

### Provider Call Covid-19 - Call 3

<b>Chairs</b>	Sophie Chester-Glyn (Manor Community & Coproduce Care) David Smallacombe (Care & Support West)
<b>Date</b>	08.04.2020
<b>Time</b>	12:00pm
<b>Contact details</b>	Sophie@coproducecare.com

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

**Sophie's updates and links from Better Care Fund webinar are on page 5**

#### **Speakers:**

**Thangam Debbonaire** – MP for Bristol West and new Shadow Secretary of State for Housing

**Anne Clarke** - Director of Adult Social Services and Housing, South Gloucestershire Council

**Daniel Lloyd** - Inspection Manager, CQC

**James Sage** - HR and Employment Lawyer, Royds Withy King

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

- These calls are to keep everyone updated with each other. We have received some feedback about sticking to timings better, so we've taken that on board. Quick intro on who the speakers are today.

#### **Thangam Debbonaire (MP for Bristol West): [thangam.debbonaire.mp@parliament.uk](mailto:thangam.debbonaire.mp@parliament.uk)**

- Urged everyone to keep in touch and communicating with their local MP.
- Explained that her job is to scrutinise the Secretary of State, but the Labour party wants to support the government in fighting COVID-19 outbreak. She can share issues with shadow minister for local government and some calls with secretary of state in government.
- She is aware of how hard people are working and the struggles the sector is facing.
- Speak to your local MP if PPE is concerning you and anything you need to know. If you don't contact them, they can't help you.
- PPE and testing and social care as a dedicated service is being raised by Ministers across the government.
- Her assistant will stay on the call and note down any other questions people have for her.

**Q.** "The figures seem to only be hospital deaths. How do we get a better picture including care?"

**A.** She has raised this with the Secretary of State for Health, they know the number is higher. Explained they do not yet have a good way of monitoring these and widespread community testing has not started. She will continue to put that to government.

**Q.** "Is there better guidance for social care? Especially PPE, seems very health focused."

**A.** There is limited information on this. Can put training and guidance to the Secretary of State, they are assuming that the Local Authority are already doing this. She understands social care is

not being prioritised enough. Reflected in ongoing cross-party attempts to improve care, different now that the crisis has shown this sector is key work.

**Q.** “We are being told PPE is central government responsibility, but nothing is coming to us. People are scared to go to work because of this.”

**A.** She explained she was so sad this is how it must be feeling. She has made this case personally, and is hearing this being made strongly by all parties nationally. They are being told this is being heard but will keep pushing with colleagues who speak daily with Secretary of State.

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

- Care and Support West have a twice weekly blog that comes out, if you have any tips you would like to share let me know – [david.smallacombe@careandsupportwest.com](mailto:david.smallacombe@careandsupportwest.com)
- We have Gerald Hunt from North Somerset Council on the call next week.

#### **Anne Clarke (South Gloucestershire Council)**

- People seem to be understanding social care as a sector more.
- Explained they are hearing what you say and sometimes they are as frustrated as you are when delayed in getting info from central government. They are working together as LAs and CCGs to learn how they can support you through this tough time.
- If it is possible to take any good from this, it is understanding the value people are bringing.
- PPE is the most talked about issue. You will need to look at your current stock and see how long it will last and how much you have left.
- Explained their RAG system rated each provider in South Glos from army delivery which directed how they shared it with care and funeral homes.
- If homes tell LAs they have 72 hrs left of PPE this becomes a priority for PEE.
- They are working with Sirona (NHS provider), going to get a named key worker contact in Sirona for each client group to work with and get help from. Will include bringing in experts for different topics. They are preparing an online document of resources so will keep you updated when this goes live.
- The usual number for Sirona is still the same.
- Hoping you all now receive Thursday briefing, heard message about guidance fatigue so working on filtering into key messages.
- PPE expecting national announcement about financial support for the sector, but they won't know details until then. It would be helpful if you could keep a monthly record on PPE so we have a comparison to work with on pricing etc.
- Testing is changing now, beginning to see a shift to more staff testing in NHS, and some wider offers to LAs that would include social care.

**Q.** “Is the finance coming through to the LA in the future?”

**A.** It isn't about money coming to the LA, it is about the way they distribute, but they don't know until announcement from Local Government Authority. It will also include consistency across regions.

**Q.** “What about autistic clients, is there exceptions for them?”

**A.** They have not seen guidance specifically for Autism or Mental Health who need to get out. They will pass this on to DHSC about this specific guidance.

**Q.** “Will new service users be taken in?”

**A.** They understand without testing it will be unlikely, there is guidance from Public Health about admissions during COVID, it covers new admissions and if your client is in hospital with the virus and needs to come out and when to send someone to hospital. They will share again with comms tomorrow. Important guidance for managers to know what everyone’s responsibilities are in the home, also how to deal with death and the resident’s room, know it is hard, but it’s important to know what they want.

**Q.** “The advice is PPE should be worn more often in homecare but we are worried about running out so want to be sensible with what we use.”

**A.** Urge you to carry on with your usual orders with usual provider but don’t overdo it. If you find that need rises and you do not have PPE, then use LA as last resort. Disruption helpline will help if your orders are not happening but will need you to take the order at any time. Their RAG rating says that if you have less than 72 hours worth of supply then contact them.

#### **Daniel Lloyd (CQC)**

- They are not currently inspecting services as usual but urgent risk cases will still be inspected.
- They are in contact with all services to see how they are getting on, there is always a line open if people need to contact them.
- If you are emailing your inspector, please cc in [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) in case that inspector isn’t around and so your email doesn’t get missed.
- They know you are going to have to make some difficult decisions during this time. They will understand this but providers can’t just drop off the radar and stop all things that are not in response to the crisis. E.g. if you audit daily normally, you may decide to carry on or feel able to lower to monthly or stop completely, you will need to make notes on these kind of things so you can justify why. They will not come back in 6 months asking why you haven’t done things, if you can give an explanation then that’s fine.
- There is some fairly new guidance on autism, so will forward this on.
- They continue to raise PPE issues, the guidance isn’t clear on adult social care and needs to be clearer.
- They have heard cases of people not being happy that carers are not all wearing PPE, they think this is because people like paramedics will not understand that you would not expect full PPE for opening the door of a care home. They will work with organisations as these cases come up.

#### **James Sage (Royds Withy King)**

- There seems to be a pattern of new guidance coming out every weekend. Unfortunately, latest update is still not as clear as we all want.

- For furloughing, there is still no guidance whether you are eligible if you receive public money in some way, believe this is to stop people abusing it when receiving a lot/purely LA funded.
- Other potential issue, is the redundancy clause going to affect getting money back. Issue with latest guidance is shielding employees, now says can furlough shielding staff if redundancy is other option. Still not clear, shielding are least guided employees.
- BBC have said that 600,000 people who should have received shielding letters, haven't yet.
- Can get in touch with them if any serious cases you are worried about e.g. clients not obeying social distancing etc.
- Here is a link to some useful information on the website - <https://www.roydswithyking.com/coronavirus/>

**Q.** "Could you put some overview from a legal position how to manage locally? GP letters saying not needed for weeks."

**A.** They have done this and will continue. Unfortunately, with furlough there will still be a risk as not clear.

#### **Harriet Soderberg (BNSSG)**

- Will try and get a colleague in the future to do a session just on PPE.
- Her colleague - Director in Care is working on resources for care specifically.
- Explained she is so impressed with the dedication from everyone at these tough times.
- Can't answer oxygen cylinders question until she has passed it through the clinical lead, will update when they get back to her.
- Quick update on Capacity Tracker. They rolled out capacity tracker to all homes last year, 85% of homes using it. In South Glos, two members of brokerage team calling every day to keep capacity tracker updated, it is a web portal where you put bed types and number of vacancies, then brokerage can see instantly. It is now a requirement to use it. In Bristol, now have function for employees including sick numbers and outbreak and PPE.

#### **Sophie Chester-Glyn (Coproduct Care and Manor Community)**

- Have now launched the [WhatsApp chat](#) and [Facebook group](#). It's a place to chat and see if there is anything we can help each other with.
- Explained a suspected case in the supported living home, contacted Public Health England and got a test over the weekend and have sent this off and are waiting for the results. PHE were really informative.
- Help decide who to get on these calls. Trying with Public Health England about PPE and Digital Social Care for getting tech to help staff.
- Have been in contact with some schools to see if we can use any of their eye protective equipment – this is only if absolutely necessary. Cotham School are 3D printing face shields. These kind of things are good for the [WhatsApp](#) group.

**Q.** "Wearing PPE with non-symptomatic patients especially in Dom Care or Supported Living, need to say these services are as important as nursing or care homes."

<p><b>A.</b> Will confirm with infection control. Harriet as capacity tracker champion will voice this upwards, she was aware of home care but not supported living etc. will feed back.</p> <p><b>Q.</b> “We had email yesterday from usual PPE supplier that they are being told to prioritise NHS customers. Would really like to share this with MP as it is real issue.”</p> <p><b>A.</b> Yes, this can be shared with her.</p>
<p><b>General discussion</b></p> <ul style="list-style-type: none"> <li>• One of the listeners said she has already reported 3 Singapore companies to fraud for PPE equipment. She advised to be careful who you are ordering from as she has seen people spending 1000s on dangerous equipment. She will try and gather some information together to share.</li> <li>• <a href="#">WhatsApp</a> and <a href="#">Facebook</a> - can share info and answer questions and look at sharing staff (not sure of legals but others must be doing it).</li> <li>• We have Darren Jones (MP) on next week and Gerald Hunt (NS Council). We hope to have Thangham back on again in a few weeks and in the meantime Georgia will pass on anything to her. If you have any suggestions of speakers you would like then let Sophie know.</li> </ul>
<p><b>Post call clarifications – from Harriet Soderberg at BNSSG</b></p> <p>Harriet said they did advise all BNSSG providers, last week, that they are mobilising a support package offer comprising of two parts:</p> <ol style="list-style-type: none"> <li>1. A wraparound team that will provide Covid-19 specific support to providers with a single point of contact – an ‘operator’ who will connect providers to the most appropriate member of the team (GPs, End of Life specialists, Frailty Consultants, CHC, Sirona etc).</li> <li>2. An easily accessible resource library with educational and training materials including videos, posters, training courses and guidance that should offer extra support and guidance during the next few weeks (this has been contributed to by the Hospices, CCG, Sirona, primary care and AHSN).</li> </ol>

## **Sophie Updates**

*Useful notes and Links from Better Care Fund's [Better Care Exchange](#) Webinar on the new March 19 (updated on 9 April) [Guidance on Discharge from Hospital](#)*

Sign up to the Better Care Exchange and get information from their forum and bulletins – email them to be added: [england.bettercareexchange@nhs.net](mailto:england.bettercareexchange@nhs.net)

**Capacity Tracker:** All care homes, hospices and providers of inpatient community rehabilitation and end of life care are required to be signed up to capacity tracker especially during COVID-19 outbreak, from 1<sup>st</sup> April. Register here: <https://carehomes.necsu.nhs.uk/>

Updated last week are [4 new tables](#) relating to PPE and Infection control:

Table 1 - [Recommended PPE for healthcare workers by secondary care clinical context](#)

Table 2 - [Recommended PPE for primary, outpatient, community and social care](#)

Table 3 - Recommended PPE for ambulance, paramedics and pharmacists

Table 4 - [Additional considerations for COVID-19](#) – “for where there is sustained transmission of COVID-19, taking into account individual risk assessment for this new and emerging pathogen, NHS and independent sector” – the webinar seemed to suggest that ‘sustained transmission’ will be determined by local regional area e.g. in London they have decided in certain areas that this applies. So whether you need to refer to Table 2 or Table 4 depends on that local decision.

**NHS HEE have e-learning programme** here: [portal.e-lfh.org.uk/component/details/604722](https://portal.e-lfh.org.uk/component/details/604722) – it’s a great resource but very health focused. It would be good to have something like this for social care.

**NHS Mail** – we will try to get a speaker on for this later in the week. For now. Providers can sign up here: <https://digital.nhs.uk/services/nhsmail>. NHS are trying to get all social care providers access to this as it gives swifter access to medical records, so they’ve temporarily relaxed the rules for signing up. NHS MAIL – Southwest has the lowest onboarding 17.1% vs 31%.

End of Life care – guidance for palliative care in community settings is on the way. There is a network you can join with resources, help and support for end of life. Email them to get on the list – [england.covideolc@nhs.net](mailto:england.covideolc@nhs.net) – for general enquires

[Sherree.fagge@nhs.net](mailto:Sherree.fagge@nhs.net) – to join the network

CQC: [interim guidance](#) for New approach to DBS, other CQC updates during COVID-19 are [here](#)