

Adult Social Care Provider Webinar

Friday 25th February 2022

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

- National Update (Ian Crabtree)
- Finance Update (Ian Crabtree)
- Vaccination Update (Nichola Morris)
- IPC Update (Nichola Morris)
- Adult Safeguarding Redesign (Asima Mister)
- Care Capacity Tracker update (Kieran Curran)
- PPE Update (Kieran Curran)
- AOB (Kieran Curran)

National Update

Ian Crabtree

National Update

- With the publication of the Living with Covid plan released on Monday, the government has ended legal restrictions in England and is instead asking the public to practice specific safe and responsible behaviours as the primary means of stopping the spread of the virus.
- From yesterday, the government has removed the legal requirement to self-isolate following a positive coronavirus (COVID-19) test and they have also ended routine contact tracing.
- Close contacts who are fully vaccinated will no longer have to test daily for 7 days, while unvaccinated close contacts will not be required to self-isolate.
- However, staying at home and avoiding contact with others is still the most effective way to avoid passing on COVID-19 if you are infected. The government has set out full, updated advice on what to do if you test positive for COVID-19.

Testing Positive

- Until 1 April, the Government are still advising people who test positive to stay at home.
- Adults and children who test positive are advised to stay at home and avoid contact with other people for at least five full days and then continue to follow the guidance until they have received two negative test results on consecutive days.
- From April, the Government will update guidance setting out the ongoing steps that people with COVID-19 should take to be careful and considerate of others, similar to advice on other infectious diseases. This will align with testing changes.
- Self-isolation support payments, national funding for practical support and the medicine delivery service will no longer be available.

UK Health Security Agency Advice

- With the virus still circulating in our communities, continuing to follow good public health behaviours is still vitally important.
- Dr Jenny Harries, Chief Executive at the UK Health Security Agency, has given the following message:
 - While everyone will welcome the progress we have made with the vaccination programme, it's important to remember that COVID-19 is still with us and presents a danger to many.
 - Vaccines will remain our first line of defence against COVID-19 and it is vital that everyone eligible takes up the offer of their latest jab.
 - Maintaining good hand hygiene, ventilating rooms well, and wearing a mask in enclosed spaces are simple steps that will also help minimise risk.
 - Free testing will remain on offer until the end of March and you should still book a PCR test if you have symptoms or take a rapid at-home test if you plan to visit someone vulnerable until then.

Living with Covid Plan

- The Living with Covid plan sets out how England will move into a new phase of managing the virus. The devolved administrations will each set out how they will manage this transition in due course.
- The plan covers four main pillars:
 - Removing domestic restrictions while encouraging safer behaviours through public health advice, in common with longstanding ways of managing other infectious illnesses
 - Protecting the vulnerable through pharmaceutical interventions and testing, in line with other viruses
 - Maintaining resilience against future variants, including through ongoing surveillance, contingency planning and the ability to reintroduce key capabilities such as mass vaccination and testing in an emergency
 - Securing innovations and opportunities from the COVID-19 response, including investment in life sciences

Health and Social Care Settings

- Although there is no longer a legal requirement for the general public with COVID-19 infection to self-isolate, **the advice for staff members working in social care settings has not changed and isolation rules still apply.**
- The updated guidance can be found here: [COVID-19: management of staff and exposed patients or residents in health and social care settings - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/covid-19-management-of-staff-and-exposed-patients-or-residents-in-health-and-social-care-settings)
- Updated guidance for supported living settings can be found here: <https://www.gov.uk/government/publications/supported-living-services-during-coronavirus-covid-19/covid-19-guidance-for-supported-living>
- Resident isolation guidance also remains the same.
- Guidance for care settings also currently remains unchanged on IPC/ PPE and testing programmes.
- There are submissions to Ministers re testing going forward for the sector and the consultation re VCOD ended last week so there will hopefully be an update in that respect imminently.

Interim Actions for H&SC Settings

- As we await DHSC to follow up on clarifications on setting specific guidance, interim actions to consider for your settings:
 - The strategy document refers to a new approach to IPC but due latter part of March so it would be a good idea to start updating training and ways of working.
 - Covid risk assessments and working safely are moving from a health and safety responsibility to a public health one from 1st April. It would be a good time to start reviewing all risk assessments and working practices around this.
 - Contingency planning - maintaining data, oversight of infections and an update of provider business resilience planning in the event of the need to respond back to new variants.

Finance Update

Ian Crabtree

Finance Update

Infection Control, Testing and Vaccinations

- Tranche 2 payment for the remaining 40% have been made. All payments should have been received by Monday 14 February 2022 and the payment reference will start ICF 5 TRANCHE 2
- The final report is due 11 April 2022, please ensure that the total spend is reported. This may mean reporting a spend above the allocation, which is possible on the e-form
- Any allocation which has not be spent will need to be repaid

Omicron Grant

- All payments have been processed by a one off payment
- We are currently finalising the reporting method and further information will be communicated once this has been completed

Finance Update

Workforce 1 Grant

- Tranche 2 payments have been made
- The e-form has been set up and the link has been shared
- The final reporting is due 22 April 2022

Workforce 2 Grant

- The early uplifts have been applied
- Reporting will be required via our e-form system. Exact requirements will be communicated when we know exact details. DHSC is yet to publish actual requirements.

Any queries about any of the grants please email
contractmgmt.care@lancashire.gov.uk

Vaccination Update

Nichola Morris

National Update

- The Living with Covid Plan, published on Monday, sets out how vaccines and other pharmaceutical interventions will continue to form our first line of defence
- The Government has accepted the JCVI recommendation to offer an additional booster to all adults aged over 75, all residents in care homes for older adults, and all over 12s who are immunosuppressed
- Further detail on deployment on the spring booster programme will be set out in due course
- An autumn annual booster programme is under consideration, subject to further advice
- The Government will continue to be guided by the JCVI on future vaccine programmes

Local Update

- Another big thank you for the fantastic effort for the vaccination rates across Lancashire, the current rate for resident boosters is at 86%
- Please continue to encourage staff to get their booster jabs - two doses provides some immunity but not as much as having the third booster
- You can use this link [here](#) to book your booster appointment or find a walk-in vaccination site
- You can also call 119 to book an appointment

IPC Update

Nichola Morris

Outbreak Information

- On 18/01/2022 we had **261** outbreaks across all residential and nursing settings
- Today we currently have **50**
- On 25/01/2022 we had **40** outbreaks across all domiciliary settings
- Today we currently have **8**
- Thank you for all your efforts and hard work with IPC measures, testing and vaccinations
- Thank you for keeping our most vulnerable safe

Masks

- The guidance on mask wearing in social care settings has not changed
- Social care workers are to continue to wear fluid-repellent (Type IIR) surgical masks
- There are no staff exemptions for mask wearing in social care settings

Admissions from hospital during outbreak

- The IPC team are able to support risk assessments for admissions to care homes (in outbreak) from hospital in exceptional circumstances
- Please email the IPC team if there are pending admissions from hospital whilst in outbreak:
infectionprevention@lancashire.gov.uk

IPC champions

- The IPC team will be doing a forum for IPC champions to attend in April
- The topic will be on post infection reviews
- More information will be emailed to the IPC champions nearer the time

Adult Safeguarding Redesign



Asima Mister, Programme Manager – Business Change

v_00 1 25.02.22

LCC Adult Safeguarding Redesign

- LCC's Safeguarding Adults service is currently undergoing a service transformation.
- Over the last year, the authority received over 24,000 adult safeguarding concerns raised by public and, professionals, resulting in circa 15,000 enquiries undertaken within the service to ensure the safety of vulnerable people with care and support needs.
- Approximately 76% of the safeguarding concerns were raised by providers and professionals working with vulnerable adults in the community. At least 25% were inappropriate alerts.
- As part of the transformation, we are keen to work with you to support and improve Safeguarding practice and improve our own role in the safeguarding process. We are keen to encourage working more closely together in our mission to protect vulnerable adults.
- There are a number of changes ahead in this journey.....

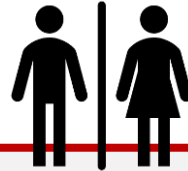
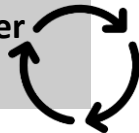
Key principles in the design



Promote a one Safeguarding service culture - flexible in its responsiveness to meet the needs of vulnerable adults



Reducing hand off's and 'managing work' processes to improve the experience for the service user, referrer and the Social worker



Improving our role and identity as a Safeguarding service to support Partners and Providers to improve Safeguarding practice.
Encourage collaborative /shared ownership and responsibility for safeguarding matters



Giving back SW autonomy and decision making - freeing them up to do the value work supporting Providers, vulnerable adults/families

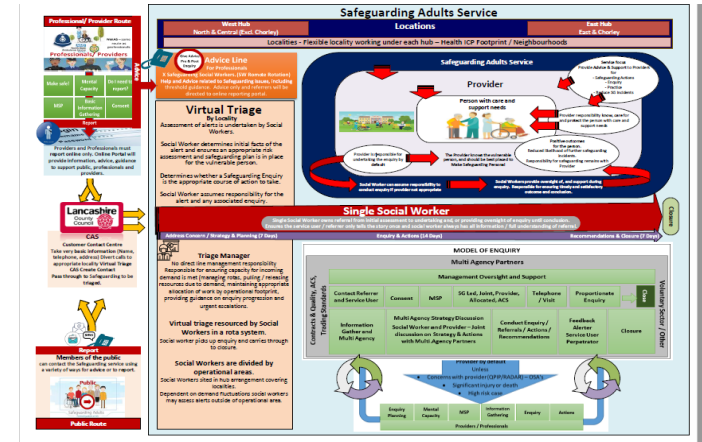


Recognising the diversity of concerns and need to undertake proportionate work rather than 'one size fits all' approach



Key features of the Redesign

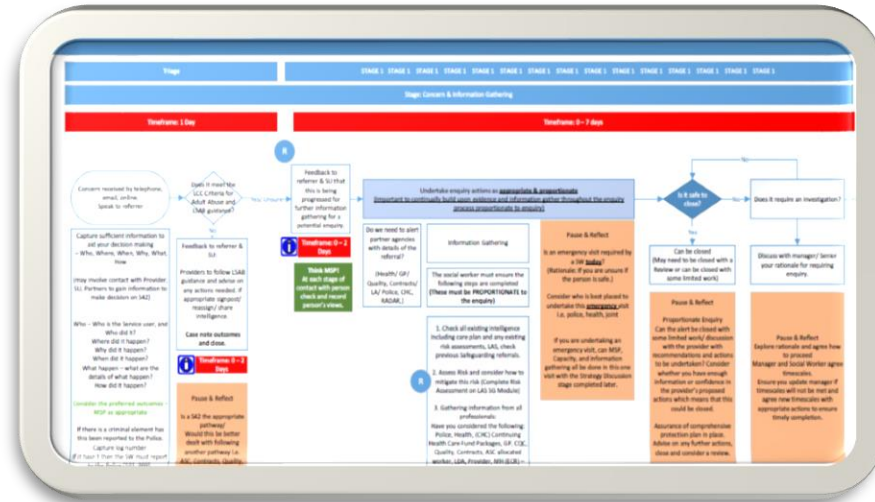
- Responsive to service demand (Public & Professionals)
- Social work expertise at front door
- Same Social worker start to finish –
 - improved experience/management of risk
- Provider supported enquiries - ‘Provider by default’
- Hybrid approaches to multi agency working (access to information vs location)
- Online reporting | assessment portal for Professionals
- New Model of Enquiry - Collaborative and proportionate enquiry
- Person centred design
- Professionals Advice Line



New model of enquiry approaches

Newly developed Model of Enquiry promotes,

- **Single Social worker** principle from start to end
- Proportionate responses to undertaking of a Safeguarding Enquiry
- Encourages greater Safeguarding accountability and responsibility for Partners/Providers through enquiries undertaken by the provider who is responsible for the day-to-day wellbeing of the person with care and support needs (PbD)
- Social worker oversight and consultative role – working alongside the provider to support and achieve quality outcomes
- Promotes closer collaborative working with all multiagency partners to achieve good outcomes for all



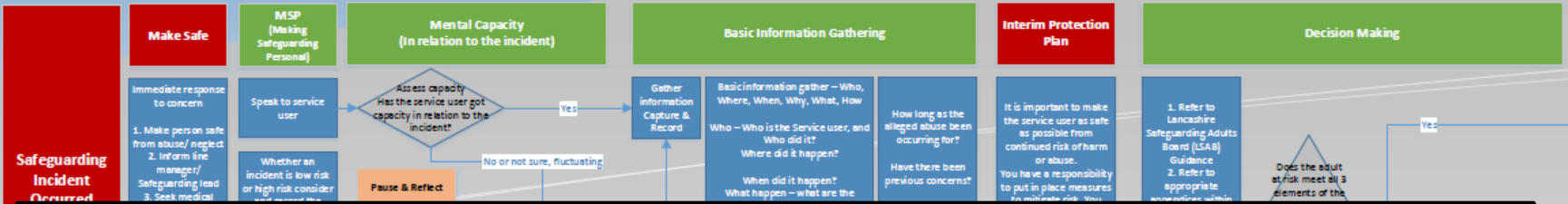
- Enhance Providers | Professional ability to undertake enquiries by improving closer relationships between Social workers and Providers providing oversight, support and guidance.
- Take more holistic approach when working with partners to enable adaptive and integrated ways of working with Quality and Contracts teams.

I have a concern – something has happened



Provider Framework

Adult Safeguarding: Provider Framework



**Introduction of the
 Provider Framework for Safeguarding Adults**

 Trialled from Nov 2021
 Due to go live - March 2022

A clearly defined structured framework for Partner | Providers

Minimum standards & expectations when faced with safeguarding concerns and undertaking of an enquiry

LCC Criteria for reporting Adult Abuse | Adult Safeguarding Protocol

2 LCC Safeguarding criteria for reporting Adult Abuse to the Local Authority.

Please follow the flow chart below. If at any point the answer is no, then the Local Authority is not the responsible partner and you should take appropriate local responses or contact the Police | Emergency Services if appropriate.

Step 1 Care & Support Needs Eligibility – Apply the criteria

1. Do the individual's needs arise from a physical or mental impairment...

Apply the LCC Adult Safeguarding Protocol & Criteria for reporting Adult abuse Live March 2019

Authority.
Date of issue: 22.11.2019
www.lancashire.gov.uk
Lancashire County Council

Low risk, isolated incident
No or minor harm has occurred

Reached with a proportionate approach taken to reduce a risk occurrence
Risk assessment/Action plan in place and are being followed

Incident not caused by a Person in a Position of Trust (PPOt)

professional oversight
Incident not caused by a Person in a Position of Trust (PPOt)

Significant impact on individual's health and wellbeing
Criminal act is suspected
Widespread, consistent ill treatment
Denial of human rights
Incident caused concerns about a P in position of Trust

medium to high risk
Some or significant harm or risk of harm

Make Safeguarding personal

Refer to full guidance at www.lancashire.gov.uk

If a criminal act or emergency ring 999 or 101 non-emergency

Lancashire County Council healthwatch Lancashire People First

Think Care Act

Think Responsibly

Level 1 Low Risk Unlikely to raise a Safeguarding concern
Adults experiencing some harm or risk of harm

Level 2 Medium Risk Possibly raise a Safeguarding concern
Adults experiencing some harm or risk of harm

Level 3 Medium to High Risk Raise a Safeguarding concern
Adults experiencing significant harm or risk of harm

LANCASHIRE ADULT SAFEGUARDING PROTOCOL

Risk Indicators

Actions

<https://www.lancashire.gov.uk/safeguarding>



Search Lancashire.gov.uk

Search

All services

Introduction to the new LCC Adult Safeguarding Portal

Due to go live mid March 2022

- Deliberately or unknowingly causing harm
- Failure to protect people from abuse

Are you a:

Member of the public

Practitioner or professional

Lancashire Safeguarding
Adults Board

[Lancashire Safeguarding Adults Board](#)

Responsible for all safeguarding and
adult protection activities in Lancashire

Toolkit for Providers & Professionals



Home / Health and social care / Adult Social Care / Report a concern about an adult (b)

Safeguarding guidance

Use the following guidance to make an Adult Safeguarding decision.



Safeguarding toolkit for providers and professionals

The guidance is for providers and practitioners safeguarding adults with care and support needs. It is intended to assist in the management of risk and making appropriate decisions around the level of support and response required to suspected or recognised abuse.

- ⊕ [Criteria for reporting adult abuse](#)
- ⊕ [Responsibilities for partner agencies - additional information](#)
- ⊕ [LCC adult safeguarding protocol](#)
- ⊕ [Provider framework for undertaking Safeguarding Adults](#)
- ⊕ [Safeguarding for Professionals - guidance and procedures](#) (Lancashire Safeguarding Adults Board)

Abuse specific guidance

- ⊕ [Fall - guidance](#)
- ⊕ [Medication errors - guidance](#)
- ⊕ [Service user to service user incident - guidance](#)
- ⊕ [Financial abuse - guidance](#)
- ⊕ [Pressure ulceration - guidance](#)
- ⊕ [Unsatisfactory/adverse hospital discharge - guidance](#)
- ⊕ [Domestic abuse](#)

⊕ [Medication errors](#)



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Home / Health and social care / Adult Social Care

Are you concerned about a vulnerable adult?

Adult safeguarding supports adults who have **care and support needs** and experiencing, or at risk of **abuse, neglect or exploitation** and **unable to protect themselves**.

Abuse occurs when someone's human and civil rights are violated by someone else. This can be

- A single or series of actions of abuse
- Deliberately or unknowingly causing harm
- Failure to protect people from abuse

Are you at:

Lancashire County Council

Search Lancashire.gov.uk

Home / Health and social care / Adult Social Care / Report a concern about an adult

Is the adult in immediate danger or subject of a crime?

Keep updated

The latest news and information from the council, straight to your inbox, every month.

Lancashire County Council

Search Lancashire.gov.uk

Home / Health and social care / Adult Social Care / Report a concern about an adult (b) / professional

Are they able to protect themselves from either the risk or experiences of abuse or neglect?

They will need to protect themselves from either the risk or experience of abuse or neglect.

Keep updated

The latest news and information from the council, straight to your inbox, every month.

Adult Safeguarding Portal



Report an Adult Safeguarding concern

Your concern Concern details ⓘ Person of Concern

Information about your Concern

Please provide details of the risk/harm

Have you reported this concern previously?

Consent

Consent should always be sought unless there is an immediate risk of serious harm.

Has the individual's consent been obtained?

Is information being gathered and shared with other agencies?



Report an Adult Safeguarding concern

Your concern Concern details Person of Concern Person alleged to have caused harm Your details

Please note: This form will automatically timeout after **40 minutes**. If you have not submitted the form by then, you will be unable to do so and will lose any information you have entered. If at any point whilst filling the form you feel you will be unable to complete it within the time limit, **please click Save and provide an email address**. This will send you an email with a link to resume filling the form. When you click on the link you will again have 40 minutes in which to submit the form, but can also save the form again at any time.

What is the primary nature of your concern or the abuse? ✓

This can include, but is not exhaustive to: Assault, Hitting, Slapping, Pushing, Restraint, Inappropriate physical restrictions or handling processes, Female Genital Mutilation (FGM)

PHYSICAL ABUSE

LOW RISK No harm Isolated incident	MEDIUM RISK Some harm or risk of harm Gather more information to inform decision making and next steps.	MEDIUM TO HIGH RISK Some or significant harm or risk of harm
UNLIKELY SAFEGUARDING	POSSIBLE SAFEGUARDING	SAFEGUARDING
Risk Indicators <ul style="list-style-type: none"> No or minor harm has occurred Isolated incident – no or minor harm and minimal impact to the person. Resolved with a proportionate approach taken to reduce a recurrence. Internal policies and procedures are MCA and Care Act compliant 	Risk Indicators: <ul style="list-style-type: none"> Minor marking found, no clear explanation. Repeated incidents/patterns of similar safeguarding concerns. Carer breakdown. Risk can/cannot be managed appropriately with current professional oversight. Incident not caused by Person in a Position of Trust 	Risk Indicators: <ul style="list-style-type: none"> Unexplained or significant marks, lesions, cuts or grip marks. Where there is concern the standard of care is a contributing factor in resulting harm. Physical assaults or actions that result in significant harm or death. Incident caused by a Person

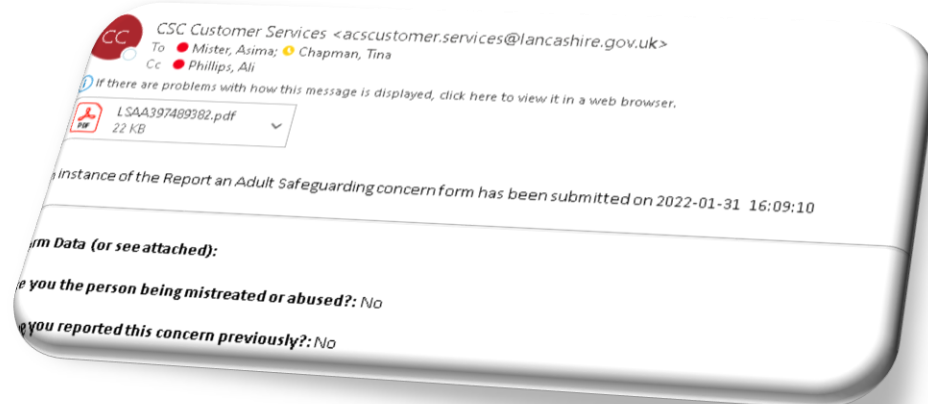


Adult Safeguarding Portal - Confirmation

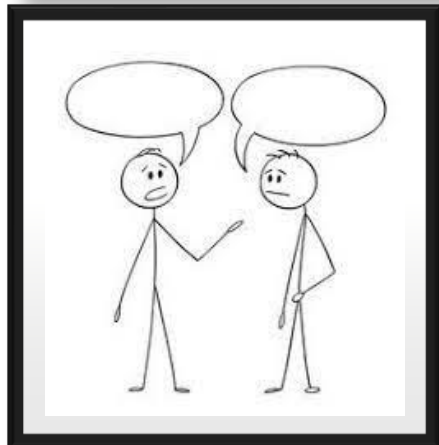
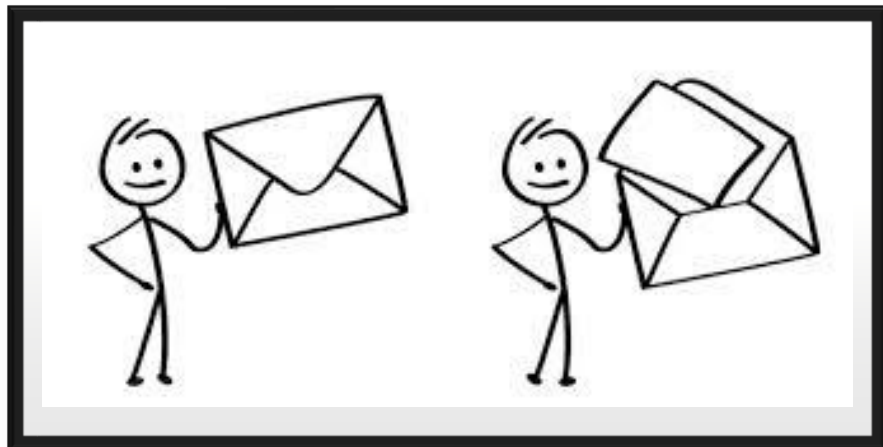


Lancashire Safeguarding Adults Alert Process
Reference: LSAA397489382

Your Concern	
Are you a	public
Are you the person being mistreated or abused	No
Have you reported this concern previously?	No
Is the adult at risk aware you are making this referral??	No
Person at Risk	
Person at Risk	
First Name	sss
Surname	sss



Notifying and Recording



- Replaces Appendix 1 Checklist

- Organisational Procedures
- Care Quality Commission

Next Steps....

- **Portal Go live – Mid March**
- **Provider Onboarding – rollout of the Provider Framework**
- **Model of Enquiry approaches during the safeguarding process**
- **Enquiry template documents – review & redevelop**
- **Provider | Professionals Toolkit – continued development**
- **Professionals Advice Line**
- **Provider and Service User Experience form**

A Mister v_01

END | Q&A



Mister, v_001 25.02.22

Care Capacity Tracker Update

Kieran Curran

Care Home Online Proxy Ordering Survey

There is a survey that providers are being encouraged to complete and one that will go live next week.

Care Home Online Proxy Ordering Survey

- This quick and easy 3 question survey regarding ordering medication online, on behalf of residents gives care homes the opportunity to request support in setting this process up
- This will help identify those that already nationally order their medication online and access further information through their GP system and enable those that do not the opportunity to request additional support
- Care homes that have not already completed this survey can access the survey until **28th February 2022** via the Manage your care homes page
- FAQ can be found within the Resource Centre's Survey Folder

Deterioration Tool – Survey

- This is due to be launched on the NECS tracker on **1st March** and will close on the **31st March**
- By completing the survey, care homes will be helping the [NHS National Patient Safety Improvement Team](#), including Patient Safety Collaboratives through the Academic Health Science Networks, to understand more about what happens when residents experience an episode of acute physical deterioration
- It will help the team to understand which tools are used and how deteriorating residents are identified, and managed, across care homes in England
- The survey also aims to capture information about any dementia tools currently in use. While this is not currently part of the NHS National Patient Safety Team's support offer the information provided will help shape any future support offered by National NHS Teams.

PPE Update

Kieran Curran

PPE Update

There is currently an excess amount of the following stock:

- Nitrile Gloves Medium and Large in particular
- Visors
- Aprons
- Gowns
- IIR Mask
- Clinical Waste Bags
- Bin Bags
- Yellow Bags
- Tiger Bags

PPE Update

- In an attempt to reduce PPE stocks, access to these products is open to all services: all health and social care providers and Internal services within LCC
- In addition, services that have not had access to the stock are invited to apply
- There is not an exhaustive stock but there is enough to be able to provide for a number of months should it be required
- Requested stock can be delivered within 5 days of an order being placed Monday – Friday
- If people wish to apply for stock, they should apply via the following email: careproviderppe@lancashire.gov.uk
- You will then be sent an order form to complete and return.

AOB

Kieran Curran

Individual Service Fund Workshops

- Do you provide care and support to people under an Individual Service Fund (ISF) arrangement – mostly providers of supported living for people with a learning disability and /or autism?
- We will consult with providers on a draft ISF policy in the coming months
- ISFs have been in place for many years but this draft policy presents an opportunity for both the county council and providers to find out if current practice is in line with the policy. This may mean significant changes in systems and processes used by the county council and providers who hold ISF agreements
- We are holding online workshops to provide more details on the draft policy
 - March 1
 - March 7
 - March 21

[Book your place here](#)

Applications are open for Phase 2 of the Digital Social Care Records Programme

Who can apply?

Any CQC regulated care/nursing home provider in Lancashire and South Cumbria can apply for the initiative providing you meet the criteria:

- Currently using paper to record care activities
- Willing to share learning with other care providers
- Have an active NHSmail @nhs.net or @gov.uk account or an [accredited email conforming to DCB 1596](#)
- [Data Security and Protection Toolkit](#) standards met or evidence of working towards standards met
- A commitment to attend fortnightly project review meetings
- Wi-fi connectivity in all rooms
- We will identify 40 care homes who are most at risk of digital exclusion and most likely to benefit from support

You will receive...

- Funding for the Digital Social Care Record, including licences and on-going support for three years
- Financial support to purchase the relevant hardware required to implement the digital social care record
- Hands-on support to implement the digital social care record into your care home
- Connections with care home providers who are also implementing a digital social care record including a Community of Practice, supporting you through the transition period

To apply...

- Each care home should have received an email invitation from the Contract Team with further details on the fund and a copy of the application form
- Each care/nursing home provider can submit one application per home
- The application must be endorsed by the Senior/Registered Manager and the homeowner
- All sections of the form must be completed (incomplete forms will be returned)
- Applications must be submitted by 12 noon on 30 March 2022
- If you have any questions please contact either sue.capstick@nhs.net or Deborah.Gent@lancashire.gov.uk

Webinar: Health Checks for people with Learning Disabilities

- The National Development Team for Inclusion (NDTI) is hosting a webinar on the importance of Annual Health Checks for people with Learning Disabilities
- [While the 17 March webinar is fully booked you can sign up to receive a recording of the event](#)
- This webinar is aimed at all those supporting people with learning disabilities and includes people who work in: residential care, supported living, shared lives, self-advocacy and family members

Next Provider Forum

Lancashire Care Provider Forum
3 March 2-4 p.m.

[Click here to join the meeting](#)

Next steps

- The next webinar will take place on 18th March 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!