

Provider Call Covid-19 – Call 19

Chair	Sophie Chester-Glyn (Manor Community & Coproduce Care) David Smallacombe (Care & Support West)
Date	14.10.2020
Time	12:00pm – 1:30pm

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

Provider call recording - <https://youtu.be/-ryXxYrtT0>

Speakers:

- **Catherine Twine-Kelly** (Provider of Supported Independence)
- **Dr Bruce Laurence** (Director of Public Health BANES)
- **Hugh Evans and Cllr Helen Holland** (Bristol City Council)
- **Jake Ronaldson** (BCE)
- **David Tullett** (Deloitte MCS Limited)
- **David Barclay** – City Office (Bristol)

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

- Sophie said that Bristol have a report and have been really good with updating everyone. She picked some stats out to share with everyone which were: Bristol's rate of 120 new cases per 100,000 population in the last 7 days (up to the 10th October) is considerably higher than for the previous 7 days (59.1 per 100,000) and for the latest week there were 556 new cases of COVID-19 in Bristol, an increase from previous week (274 cases in previous week). Sophie shared a table as well which is on the slides that will be shared on the Coproduce Care website.
- Sophie said this call is full of speakers and next time they will be doing breakout rooms again. She said they had so many good discussions and they would really like to do this again next time. Sophie asked if people could give a steer on what you think would be good to talk about in breakout rooms.
- Sophie said about the livestreams she does with Coproduce Care, she said for BHM she is doing a series of livestreams and said so far she has had a great speaker from Nilaari this week. She said next week she is talking to 2 people from Skills for Care and then after that she will be talking to Cedi Fredrick and Tricia Pereira. Sophie said if you follow Coproduce Care on YouTube, you can watch these.
- Sophie said that CQC are releasing an annual report on the State of Social Care this Friday so she has organised a livestream with Kate Terroni next Thursday 22nd

October. Sophie said if you sign up to YouTube you can watch this and ask any questions or you can email them to Sophie. She said she has also invited panellists to be a part of it such as Vic Rayner, Jane Townson, care managers and more.

David Smallacombe (Care and Support West)

- David said that the Connecting Care webinar will be on Tuesday 20th October at 10am. He said that the webinar will help you learn more about the setting up process, watch a live demo and hear the experience of a care home who are already using Connecting Care. David said it will be advertised on the website and comms so to keep a look out.
- David said that Care and Support West are now doing a comms blog twice a week.

Catherine Twine-Kelly (Provider of Supported Independence)

- Cath introduced herself as Managing Director of Supported Independence, she said they offer outreach ad supported living and they work with clients with LD and MH, challenging behaviours and drug/alcohol misuse. Cath said they have got about 120 staff.
- Cath said she has been surprised at how they've got through it but hope they can continue the same.
- Cath said they have faced some new challenges such as drug dealers getting in contact with residents and turning up at houses.
- Cath said they are starting a fun, fitness and food programme.
- Cath said they have got pods in all courtyards for meetings and when family visit.
- Cath said they are limiting external visitors a lot at the moment as it's very hard in supported living structures as in communal lounge will usually be over group of 6 anyway.
- Cath said that PPE supply is a priority and getting inhouse activities to be ready for the upcoming months.

Q. Where are the outdoor pods from?

A. Cath said they were bought online and they have installed electrics in them.

Q. Can you offer support and guidance on the pods process?

A. Cath said yes, she can certainly give support, or she said another option is to buy a mobile caravan or portacabin but she said she's happy to tell people what they've bought.

Dr Bruce Laurence (Director of Public Health BANES)

- Bruce said that in BANES, they are at the alert level of 100 cases per 100,000 per week. He said the increase in cases outside universities is small and said we would be much below that if it didn't involve universities.
- Bruce said that homes are working hard and the infection rate is not rising greatly yet or deaths.
- Bruce said that hopefully learning infection control principles but staff resilience will likely be an issue this summer.
- Bruce said that a flu vaccine is a priority, but it could be spring next year until there is a wider distribution.

Q. If there are 4 directors of public health, how do you all work together?

A. Bruce said it is complex but working pretty well as depending on the work he does, he could be looking at NHS region which includes Wiltshire, public health which is BANES, as well as South West and national talks.

Q. Question on visiting, what is the best advice on families visiting?

A. Bruce said the default is to try to allow visits if they are well controlled for as long as possible. He said in Midsomer Norton there was an outbreak so they agreed with care homes to shut for the needed time. Bruce said the less traffic you have the less risk and also the less mixing the better but it will be a long winter otherwise.

Q. What about the idea of putting visitors on the staff team list so they get tested as well?

A. Bruce said he sees this as being quite problematic, he said his view is if there is a clear policy then to stick with it, as it will keep you out of trouble. Bruce said he's not heard of this idea so he doesn't think it's a good idea. He said the system is not set up to do that, and it then puts a lot of pressure on the provider.

Q. Some services are struggling getting flu vaccines to staff?

A. Bruce said he knows there have been difficulties in getting flu vaccines but he's not close enough to the flu vaccine system to say how long it takes. He said it should be clear if you are a priority though. Bruce said if you send him written questions he can pass it on to the relevant person but said as far as he knows there is enough flu vaccines.

Q. We are waiting for clinicians answer back about getting positive tests from the home, if there are multiple positives do we need to confine to rooms and lock door to visitors?

A. Bruce said he thinks it would be better to send the specific details to the specific person as he said he doesn't want to give the wrong advice. He said to be cautious at this point especially if you don't have results.

Q. A clinical lead said asymptomatic positive test can interact normally after 14 days, but seem silly with no peace of mind. Am I as a care provider allowed to say test again after 14 days?

A. Bruce said the principle they are using in general is - symptoms mean you are safe after 10 days and asymptomatic is safe after 14 days. He said unless they have a particular condition then these are the times but pretty sure the guidance says the same. Bruce said that it is very unlikely to still spread after 14 days.

Hugh Evans & Cllr Helen Holland

- Hugh said the new briefing for funds in Bristol is 3.6 million and the first half has gone to councils and the second has some confusion. Hugh said that 80% is to go directly to care homes and CQC registered providers (dom care etc) and said this is registered activity. He said that care homes are allocated 70% of 80% based on bed numbers and the rest is based on people using services. Hugh said their commissioners will be in touch to check this data.
- Hugh said the final 20% is for further controls but with the LA discretion. He said they are looking at non CQC providers.
- Hugh said the outbreak plan work is nearly ready to publish. He said it includes things like the Mental Capacity Act and making it as useful as possible. Hugh said they have to thank Care and Support West for their incredible commitment to helping with this as it was a lot of work.
- Hugh said that about care home visiting and they are committed to working to peculiarities of different settings and unhelpfulness of national guidance. He said they have been talking with Dan Lloyd from CQC to try and mitigate confusion.
- Helen said she wanted to emphasise Hugh's comments on visiting. She said it is a largely politicised question. Helen said she spoke to someone last week who was referred by the mayor's office about his wife who has dementia as physical touch is so key for her. Helen said she would be interested to work with people for innovative ideas in each case.
- Helen said that the Health and Wellbeing board part of One City had an executive meeting yesterday that talked of stakeholder event with lots of Bristol providers. Helen said she is concerned about too many joining the Health and Wellbeing board and losing its strategic ability.
- Hugh said he doesn't know if Care and Support West is best for representing providers in all areas but he said he definitely wants David and his organisation involved more in strategic decision making.
- Carol Watson said there is a decision being made and a meeting in the next 24 hours about collaboration across community for temp placements. She said she will let everyone know and probably update David after the meeting.

Jake Ronaldson (BCE)

- Jake introduced himself as partnership manager for Bespoke Consultancy and Education (BCE).
- Jake said BCE is a family run training and apprenticeship business based in North Somerset with nationwide coverage.
- Jake said BCE are an endorsed Skills for Care Training provider aiming to create long lasting partnerships with their clients.
- Jake said they can offer level 2-5 apprenticeships which were formerly NVQ's. He said you can now get an incentive payment for hiring a new apprentice, from the age group 16-24 it is £2,000 and 25 and above is £1,500 and this is up until 31st January.
- Jake said the workforce development fund allows you to claim money back from training costs, he said the full list is on the skills for care website on what you can and can't claim.
- Jake said there are two application routes for the workforce development fund. He said route 1 is to go directly through skills for care and route 2 is through an employer led partnership. Jake had all the information on the slides which will be shared.
- Jake said Care and Support West can help but you will need to have a membership. He said Karen Holley is the main contact.
- Jake went through some of the stand alone courses and said that first aid and others are still going ahead with restrictions in place.

David Tullett (Deloitte MCS Limited)

- David introduced himself as working with the DHSC on antibody testing.
- David explained the difference between antigen testing and antibody testing. He said an antigen test is for anyone who is experiencing symptoms can ask for a test through the NHS website and this is a swab sample from the throat and nose. David said an antibody test is a finger prick test taken at home and this test is offered free of charge to anyone in paid adult social care employment.
- David went through some key facts about the antibody tests and said that a positive result means that antibodies have been detected and therefore it is likely that you have caught Coronavirus at some point in the past. David said that a negative result means that the test did not detect antibodies in your blood. He said this may mean that you have not had Coronavirus in the past, that you have had the virus but not developed antibodies or that the level of antibodies in your blood is too low for the test to detect.

- David said the results will also be shared with Public Health England to monitor prevalence of the virus and inform policy on infection control. He said taking the test will help to build a better national understanding about how the virus spreads and where it has been present in different regions of the country.
- David said it is important to note that at the moment, there is no evidence to show that you can't be re-infected with the virus, pass it on to others, or have protective immunity. He said this means you will still need to follow government guidelines, wear PPE etc. even if you have a positive antibody result.
- David went through how to book tests and these links will be shared on his slides.

Q. Is it no longer available through GPs?

A. David said yes, for BNSSG primarily the way to access it is through your GPs but it varies from area to area.

Q. Do we need to take data from our staff who have taken a test on what the results are or is this managed through the system?

A. David said yes it will be managed through the system so there's no need to tell anyone what the result was, unless you want to.

David Barclay (City Office Bristol)

- David introduced himself as an advisor on inclusion at the City Office in Bristol.
- David said that his colleague Ed Rowberry was recently on a call and explained what City Office is and about the One City plan.
- David said he is going to talk about the Bristol City Funds. He said it is a fairly new initiative and it is looking to try and transform the city by funding solutions that target the causes and effects of equality. David said it is looking to bring together financial tools to tackle the issues the city is facing.
- David said there have been 4 main areas – environmental, economic, community initiative and no child goes hungry. Each group has a funding priority group.
- David said in the last few weeks the focus has been on health and wellbeing and the aim is to support voluntary community charities and social enterprise organisations to deliver health and wellbeing activities or transform and strengthen organisations. He said the funding is £1.5million and is from Bristol community health.
- Ryan Munn is a business development manager at Bristol and Bath regional capital and did a quick update.
- Ryan said their activity in the social investment side is linked up with the grant side.

- Ryan said in the last 6 months the landscape for that has changed dramatically. He said they are seeing a lot now their ability to work with charities and social enterprise to look at their way of operating.
- Ryan said they have two approved investments in the health and wellbeing sector that they'll be able to announce soon. He said they will be able to share more details as they emerge.

Summary

- Delays and inconsistency of advice with regards to testing
- Whether relatives / visitors should be tested by care organisations along with staff
- Issues getting Flu vaccines
- Request for nurses to distribute / administer Flu vaccines or covid tests / training around this
- ICF bed space / payments

Links

- Link for next call: <https://www.eventbrite.co.uk/e/125024135555>
- Latest figures in Bristol:
<https://www.bristol.gov.uk/documents/20182/4556943/COVID-19+Bi+weekly+Bristol+statistics+update+13+October+2020.pdf/dae433ce-e172-cb97-c322-aa3a9138a2d7>
- Government case data source: <https://coronavirus.data.gov.uk/cases>
- Link to the Coproduce Care YouTube page:
https://www.youtube.com/channel/UCJMZQ6O_T37n7YIf3cvu-mQ
- YouTube Link for our Livestream with Kate on 22nd October:
<https://www.youtube.com/watch?v=e61RnYd259k>
- BCE's website: <https://bcelearn.co.uk/>
- Antibody Test email address: antibodytesting@dhsc.gov.uk
- Antibody Test Link: www.gov.uk/get-coronavirus-antibody-test
- info on the grant programme - <https://quartetcf.org.uk/grant-programmes/bch/>
- info on the Grant Event happening tomorrow -
<https://www.eventbrite.co.uk/e/funding-bristols-healthy-recovery-tickets-123657343443>
- BBRC website: <https://bristolcityfunds.co.uk/>

Chat Notes

- can you clarify the latest information we have been sent about the business of asymptomatic patients and staff not needing to be tested until 90 days after testing positive and then isolating for 14 days. can we as providers say they must be tested before they return or in the case of residents let them re-join the care home community. sorry if this question is not really your area
- What are your views on us enabling and supporting adults with LD to access the community? recognising that the issues of those living in a care home, but also that the rest of us are not in lockdown? Thinking about their wider wellbeing of course.
- We are trialling the relative as carers initiative
- We asked if we could test visitors but they said no
- We are being encouraged by Bristol DPH to work towards the relative as carer approach
- We are struggling to get flu vaccines for staff - there doesn't seem to be any stock locally and some practices are reluctant to vaccinate
- I do understaff the relative initiatives. However, we have issues around turnaround times for test results as it is, let alone including relative testing .
- Why can't nursing homes be supplied vaccines to give staff, similarly to how we vaccinate residents.
- Logically if we are struggling with test kits and testing this is not appropriate but the other difficulty is if all your relatives that want to be regularly visiting test negative then you will find it difficult to maintain the safety of controlled visiting where some relative will not understand the limitation
- Is there a you tube flu vaccine training video that we can use to update the nurses to administer the flu vaccine, if so can we have the link please?
- In North Somerset, we have luckily had no issues with Flu Vaccines for residents or staff- DN coming into the home to give Flu Vaccine for staff registered with the local medical centre.
- The DPH for Bristol is recommending dynamic risk assessment and in that context is supportive of trialling the relative as carer approach where a relative is an essential aspect of a residents support and wellbeing, and where that makes sense in that assessment of other risks,. Of course that takes into account specific situation of the resident, and of the relative.
- Would it be possible for guidance to come from just one agency as there is so much bombardment of information from various agencies
- Yes, sorry everyone! We will try and ease the load.
- Does Hugh know the amount of ICF per bed space that will be allocated and paid next week please?

- The amount per bed space ICF is roughly £700 per bed, so two payments £350
- Any thoughts on ICF for SL services Carol?
- Would this amount be the same for all authority areas or not?
- if not CQC registered
- And where they aren't, we are considering that as part of our 20%
- We are still working on amount for Dom care etc, as that's bit more complicated. However, only £800k divided up, so nearer £300 in total per service user.
- For more information regarding Care and Support West WDF Partnership, please contact Care and Support West directly