

Provider Call Covid-19 - Call 6

Chair	Sophie Chester-Glyn (Manor Community & Coproduce Care) David Smallacombe (Care & Support West)
Date	29.04.2020
Time	12:00pm – 1:20pm

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

Speakers:

- **Hugh Evans** - Director of Adult Social Services, Bristol
- **Cllr Helen Holland** - Cabinet Member for Adult Social Care, Bristol
- **Daniel Lloyd** - Inspection Manager, CQC
- **Mei-Ling Huang** - Partner at Royds Withy King

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

- Sophie introduced herself as Director of Coproduce Care and Care provider at Manor Community. She said she is doing this call under Coproduce Care and she started doing these calls as she thought it would be good to get people together and also get the ball rolling on how we can come together as an area.
- Sophie explained that David Smallacombe from Care and Support West is the co-host on these calls. She explained the tech quickly and said there is a chat button at the bottom to ask any questions or if you want to be unmuted you should have an option to 'raise hand'.
- Sophie said the WhatsApp has around 40 or 50 people on the group and it has been very usual, she said they have been sharing information about PPE recently and said if you would like to be added to the group then to email her on sophie@coproducecare.com
- Sophie mentioned that Thangham Debbonaire's representative Georgia will be listening in on this call and she will be taking notes and feeding back to Thangham.

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

- David briefly introduced himself and Care and Support West.
- David said there were 102 people on the call already and explained he was invited to help chair these meetings.
- David said that he was on Radio Bristol this morning.
- David introduced the first speaker which is Hugh Evans.

Hugh Evans (BCC)

- Hugh introduced himself as the new Director of Adult Social Services at Bristol City Council and said he had only been in the job for 11 days so far. Hugh said his background consists of 30 years in health and social care work including 10 years as a carer for adults with disabilities and mental health groups.
- Hugh said in the last few weeks he has seen care rise to the front of public awareness for the first time and said it's a shame it's in such a bad time when everyone is talking about us, he then went on to say care is what the covid response is all about.
- Hugh explained how there was loads of work going on in different areas.
- Hugh explained in Bristol they/we are on top of it and said it might not feel too calm for providers but it appears to be a relatively well organised situation. He then went on to say that PPE is going to be an issue for maybe even two years or more.
- Hugh explained the council support for direct payments and soon for shared lives carers. He said that from April 6th there is a rise in rates to help you cover provision change.
- Hugh said there have been some concerns/issues around viability in providers when SU's pass away, he said they encourage providers to speak to them when problems arise and they will help.
- Hugh said he knows there is another tranche of money coming but he does not know how much. He explained the first lot covered it for three months.
- Hugh explained there were some concerns about care act easements, such as assessments and care planning. He said at this stage they are confident they are meeting their duties. He then went on to say the law has changed but them as a council will focus on the current situation and employment or capacity needs and they are not going to be following 6 or 7 councils who have enacted changes to care act. He said this will only happen here when it is necessary and after having discussions with people.

Q. People are having delays in payments through soft box, one provider got a payment but less than expected another waiting on money for April. Are there technical difficulties for normal payments?

A. Hugh replied that he was not sure, but that Carol Watson is on call and may be able to offer more detail. Carol Watson put a message in the in chat: 'We are hoping to get them out to everyone, but you will get the second payment so we are in advance, even if it goes into May. Apologies for gremlins on getting this done.'

Q. As a homecare provider to self funding Bristol, how do we access a share of the government's payment to aid PPE purchases?

A. Hugh explained that the council are responsible for everyone who needs care and provision in the area. He said in regards to self funders, PPE emergency supplies are open the same as for everyone else through commissioning email (adultcommissioning.gov.uk). He then said in regards to specific funding for self funders he will take this one away and look into it.

Q. Increase will not cover minimum wage, and can void losses be covered? Also confirm funding will be available to all providers when second tranche arrives, is there a log time?

A. Hugh explained that a conversation will be needed on this one, he said if individual providers have problems such as viability then they need to have conversations with them about it.

Q. PPE issue, lots of guidance has come out, not getting access to it, idea of LA bulk buying then the providers buying from them?

A. Hugh explained he is not an expert on PPE. He said there is an emergency supply at City Hall which goes to providers in crisis and that the council is in some way a provider in it's own right so affects what they can do with supplies they have. Hugh also said that regarding national guidance, he knows it is contradictory and causing problems but said he thinks now we are at the stage where there is reasonable guidance across BNSSG, so unlikely to be wearing it unnecessarily.

Q. This might be a take away question but what guidance is available from the council for those who don't have appropriate PPE, can the council think about what kind of guidance is available for these people.

A. Hugh said he can take this away and look into it.

Helen Holland (BCC)

- Helen introduced herself and said she is in Mayor Marvin Rees' cabinet and is in charge of adult social care.
- Helen explained that even a month ago people wouldn't think that social care would have the profile it has now, and said it is at the top of the agenda now.
- Helen said they had a cabinet meeting yesterday which included a report on their response on covid, she also said that for once care and support was the main point.

- Helen explained how impressed she was with how quickly partnerships have been made and built, she said she thought this was happening all over country but thinks Bristol and the BNSSG area have been exemplary.
- Helen said that requests for PPE are taken very seriously and that this is always number 1 on the agenda for meetings with Secretary of State.
- Helen mentioned that she sat in on this call last week and she found it very useful.
- Helen said she wanted to thank the part people have played for NHS as there is now capacity in the BRI and Southmead hospitals as people have been so responsive.
- Helen also mentioned the workforce and recognising the fantastic effort of getting volunteers, she said this is relieving the pressure on the social care sector and that these relationships need to carry on.

Harriet Soderberg comment which David read out – ‘Hello everyone, thank you for raising this issue re: time taken to source PPE. I'll escalate this with the Care Providers Cell. I'm not sure what we can do (as I know that PPE supply is a national issue) but I certainly want to reflect your concern on this.’

Q. Would we be coming to you with any issues or are you reporting straight to Marvin?

A. Helen explained she is part of some health and wellbeing boards, and said they are doing important work and she is looking at what others nationally are doing – she said Birmingham has great focus on equality and BAME inequalities. Helen said they are going to review the strategic plan that includes economy and housing but they are centre stage right now. Helen mentioned that if people write to Marvin about adult social care it will go straight to her but said Marvin has background of public health so is very interested in this. Helen also said that after lockdown, if anyone wanted her to go and have a look at what they are doing, she will be happy to and she also said she knows Hugh will be doing this in his new role as well.

Daniel Lloyd (CQC)

- Daniel just wanted to say a big thank you to everyone for all their hard work.
- Daniel explained that CQC manages the capacity tracker information for dom care and people should be filling this out on a daily basis, he said if this is impossible then you can go back and add to previous day. He said they are trying to encourage people to complete the tracker. Daniel said that care homes are getting separate tracker from NHSX but this should also be done daily.
- Daniel said that CQC are continuing to raise issues with the government about PPE, and said these calls are useful for him to see the issues providers are having.

He said the guidance is slightly clearer now but there is still contradictory advice when talking to others. Daniel said the latest advice about working safely in care homes is useful but he knows there are questions about what type of masks to use, he said he is not an expert but will raise it.

- Daniel explained that all testing is done through the government portal which is available to all key workers. He said that PHE and CQC have been trialing sending kits to nursing homes and people should be getting letters in the upcoming days. Daniel said that the government announcement last night was a bit ahead of time as they are still working this out.
- Daniel explained CQC are moving into a different phase, he said they will still be having conversations but in a more structured way which they are calling it emergency support framework. He said that inspectors and inspection managers are going through training currently and it is designed to be a supportive assessment about how you are handling covid and whether you need more support.

Q. How far away is Residential testing?

A. Daniel said they have just been told it will be happening soon, and they don't have a date yet but they are currently working on it. He said as soon as he knows he will let everyone know. Daniel said that Bristol airport is one of the centres that is testing key workers.

Q. Is CQC testing for supported living also?

A. Daniel said that CQC are not testing anybody and they are just getting it organised at the moment. Daniel said he thinks they are being used because they have a list of registered providers, supported services are not registered. He said if you are in a crisis or seeing outbreak then PHE will still respond in the same way if you contact them.

Q. Is this the same for homecare as well?

A. Daniel said he tried to find that out this morning but at the moment it is nursing homes and care homes. Daniel said that hopefully he will know more next week and people may have had letters by then.

Q. Can anyone outside of CQC access port hole?

A. Daniel said that at the start there was problem of places being taken up first thing in the day, but it is not a problem as much now, he said he would still recommend trying as close to 8am as possible.

David Smallacombe comment - David explained that community based services, hundreds of thousands of people and it is really important that this gets escalated by

councillors to Whitehall. He said the risk to staff is a massive issue so please can he escalate. Daniel said he will take this away.

Mei-Ling Huang (Royds Withy King)

- Mei said she was going to talk about the new MCA and DoLS guidance. She said this came out from DHSC on 9th April and covers the pandemic specifically. Mei said that the MCA and DoLS do still apply and she knows some loosening of regulation but not for MCA or DoLS. Mei said the second thing is it is for the pandemic and will be in place until lifted after covid.
- Mei said the new urgent authorisation form is on the same page on the website as guidance. She explained they are trying to give guidance about changes to treatment and DoLS or MCA.
- Mei explained that MCA guidance says providers are responsible for enforcing stay at home policy. She said when you are implementing stay at home you still need to get consent. Mei said the assessment still applies to capacity issues and still needs to be person centred, there is no rule for a whole group. She said that deputies for health or attorneys can still make decision for other people but it still has to be in line with the person's interests so providers can disagree.
- Mei then turned to DoLS, she said assessors should not be visiting people unless it is essential. She said they will be using old assessments. She said the DoLS process generally won't apply to life saving treatment as long as it is the same as for non DoLS SU's.
- Mei said that urgent DoLS authorisation can still be used. She said that one of the biggest problems she is seeing is when people won't stay at home. She said the guidance says decision makers shouldn't put more control on the person unnecessarily and DoLS is about protecting the person and you can't put people under DoLS to protect other people.

<https://www.gov.uk/government/publications/coronavirus-covid-19-looking-after-people-who-lack-mental-capacity>

Q. Who is the public health officer?

A. Mei said you would have to go to BCC or BANES and ask them.

Q. What if somebody did have covid and they still weren't listening to social distancing rules, maybe Corona powers are the answer?

A. Mei said you would still need normal channels, like commissioners or attorney etc. She said the Corona act is the only thing that gives anyone powers like this. She also said you would have to get safeguarding and the families involved.

Sophie Chester-Glyn (Coproduct Care and Manor Community)

- Sophie said we do take notes on these calls and these are available on the website and there is also do summary of main questions.
<https://www.coproductcare.com/covid-19>
- Sophie said she noticed there had been a lot about PPE, she said she thought the new guidance was good but that we keep hearing different things.
- Sophie said that Harriet Soderberg will be on the call next week as a speaker and hopefully somebody from South Glos too.
- Sophie mentioned that PHE do daily webinars at 3pm and that people should have a look at these. Join by phone 0208 495 3300 Conference ID: 8523562# or email SWHPT@PHE.gov.uk
- Sophie said to let her know who you want to hear from or whether it would be helpful to have just a provider discussion without speakers.
- Sophie spoke about Coproduct Care and said they do videos and interviews with people, trying to democratise the care debate. She said because this isn't possible at the moment, she wants to start doing livestreams, the first one is going to be tonight with David and Deian. Sophie said she is planning to do 2 a week with the Wednesdays being called Midweek Whine and Thursday's called Chat for Care. She said you can watch through Facebook or YouTube, she said this Thursday is Belinda Schwehr and they are going to talk about the care act. Sophie said that next week they have deputy mayor Asher Craig, then the week after they maybe have Martin Routledge from Social Care Future, and also the new CEO of Skills for Care Oonagh will be on as well.
- The link for next week's call - <https://www.eventbrite.co.uk/e/103793254418>

Summary

- PPE stocks – where to order from / what to do if none available / pricing / scams
- Local Authority rates / emergency payments / financial support
- Inconsistencies with guidance around current / previous PPE guidance
- Constant focus on PPE is distracting people from other issues
- What are the best masks to use and when does the guidance say these should be used / is this practical
- When / how are staff and clients in different services being tested
- When / how to update capacity tracker
- Help with staff cover
- What kind of disinfectant / hand sanitiser should be used
- How long should someone self-isolate for (7 or 14 days still causing confusion)

Links

- Email Thangam with issues - thangam.debbonaire.mp@parliament.uk
- General commissioning issues to adultcommissioning.gov.uk
- PPE sources - nick@thedirectsolution.co.uk / info@cqmlearning.co.uk
- daily PHE Skype call @ 3pm (even weekends). They have been good at clarifying questions especially re confusing and conflicting advice re PPE. Join by phone 0208 495 3300 Conference ID: 8523562#.
- guidance on MCA and DoLs - <https://www.gov.uk/government/publications/coronavirus-covid-19-looking-after-people-who-lack-mental-capacity>
- For self-referral testing - self-referral.test-for-coronavirus.service.gov.uk
- You can email SWHPT@PHE.gov.uk to request an invitation to the PHE webinars.

Chat questions

- Can I ask what other providers are doing with regards having staff life in 24/7?
- regarding the PPE stock level return. Why does it not request the number of gowns? As it is very important to have as we are not able to buy the gowns.
- how often we need to update the tracker capacity
- Please email anything to thangam.debbonaire.mp@parliament.uk too
- Does anyone have a way of being able to advise on the tracker what block beds are available?
- have people had their 2 payments in April from BCC?
- We are hoping to get them out to everyone - you will get the second payment so we are in advance, even if it goes into May. Apologies for gremlins on getting this done.
- Has there been written confirmation of the 2020/21 rates and additional emergency fund payments from all of the local authorities in the region
- As Homecare Provider to Self-Funding Bristol Residents, how do we access a share of the Governments payments to aid PPE purchases?
- We need PPE for all residents. At the moment extra funding only for LA funded people. We need help for all citizens receiving care.
- the six months increase has been welcome, but it will be difficult for us to reduce pay rates after. Can the council use the funding received to extend the £21 for the financial year?
- We have not had any PPE support how do we access this?
- 18.92 will not cover the minim wage increase

- There is an issue in care homes as majority of beds are not LA commissioned because of low eligibility thresholds
- general issues to adultcommissioning.gov.uk But if you are not getting a response then email me and I will look into it,
- Can you just clarify that financial support with covid 19 void losses is possible via individual discussions with BCC (service specific?) . Also, can he confirm that there will be more funding available to all providers as soon as BCC know more about their share of the next tranche of funding.
- Are any other providers meeting with resistance from re - testing of care home residents?
- the access emergency fund does not apply to self-funding as well as LA placements
- we can access stock but definitely need assistance with funding if we are private carer providers.
- We have no hand sanitiser in our home and we have exhausted all revenue, how can we access stock
- any help for staff cover I can access please
- Local Authority bulk buying and providers buying from them would be so helpful.
- Have you tried The Care Shop for Hand sanitiser, I had an email this morning saying they had some in.
- that would be helpful, I am still having issue with validating the fluid resistant masks - soo many versions
- All my PPE from ebay has been delivered each time by the way
- The problem with the guidance is it assumes an ample and ready supply of PPE ... this is not always the case
- Accessing the correct spec of mask is the problem - IIR masks are the recommended but we are struggling to purchase these
- We are using anti-bacterial cleaner, which products can be recommended should there be an outbreak?
- I'm interested in what guidance there is when providers are unable to secure the PPE they need
- I've been able to access some PPE including hand sanitiser from Nick Battersby: nick@thedirectsolution.co.uk
- B & M stores have had sanitiser and if you ask your local store they are allowing you to buy more than they allow general public to buy they also have gloves available.
- very difficult to get type 2r and it is not required for all personal care
- if a staff member tests positive but generally well do they still have to isolate 7/14 days
- Copper Frog Gin distillery are making hand sanitiser, they are in Devon, so not sure how practical that is though.

- 7 days if they live alone, 14 days if they live with others re self-isolation
- C&SW have given PPE providers that are only allowed to sell to registered CQC providers, Blueleaf contacted us yesterday with stock
- I believe they must isolate for 7 days as they are a 'carrier' and can spread infection
- staff member was told 14 days or until a negative test is received. that was after test at Bristol airport
- Guidance from PHE on FRSM is very confusing and inconsistent. IIR masks are just not available via normal suppliers, but PHE don't advise what to do if we run out.
- I have not been able to find any IIR masks even with the recommended suppliers. Gompels have withdrawn them from their catalogue and replaced them with 3ply
- we got extra PPE through the north Somerset portal...they delivered the next day...you fill in a form online
- We requested for FRSM, however received surgical masks instead which was great but we have a supply of those.
- It is frustrating that we keep getting told that we need to source our own PPE - I am using up ours daily trying to source PPE of variable quality & vastly inflated costs. It would ease a lot of our problems if there was a guaranteed supply. Requested emergency supplies if we are down to our last three days' supply is really not good enough
- My staff are asking about the testing because I know that we can sign them up as a business and have the details to do but only if they are symptomatic now the government says anyone can go
- So many marketing messages re expensive PPE which could be scams.
- People should only get tested if they have symptoms, it is not an antibody test
- time taken to try and source PPE is detracting from important daily card & business requirements- it is vital businesses are not distracted as currently especially if we are to effectively support new recruits & staff and keep them on board.
- Real confusion and frustration from staff between the 2 mask versions. I have done a Q&A etc to help, however my fear is that what I am ordering in a Fluid (IIR) is actually not when it arrives. Had 700 arrive yesterday but I think they are only standard masks and therefore cannot let staff start to use until I can clarify it. Guidance is very hard to get clarity on the many versions of masks and standards
- PPE procurement has become a full time job
- As from yesterday government has opened up for all social care to be tested even if asymptomatic. We are suggesting that they do this for reassurance for staff as they are very anxious.
- Hello everyone, thank you for raising this issue re: time taken to source PPE. I'll escalate this with the Care Providers Cell. I'm not sure what we can do (as I know

that PPE supply is a national issue) but I certainly want to reflect your concern on this.

- What do we do if we do not have any PPE .. guidance please
- Our supplier has told us we will be having a National shortage of gloves soon, has anyone else heard this.
- It is the PHE information that is confusing. Update out this week has confused us even further regarding types of mask and when to use
- The department of health have today said use a mask anytime you have contact not just personal care etc.
- I am not sure of benefit of testing for all even if not symptomatic. Can anyone clarify, could be clear today and pick up virus tomorrow so unless tested repeatedly what is the benefit?
- Can I ask about testing. We're still getting push back from PHE about testing for symptomatic residents. Plus how do we access the testing for care homes.. who do we need to contact and how.
- where there is less than 2 m even without contact must wear a mask.
- Our supplier is already having difficulty meeting demand for gloves and have warned there are current distribution challenges. Medium size is flowing through a little easier than the large. Large sizes have been missed off from our deliveries for the previous 2 weeks.
- our LRF guidance for PPE order process, requires us to seek mutual aid...the time taken to do this has to be prohibitive??...especially as many are in the same boat. we really could do with one central bulk buying facility if possible (LA was suggested earlier) to save valuable time & money...
- We have ordered full face visors from cqm learning info@cqmlearning.co.uk - www.cqmlearning.co.uk - priority to care industry
- Kudos to my local MP Kerry McCarthy, I was in a post office and the post office workers were concerned about their lack of PPE because I was posting out PPE to my staff at the time. I Tweeted her and she has already dealt with it and emailed me this morning the outcome and the staff now have PPE.
- I am paying double price for gloves , the LRF say they are sending it to local council, and there is no gowns to give.
- does anybody have any comments on the new document from Public health England in regards to how to work safely in care homes in relation to surgical masks?
- Alexander clothing had aprons at 21p per apron in roles of 200
- Can we have a link online it came from cqc to book staff in and a telephone number for residents
- The guidance from PHE of when to wear surgical masks is useful. We will implement use of PPE alongside their flowchart

- is he able to escalate our concerns about the issues we have regarding testing of care home residents - when contacting PH they are very reluctant to test when we already have a confirmed case in a home
- Are we able to get testing for clients in a Dom Care setting
- Recommend that anyone with questions goes on the daily PHE Skype call @ 3pm (even weekends). They have been good at clarifying questions especially re confusing and conflicting advice re PPE. Join by phone 0208 495 3300 Conference ID: 8523562#. Or LA has sent a link through to us in Gloucestershire, not sure if other LA's have sent out?
- the latest update has removed the PHE flowchart as it contradicted and caused confusion
- Is that testing phone number for residents relevant for asymptomatic residents as well
- I didn't realise I found it useful so I hope the new one is as straight forward?
- has anybody initiated using surgical masks for all interactions from the new PHE document.
- Masks at all times now within 2 m of anyone, Fluid masks for all personal care
- We are wearing mask all the time, with 4 hour breaks,
- It's for all interactions now, there is a clear answer in the questions that it is to be used.
- we shared the details of the PHE webinars with all BNSSG providers last week and we will include the details again this week.
- Sorry masks at all times even if staff and residents are not symptomatic? We wear masks for shielding residents
- what masks are you using for non-direct contact?
- It means we will have to monitor breaks as each time someone takes one they will need a new mask. I am concerned on the impact on keeping staff healthy and hydrated while working balanced against the need for a new mask every time they take a break.
- Is there a indicative time scale for residential care homes 'home test process' for residents and staff
- Is it going to be asking for information in a specific format - ie Pir, or will you be accepting our information?
- Will that provision of testing from CQC apply to supported living as well as 'care homes' ?
- what about testing for Dom Care clients
- Does care home extend to supported living units for testing ?
- who we contact for the testing kits for care home
- CQC testing is for supported housing also?? correct? not just CQC

- The government website is still showing that only request a test if symptomatic, whereas we have been told that all people should go who are keyworkers in my organisation. Please clarify?
- You have to say you are symptomatic or someone in household is
- There is a lot of mixed messages and confusion in this group chat regarding PPE use.
- The new guidance is clear that all staff in all care homes need to wear facemasks at all times. As the UK is in a period of sustained transmission.
- Is there any move to talk to NHS about redeployed / returning nurses to care homes. Big shortage here and reliance on agency.
- I am saying PPE guidance from domcare not care home. Just to be clear
- I'm afraid I'm not sure - but I understand that it has been raised with the BNSSG workforce cell. I can follow this up for you to see if there has been any more info. Sorry I can't provide more insight.
- Skills for Care are just starting to work at a national and regional level with colleagues about option for returning nurses to be deployed in social care and, I think, hospices
- as we have found through discussions with our LA MCA/DoLS manager there are grey areas around this guidance
- If commissioning working with a provider, we bring in public health colleagues for advice and support. We are working very closely with them, and have a weekly discussion
- I logged in today for testing, self-referral.test-for-coronavirus.service.gov.uk. You have to input your NI number date of birth, name email etc and get test for booking a test.
- can we clarify please...are we expected to wear masks in care homes with no symptoms anywhere. Thanks
- Yes masks in use in all areas in care homes
- masks at all times within a 2 metre range of residents / service users due to sustained transmission
- I know that in BNSSG, in our weekly update, we signposted to the Public Health webinars that was talked about in last week's conference call. We'll be doing the same this week. It's great to see a few people here talking about finding this really helpful for PPE questions.
- Would like to hear how we can take what we have learnt and apply for Winter Capacity