

## Provider Call Covid-19 – Call 21

<b>Chairs</b>	Sophie Chester-Glyn (Manor Community & Coproduce Care) <a href="mailto:sophie@coproducecare.com">sophie@coproducecare.com</a> David Smallacombe (Care & Support West) <a href="mailto:david.smallacombe@careandsupportwest.com">david.smallacombe@careandsupportwest.com</a>
<b>Date</b>	11.11.2020
<b>Time</b>	12:00pm – 1:20pm

*(please note that the speakers have not verified these minutes)*

You can watch the meeting back on this link → Recording – <https://youtu.be/hNL-qYWQBMw>

Email any feedback or ideas to: [ella@coproducecare.com](mailto:ella@coproducecare.com)

### Speakers:

- **Gerald Hunt** (Head of Commissioning, North Somerset Council)
- **Kate Barnes** (Programme Manager Adult Social Care, South Gloucestershire Council)
- **Mei-Ling Huang** (Specialist Health and Care Sector Lawyer, Royds Withy King)
- **Jon Shaw** (Head of Partnerships and Commissioning , South Gloucestershire Council)

Introduction from **Sophie Chester-Glyn** ([Coproduce Care](#) and [Manor Community](#))

Update from Sophie:

- Sophie introduced the call and the speakers for today.
- Manor Community have been approached to try the testing for visitors in care homes. She said they will do the test and then they wait for the results to come back clear before they are able to come in and have their visit in the care home.
- Sophie explained that her care organisation have managed to get a pod for one of the gardens and it was around £10,000. She said it is not applicable for everyone as not everyone has space for them.
- Sophie discussed PCNs and said about there being a named clinical lead from the PCN for every care home and weekly multidisciplinary team support. Sophie also said about there being support for care home residents with suspected or confirmed COVID-19 through remote monitoring and face to face assessment. Sophie said it is all in the winter plan which will be put on the chat. Sophie said if you are not sure who your PCN leader is, you should have an email but it will also be on the website (BNSSG CCG).

- Sophie said at Coproduce Care they are doing a livestream with Donna Campbell from the LGO on the 18<sup>th</sup> November at 1pm. You can subscribe on Youtube or Facebook to watch for free using these links
- Youtube: <https://www.youtube.com/watch?v=ZcSwlr5fDgs>
- Facebook: <https://www.facebook.com/439674813253738/posts/762431324311417/>
- Sophie later explained that she will aim to share some useful forms and documents shortly e.g. templates to help with CQC compliance. Attendees were very keen on this.

**Sophie's slides:** <https://irp-cdn.multiscreensite.com/73a0cfce/files/uploaded/Sophie%27s%20slides%2011.11.pdf>

#### **David Smallacombe** ([Care and Support West](#)).

Update from David:

- If people are not receiving the twice weekly blog then to contact himself or Sophie.
- CSW have one of the final workshops for this year taking place next week.
- They will be launching the awards next week and said they obviously couldn't do a venue based event so all nominations will be put forward to next year. He also said there will be a special award in the context of covid called rainbow heart award.
- The quarterly meetings with the LAs are still ongoing so if you have anything you want to be raising then to email him.

#### **Gerald Hunt** (North Somerset Council)

Gerald's update:

- he has been trying to attend these meetings as much as he can, but he hasn't been able to join as much due to clashes. He said he would like to say a thank you for all the incredible efforts that have been made.
- the level of escalation has risen up in the last few days and said the number of covid positive patients in hospitals is rising.
- it is important that capacity tracker is updated as often as possible.
- he hopes all providers have received the first phase of the second wave of funding and that's in place.
- the number of outbreaks in care homes in North Somerset has unfortunately continued to grow although he said good infection control is in place to help minimise and resolve. He said it isn't said enough how well care homes have done.

Q&A:

**Q. Where are the infections coming from?**

**A.** Gerald said that across BNSSG It is 20-29 year olds that it is most concentrated on, but it is all age groups as well.

**Q. Are the Nightingale hospitals ready to take people?**

**A.** Gerald said sadly they are not, they require staffing which isn't available at the moment.

**Q. Can you see lockdown being extended or higher tier coming in?**

**A.** Gerald said he's not sure about the first one but the second one he said, giving the fragility at the moment we would probably be at the higher end of the tier but he said that's from a personal perspective.

**Kate Barnes (South Glos Council)**

Kate Update:

- Kate introduced herself as adult social care programme manager at South Gloucestershire Council and talked about workforce in the longer term.
- Discussed the Local Area Workforce Board and said about the 2 main aims. She said the first aim is to look across to see where our health and social care workforce is and can we collaborate and share. She said the second aim is to shape the workforce future, what does it need to look like and what are the roles.
- a number of different areas of activity that they are looking at. She said it comes under 3 umbrella areas within the workforce which are learning academy, community and primary training hub and community and primary and social care workforce group.
- discussed the Covid related project which is seeking an opportunity to get access to NHS staff banks and should soon be ready.
- discussed the other projects they were working on which you can listen to on the recording.
- discussed the BNSSG Proud to Care campaign, she said they put out a survey and they had a fantastic response to it. Kate said through Covid they have been putting out weekly posts.
- they are going to increase the number of webinars through the winter.
- as part of the winter campaign, if anybody is happy to share their experience, they would be pleased to hear from them.
- at South Glos, they are making available, free of charge, to everyone in South Glos who works in social care, a range of wellbeing and resilience resources that can be accessed remotely.

Q&A

**Q. Slides about the learning academy and healthier together, is it just for South Glos?**

**A.** Kate said the first slide is healthier together and that is across BNSSG and learning academy has branched out to be more inclusive.

**Kate's slides:** <https://irp-cdn.multiscreensite.com/73a0cfce/files/uploaded/Kate%27s%20slides.pdf>

**Mei-Ling Huang (Royds Withy King)**

- talked through about troubleshooting in crisis management.
- CQC appear to agree with risk being a fundamental factor. She said there are 2 things, one is risk and the other is people. Mei said in terms of people there have been more and more complaints to CQC, She said there have been 55% more calls from staff with concerns compared to the same time in 2019.
- there has also been an increase in safeguarding, she said when looking into it, it is a lot of families just wanting to know what has gone wrong with their loved ones. Mei said this can be through a loss of communication so it is important to keep that communication even though you may not always think it is.
- the key issue is risk, she said it is what CQC are focusing on and others such as insurance companies. Mei said CQC are moving away from the ESF and towards the TRA. She said the TRA is a continuation of the ESF but with a wider focus. CQC have provided a list of KLOES they will be covering in the calls which she can send out. Mei said the TRA calls are not inspections but they are important as they can lead to inspections. Mei said she would advise looking at the questions they are going to ask.
- if you have a safeguarding, you will have an initial planning meeting and start to get an idea of what the people are focusing on. You need to explain it as much as you can with as much back up as you know it more than anyone.
- they are rolling out a webinar on the 24<sup>th</sup> November on any need to know issues. She said Care and Support West will be sending out the information but it will also be on the website.

**Jon Shaw (South Glos Council)**

Jon update:

- if you don't know where to find the daily outbreak information for South Glos, he can pass on the link.
- had slides with graphs and information about the deaths and increases which he discussed.
- half the deaths have been in care homes and half in hospital and a small minority at home.

- the occupancy levels in care homes are higher in South Glos and Bristol than in North Somerset.
- Jon gave thanks for maintaining the capacity tracker, although he knows it is a lot of work.
- a letter was sent yesterday about the visiting policy so hopefully providers in South Glos have received it.
- homecare and the waiting lists in South Glos were marginally below the same month until the end of August despite Covid.
- homecare capacity is South Gloucestershire's highest risk and winter is fast approaching.
- the infection Control fund and said they have no wish to take back the funding and are trying to be as flexible as possible within the rules. He said the second round, the 80% has been allocated and the remaining 20% the use is still being confirmed and you should hear shortly.
- They have 19 care homes across BNSSG using connecting care and they are hoping to get 30 by the time the project closes.

#### Q&A

##### **Q. When are South Glos rolling out single testing for all supported living?**

A. Jon said it is being rolled out to CQC registered care providers soon but he will need to get an update.

##### **Q. Will we be told if we are eligible or not for the iPad because I applied but haven't had response?**

A. Jon said the iPad is an NHS initiative but said he can find the details to send links to Sophie and also the same for the connecting care link as well. He said it is not guaranteed that connecting care will be rolled out for a second round.

##### **Q. Any news about regular testing for domiciliary care workers in whole region?**

A. Jon said he knows that supported living in CQC is happening but he will ask for updates and send out.

##### **Q. Less deaths in hospitals, is the shift towards long Covid?**

A. Jon said if you would like to have this on a future webinar, you would need a clinician from public health.

Jon's slides: <https://irp-cdn.multiscreensite.com/73a0cfce/files/uploaded/John%27s%20slides.pdf>

#### Summary

- Interest in proposals for joint learning agreement

- Lots of requests to be sent the CQC IPC spreadsheet
- Questions around when testing will be rolled out to supported living and Domcare services
- Questions around how to sign up for connecting care
- Questions around iPad eligibility

### Useful Links

- Link to sign up for next meeting: <https://www.eventbrite.co.uk/e/128466539879>
- Samaritans support line: <https://www.samaritans.org/how-we-can-help/health-and-care/here-listen-support-line-nhs-people/>
- Government Winter Plan: <https://www.gov.uk/government/publications/adult-social-care-coronavirus-covid-19-winter-plan-2020-to-2021/adult-social-care-our-covid-19-winter-plan-2020-to-2021>
- Advanced Health in Care Homes (PCNs) : <https://www.england.nhs.uk/wp-content/uploads/2020/03/the-framework-for-enhanced-health-in-care-homes-v2-0.pdf>
- BNSSG CCG link: <https://bnssgccg-media.ams3.cdn.digitaloceanspaces.com/documents/List of PCNs updated July 2020.pdf>
- Check out next week's livestream with Donna Campbell on YouTube: <https://www.youtube.com/watch?v=ZcSwlr5fDgs>
- Proud to Care South Gloucestershire Email: [proudtocare@southglos.gov.uk](mailto:proudtocare@southglos.gov.uk)  
Website: [www.proudtocaresouthglos.org.uk](http://www.proudtocaresouthglos.org.uk)
- Bristol Email: [proudtocare@bristol.gov.uk](mailto:proudtocare@bristol.gov.uk)
- Website: [www.proudtocarebristol.org.uk](http://www.proudtocarebristol.org.uk)
- North Somerset Email: [proudtocare@n-somerset.gov.uk](mailto:proudtocare@n-somerset.gov.uk)
- Website: [https://nsod.nsomerset.gov.uk/kb5/northsomerset/directory/jobsincare\\_home.page](https://nsod.nsomerset.gov.uk/kb5/northsomerset/directory/jobsincare_home.page)
- Learning Website: [www.southglos.gov.uk/learning](http://www.southglos.gov.uk/learning)

- Email: [hrworkforcedevelopment@southglos.gov.uk](mailto:hrworkforcedevelopment@southglos.gov.uk)
- YouTube Link to our Livestream with Kate Terroni:  
<https://www.youtube.com/watch?v=e61RnYd259k>
- Visit the South Glos website: [www.southglos.gov.uk](http://www.southglos.gov.uk)
- Our Website: <http://www.coproducecare.com/covid-19>

### Chat Notes

- Can you see lockdown being extended or higher tier status coming for Bristol and BANES?
- ICF list would be really useful, thanks
- As a training provider I am interested in learning more about the proposals for a joint Learning Agreement. In the past this type of initiative has tended to be dominated by Health and FE colleges but I think something is lost if independent local providers are not included
- Sorry meant Learning Academy
- Glad that C&SW involved in Learning Academy but would be concerned if non apprenticeship provision and other streams of learning were not represented.
- can this spreadsheet be shared. useful to RAG rate
- yes please
- Yes please can we share
- please can I have a copy of that spread sheet
- yes please to the spreadsheet
- Likewise yes please
- please can I have a copy of the spreadsheet
- yes please to spreadsheet
- Any news about regular testing for domiciliary care workers?
- When are South Glos rolling out single testing for all supported living?
- how do we sign up to connecting care
- Will we be told if we are eligible or not for the iPad because I applied but haven't had response
- Can I have more info on connecting care including how to sign up please
- Think you missed my query - Any news about regular testing for domiciliary care workers in whole region (we're North Somerset)
- Thanks all - very sobering figures for infection rates.