

# **Lancashire County Council Adult Social Care: COVID-19 support to providers and Winter preparations**

**Health Scrutiny Committee**

**15<sup>th</sup> September**

# Overview

- In summary, this report provides details of:
  - Support to adult social care providers during the COVID-19 pandemic
  - The Adult Social Care Winter Plan
- The Committee is asked to note the content of this presentation report and the accompanying covering note

# Report Content

- Adult Social Care Officers have been asked to share information and updates with the Committee on the following areas:
- COVID-19 support to providers:
  - Relatives Visiting
  - Support from the Council
  - Provider Engagement
  - Infection Prevention and Control/Outbreak Management
  - Testing
  - Staffing
  - PPE Supply – Recovery /Future
  - Test and Trace

# Report Content (cont)

- Flu immunisation
- Winter Planning
- Feedback from adult social care providers (provider reps from extra care, residential care, domiciliary and supported living services will be in attendance at the Committee meeting)

# Relatives Visiting

- Lancashire County Council (LCC) was quick to respond to Government easing announcements (June 2020) in developing information and guidance for care homes and supported living settings to safely allow visiting.
- The information pack signed off by the Lancashire Resilience Forum (LRF) included a risk assessment, suggested questionnaire for potential visitors and advice on pets and children; positive feedback from providers on the guidance.
- Guidance updated and reissued in response to further changes in lifting of government restrictions, the publication of national guidance re: visiting in care home, published on 22 July and local restrictions being implemented in areas of East Lancashire and Preston
- Providers advised that should districts enter the 'further intervention' category County Council would notify ASAP. Key message to be prepared to restrict visitors when requested to do so by LCC Director of Public Health.
- Interactive webinar delivered to providers at their request, to address issues and queries and share good practice and learning from LCC in-house older adult residential services and adult disability services.
- Further work being undertaken by a COVID-19 task and finish group specifically to co-produce guidance and best practice on how to support people who may struggle to understand or apply Government guidance on keeping safe from COVID-19.
- LCC Communications Team has worked with officers to develop easy ready resources to support families and providers, including a visiting guidance poster and top tips.

# Support to Providers from the Council

- Provider financial assistance scheme established in March. Purpose to support providers with COVID-related additional costs. Scheme continues to run.
- Daily welfare calls via the Care Capacity Tracker Team to establish how settings are coping and to advise on issues/challenges faced. Call content has been changing throughout and will continue to be adapted to flex to the changing requirements of providers and challenges faced during the ongoing pandemic phases e.g. testing, Infection Prevention Control. Data from the calls feeds into dashboards to enable teams to have a clear overview of outbreaks, staffing levels, PPE supplies, etc and uploads data into NECS (a national NHS reporting system) on behalf of providers; this enables them to fulfil reporting requirements for the Government's Infection Control Fund Grant.
- Development of an escalation process and procedure to quickly respond to care providers that need additional wrap around support.
- Bespoke provider failure plan (stress tested successfully via LRF) to respond to COVID-related breakdown in services.
- Advocating for the care sector via the launch of an Adult Social Care Cell as part of the Lancashire Resilience Forum structure, chaired by Louise Taylor, Executive Director of Adult Services and Health and Wellbeing.

# Provider Engagement

- Weekly provider webinars via Zoom from mid-March; then changed to fortnightly in July
- Dedicated section of LCC provider portal for all coronavirus related updates
- Providers encouraged to submit questions via portal and the webinars
- FAQs developed and/or answers directly to individual providers.
- Fortnightly newsletters bring together key messages from the webinar and other useful current Covid updates
- Additional theme-specific webinars delivered as requested i.e. Infection Control Fund, safe re-opening of day services, visiting guidance.

# Infection Prevention and Control/Outbreak Management

- Information, advice and guidance provided by the County Council's Infection, Prevention and Control Team on notification of an incident or an outbreak.
- Regularly attend provider webinars to share learning and the latest guidance from Department of Health and Social Care and Public Health England.
- IPC Train the Trainer to support NHS England commitment to educate and reinforce IPC messages.
- IPC measures updated in contract monitoring.
- New team in place to manage outbreaks within care settings. Role is to prevent escalation of outbreaks through considering staff movement, use of IPC, auxiliary workforce etc.



# Testing

- Challenging as dependant on Clinical Commissioning Groups (CCG) during early stages of the pandemic.
- Development of LCC testing hub to simplify referral pathways.
- Whole Home testing; swabbing support via NHS swabbing teams and Rubicon/St Johns volunteers.
- Continues to prove to be a key area of interest for providers in both accessing testing and interpreting results
- LCC signed up to new outbreak management pathway with Public Health England North West which will also offer whole home test based on a risk assessment.

# Staffing

- Lancashire Temporary Staffing Agency (LTSA) established to recruit paid staff to support care homes where additional staff resource was required and could not be met via establishment workforce and agency staff.
- Staff able to undertake a variety of roles within a home, including personal care, admin duties etc.
- Over 150 staff signed up across Lancashire; majority want to pursue a career within the care sector.
- 2 week shadowing placement in a home to ensure that staff are suitable to be deployed.
- Deployed into a home for a maximum 4 week period, at no cost to the provider.
- LTSA staff have supported homes in crisis to ensure safe staffing levels are maintained.
- Future options for the workforce are being considered to support the sector during Winter pressures and a potential second wave of COVID.

# PPE Supply - Covid Peak

- Early pandemic PPE supply chain disruption meant that the Authority needed to support PPE access.
- Throughout the pandemic, Lancashire has maintained a supply of PPE to support the demand as required/requested by social care providers; this supply has been made up from LRF resource and LCC purchase.
- Information from Care Capacity Dashboard and consultation with social care providers suggests a stabilisation and reliability of the PPE supply chain.
- Additionally there is now a national PPE Ebay Portal for social care providers, with a phased enrolment of service providers based on size of organisation.
- Request for LCC support to access PPE continues but has reduced.
- LCC have been able to operate a next day delivery (same day in some circumstances)

# PPE Supply - Recovery /Future

- LCC intends to continue to support PPE access in emergency situations.
- Providers will be encouraged to access their own PPE, and utilise LCC stock for emergency/urgent provision.
- A level of PPE stock will be maintained based on known supply and demand (3-6 months).
- Financial assistance is available to support additional COVID-related costs, including PPE.
- Longer term financial assistance/incorporation of additional PPE costs into price for care to be considered.

# Test and Trace

- COVID-19 Testing:
  - ❖ LRF testing strategy in place: Mobile testing units, community testing stations in Pendle, Hyndburn, Preston and Burnley.
  - ❖ As at 16<sup>th</sup> August over 5,500 community testing station tests carried out. Positivity rate of community testing varies from 0.86-2.5% across districts.
- Local **positive case contact tracing**: starting with Pendle 25<sup>th</sup> August, Hyndburn, Preston and Burnley from 2<sup>nd</sup> Sept. Remaining districts in phased approach.
- National discussions on Pendle, Blackburn with Darwen and Oldham to be allowed to carry out local contact tracing; redesign of national system.

# Flu vaccine eligibility: 2020/21 flu season

- all those aged two to eleven (but not twelve years or older) on 31 August 2020
- people aged six months to under 65 years in clinical risk groups
- all pregnant women (including those who become pregnant during flu season)
- people aged 65 years and over (including those becoming 65 years by 31 March 2021)
- people living in long-stay residential care homes or other long-stay care facilities carers
- household contacts of those on the NHS shielded patient list and immunocompromised individuals
- all frontline health and social care workers
- individuals between 50 and 64 years may be offered flu vaccine under the NHS flu vaccination programme following prioritisation of other eligible groups and subject to vaccine supply

# Residential care/nursing home residents and staff

- The community pharmacy seasonal influenza advanced service framework will be amended to enable community pharmacies to vaccinate both residential care/nursing home residents and staff in the home setting in a single visit to increase uptake rates.
- GP practices are also able to vaccinate in the residential/care home, residents and staff who are registered with the practice.

# Flu immunisation should also be offered to:

- **those living in long-stay residential care homes or other long-stay care facilities** where rapid spread is likely to follow introduction of infection and cause high morbidity and mortality (this does not include prisons, young offender institutions, university halls of residence, or boarding schools unless of primary school age, however, does include people in receipt of social care in prisons; flu plan is devised by NHS Specialist Commissioning)
- **those who are in receipt of a carer's allowance, or those who are the main carer** of an older or disabled person whose welfare may be at risk if the carer falls ill
- **household contacts of patients on the NHS shielded patients list and immunocompromised individuals**, specifically those who expect to share living accommodation on most days over the winter and therefore for whom continuing close contact is unavoidable
- **health and social care staff in direct contact with patients/service users** should be vaccinated as part of an employer's occupational health obligation



# Winter Planning - Context

- For the last 5 years, Adult Social Care have developed a Winter plan that sets out the challenges of Winter and the response to it. The plan sits alongside and contributes to the mandatory NHS plans produced by each Integrated Care Partnership.
- This year is anticipated to be a 'Winter like no other' in terms of the multiple challenges that health and social care could face. Our planning has therefore been driven by the following areas of (potential) pressure:
  - Usual Winter pressures
  - Avoidable Care Home admissions
  - NHS Phase 3 Planning & Restoration
  - Mental Health / Safeguarding
  - Resilience of social care workforce
  - Restoration of Continuing Healthcare processes
  - Continuation of existing iBCF / Winter funded posts
  - COVID
  - Market Stability / Sufficiency / Suitability
  - New Discharge to Assess Arrangements
  - Recruitment Timescales
  - Social Care priorities
  - Brexit

# Winter Planning - Funding

- For the last 3 years, Adult Social Care has received 'Winter funding' in the form of a ring-fenced grant as part of the Better Care Fund. This year's allocation is not ring-fenced specifically, but fully pooled into the Fund.
- This year, due to the unprecedented challenges across both social and health care, alongside the need to continue to fund some existing critical temporarily funded teams, the financial implications are significant. Planning is not limited just to Winter, but across the next 12 months and therefore costs have been calculated for 6 and 12 months, based on reasonable assumptions:
- As part of the Integrated Care System (ICS), LCC have submitted proposals based on these assumptions to be considered for NHS Winter funding to support the social care capacity required.
- The Winter funding required to ensure risks are managed, people are supported to be safe and well, and wherever possible able to be supported in their own homes, is supported by Corporate Management Team.

# Winter Planning - What's In The Plan?

The Winter plan sets out a range of service enhancements and adult social care responses designed to enable more people to return directly home after a stay in hospital, avoid unnecessary hospital or Care Home admissions and have the opportunity to maximise their independence. Plans are in place to support the management of service capacity, to ensure that the right service will be available to people at the time when they need it.

The Plan sets out what we will do in response to Winter including:

- Service capacity enhancements including :
  - Additional Crisis Hours
  - Additional 'Home First' Hours
  - Additional Reablement Hours
  - Additional 'Roving Nights'
  - Shoring Up Intermediate Care Provider Leadership across 7 days
  - Mobile Telecare
  - Home First Hours for people with more complex needs
  - Residential Rehab Referral Management Hub
- Additional Staffing Capacity
- Continued Support to Care Homes – recovery and outbreak management
- Resilience and Escalation

# Winter Planning - Next Steps

- Continue to work collaboratively with the NHS and other organisations regarding Winter planning
- Continue to press the case for NHS contribution to social care capacity across the Winter period
- Secure ratification from the NHS locally regarding the proposed funding and application, which includes providing stability for a further 12 months to critical temporary funded social care services/teams
- Continue to support the sufficiency and stability of the care market as part of Winter and COVID response planning
- Work quickly with care providers to recruit and get required additional capacity in place
- Finalise the social care plan once funding commitments are known (also awaiting national social care winter template)
- Share and communicate the Plan