

## P&C COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

<b>SERVICE AREA:</b>	Adults and Safeguarding PCC and CCC
<b>REPORT AUTHOR:</b>	Charlotte Black
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### KEY ACTIVITY HEADLINES

- We are continuing to complete virtual assessments and reviews and ensuring no back log and continuing to monitor our performance and track activity changes
- Detailed discussion have taken place with NHS colleagues about hospital discharges and the need for a clear test result and a Covid Care plan in line with national guidance
- Reablement staff have been supporting care homes where needed when they have short term staffing issues working with NHS Community Health Service colleagues
- Patients who have been discharged from hospital are being assessed in the community or in the setting they have been moved to in line with the 'discharge to assess' model
- Infections in care homes- operations and commissioning have a daily call with the CCG and Public Health England to share plans and work collaboratively to support care homes and ensure any issues or support needs are picked up quickly
- National ONS data is now being published which is also informed by CQC data
- PPE continues to be a key focus- we continue to be confident our own staff have access to appropriate PPE and are also ensuring that providers have access to the same suppliers and guidance and involve the CCG Infection Control team when needed
- Discussions underway with CCG, CPFT and Primary Care about how they can 'wrap around' and support care homes in a multi-disciplinary way
- We continue to operate in line with the Care Act and have not requested easements from Adults Portfolio holders
- Work has started to set out what aspects of the way we have been working we think need to continue and how to link this into APC
- Several redeployed staff working successfully in reablement which is very welcome- this includes 2 redeployed CQC Inspectors

### Carers

Of the 669 carers that the redeployed staff have spoken to so far, 593 or 87% have said they are coping but grateful for contact details should these be needed in the future. 76 or 11% have been referred for further support. The most common reason is help with shopping and medication collection followed by registering a What If Plan. We have written to any carers we haven't been able to contact by phone to offer support and contact on any issues.

### RISKS / CHALLENGES (AND MITIGATION)

- The strain of lock down and isolation impacting on those with mental health needs- maintaining regular contact and offering support
- Possible changes in lock down arrangements will require us to consider implications for our staff and working arrangements- this is being picked up as a Council wide issue
- Demand that hasn't come our way may spike as lock down arrangements change and this may result in increased demand from the community as well as hospitals- we are promoting Adult Early Help as a first point of contact and numbers accessing AEH have increased
- The challenges faced by providers with Covid positive residents who are not able to comply with social distancing requirements- CPFT social care team and LD teams are identifying anyone in their client group and will be developing a plan in advance with those providers
- Ensuring that any quality or practice issues in residential or nursing settings are identified and we are offering professional support- we will be resuming a programme of Social Work visits to complete assessments and reviews of any providers identified through a prioritisation process- the staff will be trained in use of PPE and visits will where possible be joint with NHS. Remote contact will continue also.

<ul style="list-style-type: none"> <li>Increased demand in the NHS as services resume is likely to increase pressure to meet demand in a care market which is facing significant challenges as a result of COVID- this is being discussed daily with NHS colleagues at a senior level</li> <li>Ensuring that if any residents of care homes are isolated that the necessary steps have been taken in terms of mental capacity and deprivation of liberty</li> </ul>
<b>WORKFORCE UPDATE</b>
<ul style="list-style-type: none"> <li>We are continuing to complete virtual assessments and reviews and ensuring no back log and continuing to monitor our performance and track activity changes</li> <li>Successful recruitment campaign in PCC and CCC for Reablement which is very encouraging</li> <li>We are developing a plan for how we can deploy staff who are having to work from home and would normally be in front line roles to support the community hub, carers calls and adult early help by telephone</li> <li>We have finalised a process and implementation of response to care homes when short staffed in an emergency</li> <li>Staff wellbeing and thanks prioritised in Service Director video message</li> <li>Staff testing – we continue to promote all options for testing for staff</li> <li>Support materials have been updated for staff affected professionally or personally</li> <li>HR continue to gather info on absence rates and support contact with staff who can't work from home when period of isolation completed and arrange testing</li> </ul>
<b>FINANCIAL IMPACT (increase in costs / reduction in income)</b>
<ul style="list-style-type: none"> <li>Currently estimating reduced delivery of savings through APC in PCC and CCC– we have reviewed all APC workstreams and are redirecting in a way that helps us manage demand and cost in the current situation.</li> <li>Other increased costs relate to PPE, pre paid cards, agency staffing, over time costs, TEC, Community equipment</li> <li>Contributions for care likely to reduce as care being provided is reduced</li> <li>Established process through MOSAIC for both Councils to keep track of any changes in costs or contribution as a result of emergency measures taken in response to COVID 19</li> <li>Legal advice being sought on national guidance in relation to charging post hospital discharge and Covid funding</li> </ul>
<b>RECOVERY ACTIVITY (plans being considered / future steps)</b>
<ul style="list-style-type: none"> <li>We are working with CPFT and the CCG to review the Discharge to Assess arrangements we put in place in line with government guidance and agreeing what is fit for purpose moving forward and we build on what we have learnt and what has worked well- these arrangements will be in place until the end of July</li> <li>We are starting to prepare for increase in demand that we expect to follow relaxation in government restrictions and working with BI and partners as part of recovery planning</li> <li>A process of completing a daily Recovery log at the end of each daily adults call has been started capturing ideas and thoughts from front line managers</li> <li>We are capturing key learning points about how we have managed to do things differently and are encouraging feedback from staff to shape plans going forward</li> <li>We are identifying ways in which we have worked with partner agencies in a different way identifying who is vulnerable and developing a coordinated response</li> </ul>
<b>COMMUNICATIONS</b>
<p>We are keeping members informed on specific issues, responding to case enquiries and have also written to all members about where to go with any concerns. We will be developing FAQs on a range of issues for members.</p>

We are sending regular newsletter style COVID-19 practice updates to all Adults and Safeguarding staff across Cambridgeshire and Peterborough on a daily basis, as a way of updating consistently. So far we have shared updates regarding the following:

Adults daily updates: (new ones in blue since last highlight report)

Video message from Charlotte Black

Practice updates

- Support for Staff – updated
  - Circulated the thank you letter from Matt Hancock
  - Crisis mental health services bolstered during Covid-19
  - Legal support – updated
  - Letter templates - delay letter, sending out documents, supportive letters for carers, Discharge from Hospital, financial threshold cases (not related to hospital discharge)
  - Learning Development resources for Social Care practitioners
  - Simple meditation techniques for everyday life
  - D2A pathway - updated
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- Amended version of VS commissioning services offer and referring to the hubs
  - Making best use of VS capacity and expertise in our contacts and care and support planning
  - Should you refer to the countywide or district hubs?
  - Thank you to all our amazing key workers – poster
  - Arrangements responsibility following a death
  - Applications for Deprivation of Liberty
  - Care Packages changes
  - Staff support
  - Access to pre paid cards
  - Volunteer network and use of the Countywide COVID-19 Co-ordination Hub
  - Visits and Ethical framework
  - Contact with Carers
  - Continuing Healthcare
  - Message of thanks from Matt Hancock
  - Access to foodbanks
  - Personal Protective Equipment – how to access, when to use and how to dispose
  - Voluntary sector offer
  - Charging for care
  - Assessments, care and support plan recording
  - Discharge to Assess pathways
  - Easements guidance
  - Legal support during COVID-19
  - Delay letter – which can be sent to people who are being added to a waiting list for an assessment and/or assessment
  - Practice queries
  - Staff Testing
  - Outbreaks in care settings – link to guidance, tool, procedure for care setting in community