m.
- Within NECS the information detailing a providers' status regarding out of hour admissions is located under the *Provider Details* section
- From today, the ability to state acceptance of out of hours admissions will be re-located in the daily Business Continuity update page to the *Costs and Vacancies* section
- The ability to accept out of hours admissions will also be added to the vacancy search facility so please review your out of hours admission status following the system change today and make sure that it is updated if/when your status changes

Video of Thanks

- A video of thanks for all the continuous efforts from providers in making the Care Capacity Tracker a success will be shared on the provider portal on 26th November
- A link will be sent out

PPE

Kieran Curran

Warehouse and Distribution over Christmas

- Last orders for confirmed delivery on 23 December need to be made by noon on **Tuesday 21 December**
- Warehouse closes for Christmas at noon 23 December and re-opens 29 December
- Warehouse closes again for New Year at noon 31 December and re-opens 4 January 2022
- In case of an emergency over the period we are closed call **07929789741** to request a delivery
- An emergency delivery will **only** be made if a care setting experiences an outbreak of Covid-19
- Not having ordered enough PPE or running low on stocks will not be considered an emergency and will be attended to when we re-open

AOB

Kieran Curran

Updated Guidance

Coronavirus (COVID-19): providing home care

guidance has been updated (Nov. 8) across a range of topics, including:

- COVID-19 operational advice (e.g. social distancing, caring for critically vulnerable)
- Vaccinations, testing, IPC, PPE, hospital discharge and national support and advice
- How employers can support health and social care workers and advice for staff

Regulated Care Update re Agency Staff

- We have been alerted around some serious concerns with regards to a number of agencies using/sending profiles of staff who weren't the person attending the shift
- We ask all registered managers to be aware this is happening and to be extra vigilant when agency staff are arriving on duty to complete the necessary safety checks
- Care home managers are asked to inform the police if they encounter this practice further to notifying CQC
- Guidance is also available on the LSAB website around safe use of agency staff <https://www.lancshiresafeguarding.org.uk/media/1467/Guidance-for-use-of-Agency-Profile.pdf>

Thank You Week

- The Lancashire and South Cumbria Health and Care Partnership will launch a care sector **Thank You Week** between 6 – 10 December to celebrate and recognise the outstanding care delivered by services, teams and individuals in the care sector across Lancashire and South Cumbria.
- The aim is to share and promote the support given to people living in care homes and their own homes and encourage everyone who has been affected by this care, compassion and dedication to share their stories.
- Leading up to **Thank You Week** colleagues and members of the public are asked to share stories, pictures and messages of support and thanks
- This is a real opportunity to show our support for the care sector in what has been, and continues to be, a challenging time
- To share your words of thanks and support and to promote your best practice please send your messages and images along with the name of your organisation to Liz Williams e.williams18@nhs.net

ASSISTIVE LIFTING SERVICE

LCC and local CCG's have commissioned Progress Lifeline to provide a free, 24/7 'Non-injury' falls lifting service to residents of care and nursing homes across Lancashire.

- A Progress responder will usually attend within one hour, the average response time is just 25 minutes
- The team are trained in injury assessment and moving & handling of people, if they suspect an injury or feel it's unsafe to lift they will call NWAS
- A mobile lifting chair called a 'Raizer' is used to help the resident off the floor
- The team continue to wear appropriate PPE

ASSISTIVE LIFTING SERVICE

Making a referral

In the event a resident has a fall and there is no obvious injury call the Progress Lifeline alarm response centre on:

01772 436 783

For further information please contact:

Steven McKiernan

Service Delivery Manager

m: 07765231213

e: smckiernan@progressgroup.org.uk



Provider Forum Dates

Lancashire Care Provider Forum

Thursday 13 January 2 - 4 p.m.

Next steps

- The next webinar will take place on 10th December 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!