

Provider Call Covid-19 – Call 14

Chair	Sophie Chester-Glyn (Manor Community & Coproduce Care) David Smallacombe (Care & Support West)
Date	05.08.2020
Time	12:00pm – 1:30pm

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

Speakers:

- **Len Collacott** – Care Provider
- **Christina Gray** – Bristol City Council
- **Natasha Needs** – NHS South, Central and West Commissioning Support Unit
- **James Picardo** – The Care Forum
- **Karen Holley** – Care and Support West
- **Mik Alban** – Care and Support West

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

- Sophie started off by introducing today's agenda and said it is quite a busy one as at the start of the week she was wondering who to have on the call.
- Sophie briefly mentioned her Chat For Care livestreams she has been doing and said last week she interviewed Kate Terroni who is Chief Inspector at CQC, she said there was loads of really interesting information and if anyone wants to watch it, it is on the Coproduce Care YouTube. Sophie said tomorrow she will be interviewing Martin Routledge who is Strategic Advisor at In Control and host of #socialcarefutures, and also Anna Severwright who is co-chair of the Coalition for Collaborative Care.

Len Collacott (Care Provider)

- Len started off by saying he is from Windmill Care which is a residential care provider for elderly based clients in South Glos, Len said they have got 163 beds and 3 homes.
- Len said he was going to discuss the good and bad things they have experienced during the virus.
- Len said he will start off with the good things. He said when we were all faced with this nobody knew what was going to happen, he said the government did okay

overall, he said there were lots of things they did wrong but there were also things they got right and did their best with.

- Len said he thinks the care sector got it right, although there were lots of deaths in care homes, he said that we have to remember these people are the most vulnerable people and we've also got to remember a lot of people in residential care did not die.
- Len said they didn't have easy access to PPE along with everyone else and they had to prepare ahead by buying big bulks etc.
- Len said they found that a small number of staff headed for the hills straight away, he said the vast majority of staff although they scared stood up and got on though. Len said we're all in this together and if we all stick together we will get through it.
- Len said the only problem with the IPC is that it's a bit late, he said most providers have started to sort out their infection control themselves already.
- Len said he thinks the government have done what they can and he is grateful for that.
- Len moved on to the things they found not as good. He said the sheer amount of guidance that came out, every day there is more information and guidance coming out, some conflicting and some late.
- Len said in regards to staff shielding, when they have members of staff who were shielding it was difficult to know what to do and how to fund their employment etc. Len said the end of shielding has been left to them/us to decide how to do this safely. Len said they have risk assessed everyone and they have to make sure they are safe but it is difficult to know how that can be done.
- Len said there was lot of debate on PPE and should we wear masks or should we not, he said these things were difficult to deal with.
- Len said in regards to visiting, it was a subject of controversy. He said they are used to locking the homes down from other flus. Len said most care homes locked down before government guidance said.

Christina Gray (BCC)

- Christina started off by saying what heroes everyone in the care sector has been in the last few months.
- Christina said the virus is still circulating, but we need to get the economy, education and life back to some normality.
- Christina said the lockdown has severely impacted education and economy equally to the disease.
- Christina said social distancing and all our behaviours protects the care homes and population.

- Christina said the virus is still very new, she said we are only 6/7 months in to how this virus behaves. She said they have had trouble keeping up with all the guidance as well and said it's been a real challenge.
- Christina said the purpose of the outbreak plan is to keep the public safe, identify isolate and contain the virus and prevent wider community transmission. Christina said that each local Authority has an outbreak plan. She said in the South West they have worked together to produce the plans. She said very few outbreaks happen at a local authority level. Christina said it is often multiple authorities involved with a big national group that overlooks it all.
- Christina said in the South West, the stats are 4 in every 100,000 whereas up North, it's more like 80 in every 100,000.
- Christina said that local knowledge is the single most important thing and that data that comes through is always on a time lag. She said how they work as local systems, and act is with local knowledge.
- Christina said they have the Care Home Support Package now (risk assessments, testing and processes for identifying outbreaks).

Q. ONS have got a website that shows you from March to July the deaths and it has a map. Westbury on Trym had 25 deaths compared to Weston town who had 8 deaths. Do you know any information?

A. Christina said it has been a high focus for their LRF, that's Avon and Somerset. She said they have had a big focus on this, and they have detailed reporting on it. She said there's a balance on transparency on data which has been published. She said they have been tracking all their death rates and they look at excess deaths and if a death is linked to COVID on the LRF system. She said they can see deaths as place of death, deaths in care homes and those that are linked to COVID. Christina said people need to be careful of postcode and they try and steer people away from it.

Q. It would be nice for us as providers to know how we are being communicated to, is the local authority?

A. Christina said at current, it would sit with the local department risk assessment. She said the caveats are, they are looking at the risk assessment and the knowledge. She said they do it through the direction of adult services, communicating jointly not separately and said that's an area they can improve going forward.

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

- Natasha introduced herself as project manager and said she is working on the connecting care project. She said she is joined by Ross who is taking over Harriet Soderberg's role.

- Natasha showed her slides and said the project to allow access for Care Homes to the Connecting Care shared record is still running and will be until January 2021. She said access to Connecting Care will give you access to Hospital Discharge Summaries, GP medications and consultation notes and much more.
- Natasha said the second part of the project is to create the capability for information gathered in the Care Home to be shared in Connecting Care for others working in Health and Care to view.

Q. Is this only for care homes or is it for providers of care also?

A. Natasha said the project is specifically for care homes, she said when they talk about other care providers, they'd be looking at domiciliary care (they've started conversations on this). She said they need to look at how that'd be funded. She said they are working with lots of other organisations. Natasha said one thing they are looking at doing is putting connecting care on the internet so they don't have to do the VPN bit because it's a bit of a barrier.

Q. Is there a charge?

A. Natasha said there is no cost and this part of the project is funded until January and then after that is to be discussed.

James Picardo (The Care Forum)

- James said he was going to briefly talk about some of the work The Care Forum are doing. He said they have conducted a survey across BNSSG and also another survey about how social care staff are being affected. He said they are working with Bristol health partners, Black South West Network, Coproduce Care, Care and Support West and others.
- James said the purpose of the surveys are to understand the impact of social care staff wellbeing and to understand what is required.
- James gave a flavour of some of the questions 'how much do you feel safe from infection in your current work', 'to what extent do you feel you are able to raise concerns in your work'

Q. Do you have a timeline of when asking for answers back for the survey?

A. James said he doesn't have the information to hand but will find out and then circulate it.

Q. Can you enlighten us, staff wellbeing is an important issue but what will happen with this research, what's the why?

A. James said it's about understanding gaps on support and therefore helps strategic planning. He said it's to inform and support the social care sector and what can employers do to better improve staff wellbeing.

Q. Is it just going out to BNSSG?

A. James said as far as he is aware it is just going to BNSSG. David said it will be interesting to hear where it goes and maybe then can go out to a wider audience which Care and Support West can help with.

Karen Holley (Care and Support West)

- Karen said she is going to share some information on the Workforce Development Fund (WDF). She said for the second year running, Care and Support West has been asked to support with the WDF partnership program.
- Karen said that WDF is back, and they heard last week from the Department of Health and Social Care (DOHSC) that it is up and running.
- Karen said that WDF is where the Department of Health and Social Care have allocated some money to help support you and your workforce for development, encouraging people to take qualifications, claims you can make, support to you and can also help your training budget.
- Karen said the feedback previously have said that it is a fantastic help.
- Karen said you don't have to be a member of Care and Support West to join the partnership although they would love you to join.
- Karen said that WDF is a retrospective claim and Skills for Care have endorsed trainers who have allocated money towards it.

Mik Alban (Care and Support West)

- Mik said they've been running Registered Managers Network for a while now, he said they normally do them in person, but are going to be doing them remotely through Zoom at the moment.
- Mik said it's not just for registered managers, anyone in management who you think would benefit can join.
- Mik said they would generally do four networks, four topics, sixteen sessions but because they are going to be virtual and not a 6-hour session they could do more topics.
- Mik said they are almost there in getting the proposed programme out. He said they do charge for sessions, he said they get some money from Skills for Care and then they charge £40 per participant for everything.

Summary

- Research on the impact of Covid on specific groups
- Inconsistencies with testing
- Setting up connecting care / completing the toolkit
- Training and qualifications for staff
- Registered managers group / other online discussions / groups and how to join
- Questions around our letter and survey

Links

- Next meeting: <https://www.eventbrite.co.uk/e/115690329891>
- Links for our upcoming livestream tomorrow at 7pm:
- <https://www.facebook.com/coproductecare/videos/284753056159660/>
- <https://www.youtube.com/watch?v=8YD8FC7to0g>
- rosshamilton@nhs.net
- Staff Wellbeing survey link here:
<https://www.surveymonkey.co.uk/r/SocialCareStaffWellbeingEmploymentCovid19BNSSG>
- If anyone would like more information on WDF please give me a call. Karen Holley
07540458119 karen.holley@careandwsupportwest.com
- Care Provider experiences survey: <https://www.surveymonkey.co.uk/r/QB6ZCL2>
- Link to our livestream with Kate Terroni:
<https://www.youtube.com/watch?v=riAsM9xzAx4>
- WhatsApp group: <https://chat.whatsapp.com/JVQyxc5Mg2BDMHjwGCVqai>

Chat

- I'm interested in impact on specific groups particularly adults with learning disabilities as feel this group are ignored in the system. (access to testing, treatment in hospital etc) is this something you look at? or will be looking at preparing for specifically going forwards?
- Testing seems to not be running well at present. The regular testing in care homes is now delayed. Also concern raised with delay in getting test via both PHE and 119 for staff. I don't know if others are experiencing the same?
- As part of our care home outbreak plan, which we have a meeting with providers tomorrow about tomorrow, we are suggesting a specific provider group as part of this, which should help give what you suggest
- Hi, is this access available for other care providers or just care homes?
- Is there a charge for this connection to connecting care?
- If it encourages people to respond, Bristol Commissioning will use it to help us think about how we can respond, and the impact on front line staff of commissioning approaches.

- There are some training providers who state the courses are fully funded. How do you differ from those training providers?
- If the qualifications your staff undertake are free, it is likely to be funded through Adult Education Budget or through apprenticeship funding. The WDF which Karen has mentioned may be used for back fill or other additional costs if it is on the list of WDF eligibly qualifications, in these cases. I hope this helps.
- Apologies, I need to go. Do please contact us if anything else comes up you would like to have a response from BCC commissioners on. We really appreciate being able to listen in to these meetings.
- Registered Manager network is highly recommended by our managers - a 'safe' time to share experiences...all our managers find the time to go which is a good indicator of their quality!
- I agree ... the speakers on the one I watched the video on vimeo for were excellent
- on the last meeting you mentioned an online discussion you were having the Thursday after but I didn't get a chance to watch it and couldn't find a link to it where are the links to the other videos or discussions that you have please thankyou
- this question was for Sophie sorry thanks
- Where do we find that letter please?
- was the emergency support framework positive
- On CQC - a useful specific list of the inspectors questions on IP&C - available this week via the C&SW newsletter yesterday. Good for anyone heading for an inspection this year.
- what is the WhatsApp group please?
- Thanks everyone and hope you have seen my email and the link to Andrea in the One City Plan office.