

Provider Call Covid-19 – Call 23

Chairs	Sophie Chester-Glyn (Manor Community & Coproduce Care) sophie@coproducecare.com David Smallacombe (Care & Support West) david.smallacombe@careandsupportwest.com
Date	09.12.2020
Time	11:30am – 2:15pm

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

You can watch the meeting back on this link → Recording: <https://youtu.be/VP88eeLK1Mk>

Email any feedback or ideas to: ella@coproducecare.com

Speakers:

- **Lesley Hutchinson** - BANES Director of Adult Social Care, Complex and Specialist Commissioning
- **Tim Bowles** – Mayor of West of England Combined Authority
- **Penny Edwards** - Senior Health Protection Practitioner, South West Centre, Public Health England
- **Gerald Hunt** - North Somerset DASS
- **Hugh Evans** - Director of Adult Social Services, Bristol City Council
- **Anne Pullyblank** - Medical Director, The West of England Academic Health Science Network (WEAHSN)
- **Anne Clarke** – Director of Adult Social Services and Housing, South Gloucestershire Council
- **Heledd Wyn** – Solicitor & Direct at Gregg Latchams

Providers discussion

- The call started at an earlier time giving providers a chance to catch up and ask any questions to each other.

Q. One provider asked if anyone had any easy read documents for the vaccine.

A. Other providers said they hadn't seen anything and Sophie said she was trying to push for it. David said there should be some information in the Care & Support West comms

tomorrow. Another provider said that MENCAP have lots of easy read documents available on their website.

- One provider said about day centres and how they had no funding and how there is no plan for day centres to receive PPE or funding for PPE so they have spent thousands on PPE.

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

Update from David:

- Care & Support West have now been invited to be part of the Care provider cell which is now being called the care home programme board. This has been an aim for a while so really good that it is happening. If anyone has any care related matters then email David and he can represent your views and concerns on the board. You can email him as soon and as often as you can.
- Last session of this provider call today for the year. Care & Support West are still available to support if you need anything.

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

Update from Sophie:

- Reminder of the Manor Community online Christmas quiz which is on the 15th December for any providers, clients, staff etc. You can do it as an individual or a team. Anyone is welcome and will try and get a box of chocolates to the winner. Can sign up here : <https://www.eventbrite.co.uk/e/online-christmas-quiz-tickets-129893967353>
- As part of Coproduce Care, put together a survey on the vaccine. Put the results together and may share on comms. If you want a copy of the report email hi@coproducecare.com . People wanted to know more about the side effects, efficacy, age and existing health conditions and transparency and trust. The results were if people would have the vaccine 59% said they would and 41% said they wouldn't currently take it. Sharing it with as many health experts, community care and others as what people said in the report was really useful.
- Livestream on commissioning, learnt a lot on the Buurtzorg model and also had a lovely conversation with Julian Abel about commissioning the community. Got the first Mayor who has agreed to do a livestream which is Andy Burnham, he has some strong views on social care, interviewing in January.
- Another consultation out, NHS are asking for views on ICS (Integrated Care systems). Would be good if you can do this, the deadline is the 8th Jan. <https://www.engage.england.nhs.uk/survey/building-a-strong-integrated-care-system/>

- Article on the MCA and the vaccine in community care:
<https://www.communitycare.co.uk/2020/12/08/providers-need-information-vaccine-ensure-mca-compliance-tackle-staff-doubts/>
- Next one of these calls is scheduled for 13th January, so far got Sarah Weld who is the Deputy Director/Consultant for Public Health in South Glos. Plan was to also do breakout rooms but depending on the feedback from everyone.

Lesley Hutchinson (BANES Director of Adult Social Care, Complex and Specialist Commissioning)

Update from Lesley:

- Complete and submit a review on market stability. Submitted in October. Still haven't had anything back yet. From overview in BANES, concerned about number of care home vacancies.
- Adult social care winter plan, had to confirm that we had winter plan in place. There were 124 different actions, went through all of these and focused on any key areas. Got a workshop on coproduction in January as that was one of the key areas.
- If staff don't want vaccine, do we need to get consent from the people they are supporting that they are comfortable with this?
- Had to submit day services questionnaire. Interesting that govt were collecting that.

Q. Staff not wanting to take the vaccine, if it is without good reason, be good to see how employment law evolve.

A. Absolutely right, one provider said they were getting legal advice on a call yesterday so will try and keep updated on that.

Tim Bowles (Mayor of West of England Combined Authority)

Update from Tim:

- Seen first hand through sister what the sector is like, had experiences and learnt a little bit with parents as well.
- Like to acknowledge the great work everybody does.
- Role given by the govt was to manage and plan the economy for the future.
- Created an economic taskforce.
- Recognise how many people are employed in this sector.
- Keen to develop an ongoing relationship on your skills needs.

Q. Are you working with the princes trust?

A. I don't have the long list of partners with me, think it's about 180 partners we are engaging with, but happy to pick it up after this.

Q. A lot that sector can add to WECA, Skills for Care, will share with WECA.

A. Would welcome that, have engaged with David through that group but would be really interested.

Q. What about providing funding to revamp the successful care ambassadors scheme?

A. Already working through schools on our current network, happy to have a conversation about this.

Q. Who is taking over after you leave?

A. Elections take place in May but have a number of things in life I still want to do. Has been an absolute joy.

Penny Edwards (Senior Health Protection Practitioner, South West Centre, Public Health England)

Update from Penny:

- New care home visiting guidance out. It's split into whether you have lateral flow testing in place or not.
- The guidance covers all tiers.
- If you don't have lateral flow testing, the guidance is pretty much the same as the lockdown period.
- Lateral flow testing – seek to enable visiting inside with contact.
- If you test positive with the lateral flow test, it is very likely it is a true positive. The care home will give that person a PCR test and the visitor will go home and isolate until the PCR results come back which will confirm.
- Visitors who are self testing need to know how to self swab and test properly. Make visitors aware of this guidance.
- Make sure visitors understand PPE.

Q. Is this guidance for extra care?

A. Extra care and supported living are getting another lot of guidance which came out a few days ago.

Gerald Hunt (North Somerset DASS)

Update from Gerald:

- Thanks to everyone for contributions.

- From a North Somerset perspective the rates have fallen dramatically which is good.
- More disappointingly 33 care homes that have some sort of live outbreak. Most being managed very well.
- Lateral flow test – did send out some guidance yesterday. Full PPE is required for any visit.
- Vaccination is an issue - very limited numbers.

Q. Social distancing or hugging with PPE?

A. Caution is required. Just because you can touch a relative after a negative test doesn't mean you have to. If you can be assured that visitors are keeping a 2m distance at all times then they would wear a face covering but expect people will want to get closer then you need to wear full PPE.

Hugh Evans (Director of Adult Social Services, Bristol City Council)

Update from Hugh:

- Sincere thanks to everyone's efforts.
- Submitted assurance about winter plan to NHS England.
- Infection rates coming down in Bristol but anticipate it will go back up when everyone gets together at Christmas and schools go back in January.
- Second tranche IPC funding – Care homes and Domcare getting second bit of theirs in the near future.
- Outbreak management plans have been published.
- Day services remains an issue and will be ongoing, doing a lot of work to support.
- Domcare doing well in Bristol. Done a lot to boost supply.
- Supported living looking to develop in longer term.
- Relaunching better lives at home programme.
- Extra care, existing capacity is thriving.
- Relaunching proud to care campaign to maximise recruitment.

Q. Designated settings?

A. 4 in South Glos. In conversation with DHSC Director.

Anne Pullyblank (Medical Director, The West of England Academic Health Science Network, WEAHSN)

Update from Anne:

- When Covid hit had to do a lot of training within care homes.
- Trained 800 people from 140 different organisations. 102 booked on upcoming sessions.
- NHSX worked as a combined team with some staff to facilitate digital working.

- NHSX South West Scaling up remote monitoring programme – A programme to promote the accelerated uptake and rapid spread of remote monitoring capabilities in 2020/21.
- BSW – Roll out of TPP Care Homes Module. Support care homes sending and receiving information.
- Next steps – Adoption and spread of digital projects, testing innovation pilots and workforce.
- With the money rather than doing management course going to work with care homes on staff wellbeing and resilience.

Q. How can we get involved?

A. Swab test training: <https://learninghub.nhs.uk/self-swab>

RESTORE2 training: <https://www.weahsn.net/event/restore2-virtual-training-for-care-homes/>

Q. Training on the vaccine?

A. No, not from us, it's not our space to do.

Anne Clarke (Director of Adult Social Services and Housing, South Gloucestershire Council)

Update from Anne:

- Don't have designated setting, few problems towards the end. Don't have community hospital in South Glos either. Some will remain in hospital longer than needed due to not having designated setting.
- Been involved with NHSEI.
- If anyone has any questions will try and get answers out to people on comms.
- Did send care home providers a leaflet received from NHSE comms so they should have a copy of this.

Q. Any more detail on South Glos care home getting vaccinations?

A. Had very small allocation to small group in South Glos. It is ramping up.

Q. Contacting providers and having conversations with them rather than them contacting you?

A. Yes that is right.

Heledd Wyn (Solicitor & Direct at Gregg Latchams)

Update from Heledd:

- Really great legal stuff on 39 Essex chambers website. Can happily share links.
- A lot of people may be in difficult situations with people not consenting to vaccines etc. can help with this.
- Legal framework and risks to everybody are issues.

Q. How to best give information to people in easy read format for the vaccine?

A. Rather than me replicate what Essex Chambers have said, they have it all on their website which is updated quite regularly.

Q. What have people been coming to you with?

A. Had the whole range, people worried about going into care, families worried about care, people already in care, power of attorney and the importance, wills. Technology has been really useful in getting families together.

Q. If someone doesn't have capacity and doesn't have a health and welfare POA, providers can carry out best interests but ultimately who will make the decision about whether the client has the vaccine or not?

A. Depends on where that persons capacity is, is it injections, vaccines etc? then see how it goes, individual case by case.

RAPID RESPONSE GUIDANCE NOTE: TESTING FOR COVID-19 AND MENTAL CAPACITY 4 MAY 2020

<https://1f2ca7mxjow42e65q49871m1-wpengine.netdna-ssl.com/wp-content/uploads/2020/05/Mental-Capacity-Guidance-Note-COVID-19-testing-and-capacity-4-May.pdf>

RAPID RESPONSE GUIDANCE NOTE: VACCINATION AND MENTAL CAPACITY DECEMBER 2020

<https://1f2ca7mxjow42e65q49871m1-wpengine.netdna-ssl.com/wp-content/uploads/2020/12/Mental-Capacity-Guidance-Note-COVID-19-vaccination-and-capacity-1-1.pdf>

Summary

- Request for easy reads
- Vaccine rollout timescale / how this will be communicated
- Concerns around vaccine side effects / allergies who should and shouldn't have it
- Breakdown of demographics in who was involved in testing process
- What to do if staff are refusing to be tested
- What to do if clients refuse the tests or vaccine and how MCA affects this
- Questions around which organisations Tim Bowles is working with
- Concerns around LFW efficacy / rules and procedure
- Requests for Zoom recording / where to find this
- Requests for Vaccine rapid report to be sent out

Links

- Guardian article about how to talk to people who are hesitate/concerned about vaccines: <https://www.theguardian.com/commentisfree/2020/nov/26/heres-how-to-tackle-the-covid-19-anti-vaxxers>
- Care Home Lateral Flow Device Testing Webinar: https://event.webcasts.com/starthere.jsp?ei=1408929&tp_key=d2a77c17e3
- Sign up for Manor's Christmas Quiz: <https://www.eventbrite.co.uk/e/online-christmas-quiz-tickets-129893967353>
- Sign up to the Coproduce Care mailing list: <https://www.coproducecare.com/contact8576cd06#Subscribe>
- Respond to the ICS Consultation: <https://www.engage.england.nhs.uk/survey/building-a-strong-integrated-care-system/>
- Article on MCA and the Vaccine in Community Care: <https://www.communitycare.co.uk/2020/12/08/providers-need-information-vaccine-ensure-mca-compliance-tackle-staff-doubts/>
- Our report on why people might not take a vaccine: https://mcusercontent.com/664344718bf5e9378dbf545c4/files/c6e040e5-8c59-4a86-b6bd-06b6ef2a38da/Social_Care_and_the_Covid_19_Vaccine_Rapid_Survey_Report_Dec2020_FINAL.pdf
- Gov guidance on testing in support settings: <https://www.gov.uk/government/publications/coronavirus-covid-19-testing-service-for-extra-care-and-supported-living-settings>
- Gov guidance for vaccinating staff: <https://www.gov.uk/government/publications/covid-19-vaccination-a-guide-for-social-care-staff>

- Gov guidance of vaccination for older adults:
https://www.gov.uk/government/publications/covid-19-vaccination-guide-for-older-adults?utm_source=a1aec7d4-ebb4-49e7-b8c2-9fdd65a4e5f4&utm_medium=email&utm_campaign=govuk-notifications&utm_content=daily
- Swab test training: <https://learninghub.nhs.uk/self-swab>
- RESTORE2 training: <https://www.weahsn.net/event/restore2-virtual-training-for-care-homes/>
- MCA guidance: <https://1f2ca7mxjow42e65q49871m1-wpengine.netdna-ssl.com/wp-content/uploads/2020/12/Mental-Capacity-Guidance-Note-COVID-19-vaccination-and-capacity-1-1.pdf>

Chat

- Is there any easy read information to help complete capacity assessment for vaccine being rolled out soon
- Can we ask how we will be communicated with about vaccines and the timescales expected?
- Is there any discussion about LD care homes actually having vaccines ahead of Christmas?
- The link from the Mencap site to the easy read COVID vaccine info. would be really useful. I'd like to share this via B&NES Council social media
- There was a piece in the news about people having reaction to it....I agree it's needed but may have been rushed and a lot of people I know have said it scares them
- That's interesting, we are getting far more through the portal now that we used to be able to get, I suspect that there is plenty in the UK now. Wonder if worth advocating to allow day centres onto the portal?
- Will this report be shared with CCG/NHS Trusts?
- I have heard a valid concern raised, that some people would like to see a breakdown of the demographics of people involved in the testing process. E.g. by gender, ethnicity, age etc. I hear someone validly say 'I don't believe they have been tested on people like me' she was a black woman in her 60s. If you have a mechanism to feed this back, it feels fairly easy to share this data in theory.
- Our HR advisors have said that unreasonable staff refusal to take a COVID test could constitute insubordination so potentially the same for refusal to have a vaccine, especially if critical for their job role
- I am concerned about the implications of service users opting out of care from non-vaccinated staff. Is vaccinated or not personal confidential information for a start? Leads to all sorts of HR issues.
- Re staff and vaccines --- I will check with RWK for the HR position on this

- this could work both ways as you may have vaccinated staff not wanting to work with service users that have not been vaccinated
- Are you working with Princes Trust, Tim, they are currently recruiting a senior role to lead work to get YP into care?
- YP into work in social care/health. That could be misread previously.
- Fair enough!
- If Tim is serious about building connections with schools and promoting the care sector could he provide funding to revamp the successful care ambassador scheme.
- My understanding is that the Health and Social Care, which is a priority sector for WECA, the representative on the Skills Advisory Board is an L&D Director for an NHS Trust. Is there a social care voice in this group please?
- I would hope there is a social care voice on this group - to help even out the playing field between social care and health
- HI, what's your advice around level of 'contact', after LFT? seeing differing images on media - kissing / touching - no gloves etc. I read from guidance that social distancing should still be followed. Would you recommend Apron, masks and gloves still?
- Would the visitor guidance be applicable to visitors of clients living in Extra Care?
- this has helped strengthen up Risk assessment. great idea to watch video. this be added information
- is it correct not to vaccinate people with significant allergic reactions?
- Does anyone have the link for the NHS LFT training? I haven't received a link for it yet.
- I've seen those images too- but the guidance is clear that PPE must be worn..so no kissing (as will be wearing a mask!) and gloves and apron when touching- really think of visitors the same as staff . if visitors can maintain SD at all times then that's even safer
- green book about allergies says Contraindications
There are very few individuals who cannot receive the Pfizer-BioNTech or AstraZeneca COVID-19 vaccines. Where there is doubt, rather than withholding vaccination, appropriate advice should be sought from the relevant specialist, or from the local immunisation or health protection team.
- The vaccine should not be given to those who have had:
 - a confirmed anaphylactic reaction to a previous dose of a COVID-19 vaccine,
 - a confirmed anaphylactic reaction to any components of the COVID-19 vaccine

- We have been advised in LD homes that 2m can go as long as relative friend has full PPE on as the don't necessarily understand social distancing.
- anyone have experiences of using RESTORE2? we love the concept only just started it
- Silva care are part of the pilot so I could put you in touch with our lead
- I forgot to mention we're planning on doing a workshop on using MS Teams and Zooms in care organisations, based on our experiences. If anyone is interested email hi@coproducecare.com. first one should be 17th around 1pm
- Any questions for anne?
- How do we get involved?
- Do we know any more detail for south glos care homes getting vaccinations? Will it only be possible once the oxford one is approved?
- Please can I have a copy of this zoom meeting recording
- is this residents or staff? delivered in the homes or only available at Southmead?
- we'll be sending round to providers on our mailing list and those who have sign up. hopefully by the end of the week, if not early next.
- Do you know where else this will be available and can share this with us?
- if someone doesn't have capacity and doesn't have a health and welfare poa providers can carry out best interests but ultimately who will make the decision about whether the client has the vaccine or not...will it be a clinician like in the case of a medical procedure
- Please can we have a link to the information you've mentioned about reading
- YES that would be very helpful - we have emailed all new guidance to families, but issues may arise when differing family members don't agree, I am hoping it will be the GP ultimately as they will be issuing vaccine.