

## Provider Call Covid-19 – Call 18

<b>Chair</b>	Sophie Chester-Glyn (Manor Community & Coproduce Care) David Smallacombe (Care & Support West)
<b>Date</b>	16.09.2020
<b>Time</b>	12:00pm – 1:35pm

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

### Speakers:

- **Edward Rowberry** – City Office (Bristol)
- **Daniel Lloyd** – CQC
- **Natasha Neads** - NHS South, Central and West Commissioning Support Unit
- **Cllr Rob Appleyard** – BANES Council
- **Thangam Debbonaire** – MP for Bristol West

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

- Sophie started off by saying it is a new set up this week and going forward.
- Sophie introduced herself as provider of Manor Community and Coproduce Care and said the whole reason she set up the calls was so people could get together and talk and share. Sophie said this is now the 18<sup>th</sup> call since March.
- Sophie said the feedback from the last call was good and means they will continue with these calls.
- Sophie said about the poll last time and going forward Sophie and David will take it in turns to host.
- Sophie said about the new zoom security where people will be put into a waiting room now but someone from her team will accept people in.
- Sophie said about the other poll results and said they will be sticking to doing it bi-weekly and also with recording they will be recording the calls which have a list of speakers on and then the ones with breakout rooms will not be recorded.
- Sophie said they do email the mailing list with any links from the call, so if you aren't signed up then to email [ella@coproducecare.com](mailto:ella@coproducecare.com)
- Sophie explained that if anyone has any questions then to raise your hand or unmute yourself.
- Sophie went through the upcoming speakers for these calls, on the next call will be Cllr Asher Craig, Lesley Hutchinson and James Sage. Then the next one after will be Cllr Helen Holland and Hugh Evans, Catherine Twine-Kelly and Jake Ronaldson.

- Sophie then went through the agenda for today.

#### **David Smallacombe (Care and Support West)**

- David said about the digital social care project he spoke about last time and said they have been successful in getting to the second step so they will hopefully be doing work with digital social care locally and maybe across the region as well.
- David said that later today, he will be on a call with Bristol City Council about outbreak planning.
- David said that later this week himself and his chair Deian are doing the quarterly meeting with North Somerset council.
- David mentioned the Care and Support West safeguarding workshop on the 23<sup>rd</sup> September and said if you haven't signed up already then be quick.
- David said they have started doing some preparation for the 2021 conference.

#### **Edward Rowberry (City Office – Bristol)**

- Ed said up until recently he was co-head of the city office with Andrea and now has moved to voluntary advisor.
- Ed said he was going to go through the One City plan. Ed started off by 'what they are trying to solve' hundreds of unaligned city strategies, most of which end in 5 years or less and no framework to easily bring together city leaders.
- Ed then went on to explain 'how we are trying to solve this' and said a One City vision and plan that sequences activity up until 2050 to attempt to bring focus and prompt debate. Ed said that City Office are leading on this from Bristol City Council.
- Ed said their hope is to harness the potential of their collective power to benefit the city.
- Ed said the idea is to focus and prompt debate.
- Ed said in terms of mechanics it is 6 city partnership boards with over 100 organisations represented.
- Ed said the vision is in 2050 that Bristol is a fair, healthy and sustainable city.
- Ed said the One City plan is once a year and the next update will be March.
- Ed said The One City plan is an attempt to focus the city on a sequence of key outcomes which we all agree to concentrate on and contribute towards.
- Ed said the One City plan is not an instruction manual or a plan to usurp all plans.
- Ed went through a few City Office key achievements so far and said they were prize winner for European Capital of Innovation and Bristol City Council were shortlisted for Local Government Chronicle Awards and One City were part of the bid submissions, Ed also said Andrea was nominated for the Rising Star award which he said was thoroughly deserved.

**Q. Care and Support West would be part of the parcel in some way on the health and wellbeing board and economy board, if you could take this away?**

**A.** Ed said he would take this away as an action and get back in 2-3 weeks.

**Q. Do you have any idea of how the One City plan is looking to support care sector?**

**A.** Ed said they are open to suggestions but things like helping make sure a career in care is considered something to be a positive choice and thinking to linking it to living wage campaign.

- Ed said about City funds which is a source of funding which is available now and ready to launch and also a grant fund. Sophie asked if David Barclay and Ed could come back on another call and talk about this.

**Daniel Lloyd (CQC)**

- Daniel started off by saying thank you to everyone for all their hard work.
- Daniel said the ESF (emergency support framework) calls are ending at the end of September and will be replaced by TRA (transitional regulatory assessment). Daniel said they are fairly similar and will still be remote but will cover a broader area including staffing and how you are managing. Daniel said it is a bit of an assessment to see if they need to carry out anything further. Daniel said these will start in October and you will get a letter with the findings of it.
- Daniel said they have started inspections back up again and they will be targeted or focused inspections. Daniel said targeted inspections are when they come in and will look at one specific area and will probably be safe or well-led. Daniel said it may change the ratings. Daniel said the purpose of inspections at the moment are not really about ratings and are just checking if people are safe. Daniel said they will be mainly short notice inspections and unannounced at time as well but this will be explained.
- Daniel said they are hearing quite a bit about a section of staff who are refusing whole home testing, Daniel said he would ask providers to encourage staff to get whole home testing.
- Daniel said another thing is they are getting a lot of relatives come to them about care home visits, Daniel said the services that are really clear in communicating with families are not the ones that have relatives coming to CQC.
- Daniel said they are also aware of staffing problems now that children are back at school and some being sent home to self-isolate because their bubble has got a case of coronavirus.

**Q. Does the TRA affect ratings?**

**A.** Daniel said no, the TRA doesn't affect ratings at all.

**Q. Will we be expected to complete PIR?**

**A.** Daniel said no, the PIR is still suspended but if you get one, tell your inspector.

**Q. We're seeing lots more staff self-isolate and struggling with testing.**

**A.** Daniel said the care home portal is now open to all care homes but they are still pressing to get it open to supported living, shared lives etc. as well.

**Q. We'd like an inspection, can we request one?**

**A.** Daniel said they can't prioritise rating services as they are just checking on the safety at the moment, so you can't request an inspection but if they do look at domains they can potentially change the domains.

**Natasha Neads (NHS South, Central and West Commissioning Support Unit)**

- Natasha explained she was a project manager and she works for the NHS on a project called Connecting Care. Natasha said that today will just be a reminder of the project and she will be sharing some more information.
- Natasha said she came on to this call about 6 weeks ago and spoke about Connecting Care in more depth. Natasha said Connecting Care is a shared care record for Bristol, North Somerset and South Glos. Natasha said you can see hospital discharge summaries and GP notes with Connecting Care.
- Natasha said they are setting up a webinar to talk about the process of setting up Connecting Care and giving a live demo on it, she said they will also have some managers that are using it already to give some feedback. She said they are looking at the 20<sup>th</sup> October but to keep a look out.
- Natasha said they will try and use plain English in communications but in some instances will have to use technical terms, she said Digital Social Care have put up a glossary so if there are any terms you don't understand you can look them up.
- Natasha said if anyone is interested then to get in touch with her or David.
- Natasha said she will share her slides so these will be on the Coproduce Care website.

**Q. We are going through the process of Connecting Care, found certain things difficult, are you finding that other care providers are having certain difficulties and are you helping them through that?**

**A.** Natasha said yes absolutely and they do recognise that it isn't a simple process and it isn't always as easy but it does depend on the providers set up. Natasha said they are looking into trying to get it on the internet.

**Cllr Rob Appleyard (BANES Council)**

- Rob said they have done an enormous amount of work following a difficult time for the care sector and they are now confident, even to the point where they had a slight spike and they used the power to stop visiting for a number of care homes.
- Rob said they have been working with care homes on the funding that has come down from central government. He said they have looked to see where the most need is and it's working well.

**Q. Presume you are linked with other councillors in other areas, is this something that has been happening?**

**A.** Rob said yes, there is a whole region of connections. Rob said they are sharing good practice and sharing challenges as they arrive. Rob said Mike Bowden has now left and Lesley Hutchinson has now taken on that role.

- Rob said their safeguarding model has changed and pulled together the adult and children safeguarding which is quite a big task but excited about.

**Q. Infection prevention control grant ending, is there any indication of further support?**

**A.** Rob said he has been informed that it could be extended until March, but it hasn't been announced yet but is quite confident. Rob said as soon as it becomes official to them, they will share it.

**Thangam Debbonaire (MP for Bristol West)**

- Thangam said if you are on her patch then please let her know if you have any problems.
- Thangam said there was an urgent question in Parliament yesterday about testing.
- Thangam said if we are not prioritising schools on testing then there is going to be a problem, she said there is no point in prioritising social care etc. when schools can't be prioritised either.
- Thangam said partners of care staff and relatives have been in contact with her saying how anxious they are, this was mostly at the start and has died down a bit now.
- Thangam said she has had no complaints about care homes and it has been nothing but praise but there is anxiety there.
- Thangam said they are calling for better funding. She said she is interested to hear from her constituency on how they are doing for PPE.

- Thangam said their deputy leader asked the prime minister about testing for care homes, she said she asked him 'are care homes getting what they were promised?'. Thangam said he didn't really answer but did say care homes will be getting tests every week.
- Thangam said she is keen to hear from people either separately or on the call about PPE and testing.

**Q. David said we could collate a survey of the questions Thangam would like to know such as the testing and PPE and then get this back to her?**

**A.** Thangam said this would be very helpful as she's reliant on people telling her.

**Q. Thangam asked how people were managing going back to school?**

**A.** David said there had been points about that in the chat and mentioned testing.

**Q. A lot of structural racism that seems to be creeping into conversations, comments from clients 'they aren't our kind of people.' What can we do about this? and also homophobic comments as well, try to explain the equalities act but no good.**

**A.** Thangam said are they allowed to demand to be seen by a white carer?

**A.** Sarah said person centred care comes in to practice.

**A.** Thangam said she can put this to care home ministers about how to protect care home staff.

**A.** David said it might be worth talking to Royds Withy King as well from a legal aspect.

**Followed by a conversation which you can view on the recording here:**

<https://youtu.be/xy5NUWETx4E>

### **Summary**

- Care Sector being underrepresented in organisations
- Requests for info around grants
- Issues around booking tests for care homes / distance to travel to testing centres
- Delays / inconsistencies in test results
- Clarification around ratings / targeted inspections
- Feedback / uptake for nhsmail
- Structural Racism in Care
- Support for unregulated providers

### **Links**

- Sign up for our next call: <https://www.eventbrite.co.uk/e/121156768155>
- Info on Bristol City Funds - <https://www.bristolcityfunds.co.uk/>
- Connecting Care email for info: [connectingcare.info@nhs.net](mailto:connectingcare.info@nhs.net)

### Chat Notes

- When I last attended, I mentioned the JSNA (Joint Strategic Needs Assessment) doesn't have good rep from social care sector (I used to be on it from Healthwatch role)
- Interesting to know whether Bristol City Council also a disability confident employer?
- JSNA Is a sub group of the Health and Wellbeing Board again where Social Care is poorly represented.
- Maybe if there is a link for any info on the funds? Could share here.
- Yes would be very interested in the grant fund available
- Yes please, grants info would be really interesting
- Community Health Grant Programme not yet launched but will be coming very soon!
- Is there a link for grants in North Somerset?
- I will find out about adult social care representation on the HWB and JSNA. I assume it is Hugh or Stephen or Ros but I will let Sophie/ David know for notes.
- Does the TRA effect ratings?
- Will we be expected to complete PIR
- We are seeing lots more staff self-isolating and then lack in tests mean they are off longer pending results.
- have already had a staff member have to self-isolate because of child displaying a cold. has to travel to wales to get test.
- We have a regional manager who travels to various homes, around different areas of the country, we have asked if she can work remotely as we are concerned of the proposed risk, and she has refused to do this. There is a risk assessment in place stating she can use an empty basement room, but she is insisting on coming into the home. Can you offer some advice on this matter please?
- I was offered Aberdeen before I could get a home test!
- Most staff are happy to have testing but the delays do mean that sometimes tests aren't coming back until after we have tested again. The results do not identify when the test was done.
- Same here, two staff last week had to drive to Cardiff. Can't even get tests there this week, and no home tests available.
- I have feedback to Healthwatch England and they are collating this type of information
- Same here. Staff member had to take her son to Newport for test!!
- Inspections which inspect only RI domains - what's the difference between this and the follow up to an overall RI result? The outcome could be a home sitting longer with a RI result which would have been corrected by an action plan.
- testing have arrived and I hope this will continue and we will be priority.
- will ECH homes have regular testing?

- Think my message was missed earlier - is there a link for grants available in North Somerset?
- hi david could we have your email address please
- I'd love these slides please to pass on to our nurses for discharge notes
- Just to clarify. A targeted inspection would only be used to look at one or two specific areas, which we want to look at due to specific concerns raised with us. For example, concerns that staff are not being provided with PPE, then we could go in and investigate those concerns and report on our findings. Targeted inspections will be far less common than Focused inspections. These will look at a number of domains, usually 2 and include the whole domain, all the KLOES in that domain and will change the rating of that domain. Therefore if your service is rated RI in 2 domains but good in the other three. We will look at the RI domains and could then change the overall rating to Good.
- With the IPC grant ending 23rd September is there any indication of further support to enable care homes to continue with actions to continue to reduce risks - safe recruiting, staff isolating, taxis, changing rooms etc?
- does that mean more money coming as ours has been used already, or just the end date?
- I too would be interested in any pending support like the IPC grant?
- Just for the chat, I'm wondering if other providers will have to stop these extra precautions if grant ends?
- Hi everyone, these chat questions will be sent to the relevant speakers so they can answer or we can update after the call :)
- I'd be quite interested to hear if we could get any support to update our safeguarding policies in the light of delivering some of our services online?
- NHS mail is a nightmare of passwords to set up - though when it works it is good. Linking into Outlook is problematic - drops out and back in for no apparent reason. A work-round is to use another route via the standard link.
- I agree NHS mail has worked well for us so far once set up , and have received medical history for
  - it has worked well for us in terms of getting discharge summaries quickly
  - You can also get discharge summaries in Connecting Care without having to wait for them to be emailed over.
- the vast majority of care homes in north somerset have now got nhs mail.
- MIS
- We are supposed to be on the testing scheme weekly. I had an antibody test this morning at the GP but was told this is ending again for frontline workers after September?!
- Is antibody testing being offered to all care home staff ?
- We are weekly testing, but the results can come back after the next weeks test. The way the results come back you cannot see what date the result refers to - there is no date/time reference



- There needs to be funding for training within social care, staff are having to do this in their own time, for specialist skills such as Airway Management and Medication. NHS CHC and LA don't factor these things in for staff who need complex competencies. It relies on staff goodwill to do this.
- We are a domiciliary care provider in North Somerset. two carers had to travel to Cardiff last week. No test centre or home test availability this week - is there any clarity on the home care situation with regard to testing as there don't seem to be any plans?
- We have recently not received care home staff test results for some staff a week on, so you get into the next round of testing with previous weeks results still waiting.
- Can I ask a question re Structural Racism in care
- could we have Thangam's email address please
- no results are not coming back quick enough, by the time the swab result is in the next swab is due, potentially meaning if staff positive the staff have exposed residents for week.
- Almost 50% of the tests are coming back unclear so you wait a week for that result and then a week for the repeated test
- Tests are taking up to 6 days to return results. Many are 3 days though nearly all outside the 48 hours.
- also must remember the support providers who do not deliver regulated activities but provide floating support to vulnerable adults in their own homes as well such as my organisation KeyRing. We work across the South west.