



Care Sector Support Offer

COVID-19 RECOVERY PLANNING

MAY 2020

Requirements

On May 14th 2020 the government announced a new £600 million Infection Control Fund to support providers.

Helen Whatley, Minister for Care, has set out requirements for local authorities to access this fund.

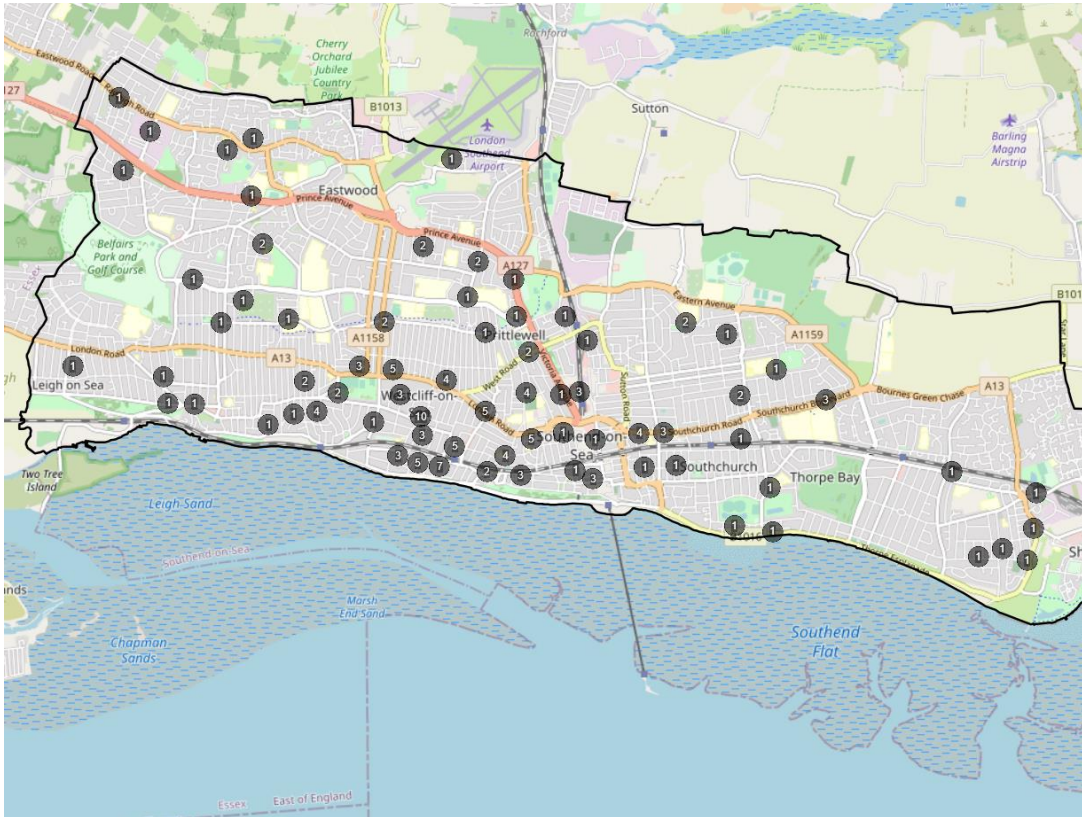
Current requirements focus on **care homes**. We are also planning to support the broader care sector.

A planning return should be submitted by 29 May.

- a **letter** that sets out a short overview of current activity and forward plan;
- a **short template** that should confirm the current level of access to the support offer, including from homes SBC does not commission
- confirmation that local authorities are carrying out a **daily review of the local care market** and taking actions immediately where necessary.

In the spirit of transparency, these planning returns should be made public.

Care Homes in Southend



There are 95 residential care providers in Southend.

There are 2,113 care home beds (CQC, May 2020).

The majority of homes are small providers (73% only run one home).

Southend has a relatively high number of care home beds (13/152 authorities)

Focus	Requirements	Status	Actions
1 Infection prevention and control measures	<ul style="list-style-type: none"> Ability to isolate residents within their own care homes Actions to restrict staff movement between care homes Paying staff full wages while isolating following a positive test 	Green	<ul style="list-style-type: none"> 13 isolation beds in alternative provision Some homes able to isolate covid+ residents Supertrainers in place; training in all care homes by 29/5/20 Over 40% of Southend homes have consistently paid staff their full wages when self isolating and additional funding will move to 100%.
2 Testing	<ul style="list-style-type: none"> Registration on the government's testing portal Access to COVID 19 test kits for all residents and asymptomatic staff Testing of all residents discharged from hospital to care home 	Green	<ul style="list-style-type: none"> Registration level –checked – PHE information sharing ask PH and HPT have provided a Standard Operating Procedure for swabbing to support care homes All patients are currently being tested on discharge from hospital
3 PPE & Clinical Equipment	<ul style="list-style-type: none"> Access to sufficient PPE to meet needs Access to medical equipment needed for Covid19 	Green	<ul style="list-style-type: none"> Care homes currently have access to PPE to meet their needs. Providers are still accessing DHSC stocks, as required SBC has provided emergency PPE at regular intervals, supplies are not causing concern presently. All providers have been supported to source the appropriate PPE supplies through reliable sources. Medical equipment for remote monitoring is starting to arrive for distribution
4 Workforce support	<ul style="list-style-type: none"> Access to training in the use of PPE from clinical or Public Health teams Access to training on use of key medical equipment needed for COVID19 Access to additional capacity including from locally coordinated returning healthcare professionals or volunteers 	Green	<ul style="list-style-type: none"> Training has been consistently provided by Care Home Education Team on infection control and correct use of PPE. Will also provide training on medical equipment usage
5 Clinical support	<ul style="list-style-type: none"> Named Clinical Lead in place for support and guidance Access to mutual aid offer (primary and community health support) 	Green	<ul style="list-style-type: none"> Clinical leads in place Mutual Aid offer

Response

Supporting the Sector



1: INFECTION
PREVENTION AND
CONTROL MEASURES



2: TESTING



3: PPE & CLINICAL
EQUIPMENT



4: WORKFORCE
SUPPORT



5: CLINICAL SUPPORT



6: FINANCIAL
SUPPORT



7: OVERSIGHT AND
ESCALATION

Infection Prevention and Control



13 isolation beds in alternative provision for symptomatic and asymptomatic patients being discharged from hospital

Some homes are able to isolate covid positive residents

Training is provided through the Care Home Education Team (EPUT)

Over 40% of Southend homes have consistently paid staff their full wages when self isolating and the additional funding will support 100% compliance with this.

Providers are required not to allow staff to move from home to home

Training on 'donning & doffing' Personal Protective Equipment has been provided via a website for all providers (<https://coronavirus.msehealthandcarepartnership.co.uk/health-and-care-staff/useful-resources/care-home-resources/>).

Additional information will be provided with medical equipment distributed to all homes, including additional graphic info on donning and doffing.

Essex County Council has shared a 'tracker' for care homes which are struggling with effective infection control. The plan to use same in Southend and this will be in place by June.

Doors closed to visitors, as per guidance from Southend Borough Council

Testing



The percentage of Southend care homes registered on the Government portal stands at 63% with 60 homes having done so. The Council is working to support the remaining homes to register as a matter of urgency

Southend Borough Council and Public Health England have provided a Standard Operating Procedure to support care homes in managing Covid 19. This is aligned to the national guidance

Asymptomatic residents and staff – go through the portal; symptomatic residents and staff are swabbed by Commisceo

Residents are currently being tested on admission to hospital and tested on discharge. No person is returning to a home until confirmed negative by test.

Once the data on the ordering of testing kits by care homes has been confirmed, triangulation of testing of staff and residents and results of testing will be carried out

PPE and Clinical Equipment



Care homes currently have access to Personal Protective Equipment to meet their needs. The local resilience forum is working collectively across Essex to ensure supplies to care homes.

Southend Borough Council has provided emergency Personal Protective Equipment at regular intervals. Providers are still accessing government stocks, when needed and when difficulty arises in routine supply chains.

All providers have been supported to source the appropriate PPE supplies through reliable sources.

Medical equipment for remote monitoring is starting to arrive. An order was placed prior to Central Government dispatch.

There are ten homes that currently have remote monitoring equipment, and we anticipate all homes to have this by end June. Equipment training is in place, with follow up training arranged, as necessary.

Delivery of equipment will be supported by the Southend Equipment Service

Workforce



Training has been provided by Care Home Education Team for Personal Protective Equipment, face-to-face (where possible), video and 'virtual' methods. A training attendance list is being created to cover all staff and all training methods. Nursing homes will be targeted first, as there is no District Nursing oversight in these homes in relation to infection control practice.

There is a requirement that at least 1 staff member in each home is trained immediately.

Verification of Expected Death training has also started in a small number of homes

The Care Home Education Team have a target of training all care homes by the end of May

Support to staff who are dealing with bereavement from client deaths is in development and will be rolled out from June

There is capacity to support care homes with volunteers but to date there have been no requests for such aid. Care homes have created new staff rotas to reduce reliance on volunteers.

Clinical Support



Identified clinical leads for every care home are in place, including learning disability and mental health as well as older peoples' care homes

PH and HPT have provided a Standard Operating Procedure for swabbing to support care homes

Details of Mutual Aid offer explored, and ongoing offer is in place, but no requirements highlighted to date

General Practitioners and specialist Allied Health Practitioners are conducting virtual ward rounds in each care home on a weekly/daily basis as needed

Specialist Multidisciplinary Team meeting is held weekly to support care homes with residents who have dementia or other mental health needs

Telehealth and digital equipment for remote monitoring to support remote MDT working and 24/7 remote consultations, plus training, is being rolled out across all homes and will be in place by end June

Information is routinely shared between the Multidisciplinary Team and primary care

Financial Support



Southend has been allocated **£2,734,683**.

75% of this will go directly to care home providers and this funding equates to **£970.20** per bed. This is a total of **£2,051,012**.

The remaining 25% (**£683,670**) is for local determination. Southend has made a policy decision to distribute the majority of this funding directly to social care providers to support infection prevention and control.

We will provide 10% (**£273,468**) of the funding to home care providers and will distribute this fairly amongst the 54 local providers.

We will fund supported living providers with SBC residents on the same basis as residential care. There are 203 supported living placements and this will cost **£196,950.60** (7%).

The remaining funding (8%) will be used to fund additional infection control professional advisors for Southend care providers and to provide additional out of hours escalation support.

Financial Support Spending and Audit Requirements



Funding will be distributed in two tranches. We are making the necessary arrangements to make the payments to providers. Providers should receive the first payment shortly, providing they have registered with the Council and agreed to comply with the central governments spending and audit requirements (listed below).

1. Evidence that members of staff work in only one care home. This includes staff who work for one provider across several homes or staff that work on a part time basis for multiple employers and includes agency staff (the principle being that the fewer locations that members of staff work the better)
2. Evidence that limiting or cohorting staff to individual groups of residents or floors/wings, including segregation of COVID-19 positive residents;
3. Evidence active recruitment of additional staff if they are needed to enable staff to work in only one care home or to work only with an assigned group of residents or only in specified areas of a care home, including by using and paying for staff who have chosen to temporarily return to practice, including those returning through the NHS returners programme.
4. Evidence that steps to limit the use of public transport by members of staff are in place e.g, use of private vehicle, walking, cycling or use of local taxi firms for the purpose of going to and from work.
5. Evidence the provision of changing facilities and rooms, and secure bike storage, on site car parking etc
6. Evidence the Provision of accommodation for staff who proactively choose to stay separately from their families in order to limit social interaction outside work. This may be provision on site or in partnership with local hotels.

These reporting measures are a requirement of receiving state aid from the infection control fund and are set by Central Government. Inclusion of these measures in the provider's business continuity plan is under consideration, along with an annual review of the provider's financial stability.

Oversight



A daily review of the local care market is in place. This produces an escalation report for internal SBC review and action.

This daily review covers key elements of local provision

- Care Homes
- Home Care
- Supported Living
- Day and Community Services

Capacity trackers for local provision as above will be reviewed daily by administrators, and any care homes or home care causing concern will be notified to the contracts management team for same-day follow-up.

Since the start of COVID 19, the NHS Capacity Tracker has been used as a trigger to identify homes requiring additional support.

The new Adult Social Care domains will be included in this and be part of the overall RAG rating for each service.

A new management rota to provide senior decision-making capability (Public Health, SBC and CCG commissioning, ASC and NHS professionals) is being drawn up to cover 7 days a week

Escalation



Escalation

Care market oversight is carried out by the contracts team for all local provision.

Bronze, Silver, Gold management and escalations are show.

Bronze: chair (Karen Peters) contract management team

Silver (care sector hub): chair (Margaret Allen) commissioning, contract management team, CQC, public health, clinical lead

Gold: chair (Benedict Leigh) director of commissioning, DASS, AO, DPH

Bronze

- Daily provider check
- Contact with non reporting providers
- Management of BAU improvement work

Silver (Care Sector Hub)

- New COVID-19 outbreaks
- Ongoing non reporting
- New quality concerns
- Financial sustainability concerns

Gold

- Provider failure risk
- Excess mortality risk
- Closure recommendation
- Placement freeze recommendation

Next Steps



Ongoing delivery of care sector support

Building on existing work with care providers to ensure the whole sector is supported

Expanding the financial offer and infrastructure support

Review of training support for care homes and home care from CCG and SBC to ensure joined up and remotely accessed training

Expand the infection control professional support to providers



Care Workforce

Ongoing work on developing a care workforce strategy through the LWAB to celebrate and support the local care workforce



Developing a strategic approach to the market

A sustainable care market for Southend

A modern care offer for residents (Adopt, Adapt, Abandon)

Moving towards outcomes based commissioning

Delivering Southend 2050 in a care sector context



Sustainability of the response over the next 18 months

Detailed work is ongoing on the overall quality and sustainability of the care market in Southend in line with the councils Southend 2050 vision

Governance

