

SERVICE HIGHLIGHT REPORT – COVID-19 AND KEY SERVICE UPDATES

SERVICE AREAS:	Adults and Safeguarding
REPORT AUTHOR:	Charlotte Black
REPORTING PERIOD:	November 2020
LOCAL AUTHORITY:	Cambridgeshire and Peterborough

Part 1 - COVID-19

NEW GUIDANCE AND IMPACT

- Follow up letter to DASSs re Designated Settings Requirements
- Guidance on direct payments: <https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-for-people-receiving-direct-payments/coronavirus-covid-19-guidance-for-people-receiving-direct-payments>
- Covid-19 Winter Plan: The government's plan for managing covid-19 through winter: <https://www.gov.uk/government/publications/covid-19-winter-plan>
- Covid-19: adult social care risk reduction framework: A framework for how adult social care employers should assess and reduce risk to their workforce during the coronavirus pandemic - <https://www.gov.uk/government/publications/coronavirus-covid-19-reducing-risk-in-adult-social-care>
- Covid-19 testing for home care workers: Sets out how homecare agencies in England can order regular tests for their homecare (domiciliary care) staff. <https://www.gov.uk/government/publications/coronavirus-covid-19-testing-for-homecare-workers>
- Guidance on home care worker testing: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/936894/Care_Home_Testing_Guidance_visual_v1911.pdf
- Providing care and support at home to people who have had COVID-19: The Social Care Institute for Excellence has published a [quick guide](#) to help home care workers and personal assistants (PAs) to provide care and support to people who have left hospital after having COVID-19. It explains what to expect as these people return to their lives.
- Volunteer placements, rights and expenses: <https://www.gov.uk/volunteering/coronavirus-volunteering>

We have reviewed all of this guidance and it is all being dealt with or we have arrangements in place to make sure it is incorporated into our practice.

NEW CHALLENGES AND ACTIVITY

- Increased pressure on the NHS is resulting in increased pressure on adult social care in terms of hospital discharge and community referrals.
- Increase in community referrals to Reablement, Adult Early Help.
- Increase in the number of safeguarding concerns and investigations many of which have become more complex as a result of restrictions and less contact with services.
- Learning Disability Partnership has seen an increase in the number of people referred to the service as the restrictions related to Covid continue. We continue to monitor and provide an enhanced service to those at risk on inpatient admission due to a deterioration in their mental health. After 3 month period of levelling for waiting lists for people needing specialist LD health support from the service, waiting lists are now at 207. Demand for OT and therapeutic interventions remain high with an increase in waiting times for most specialisms.
- Mitigation - All service areas are reviewing and setting priorities based on need and risk. Remote and virtual appointments are offered where appropriate and face to face visits carried out where needs or risk are unclear. Managers are reviewing all waiting lists of a regular basis triaging according to need and risk.
- Additional support has been provided to a care home in difficulties due to Covid which has impacted on capacity in reablement and long term social care as staff have stepped in to provide hands on care and review care and support plans.

RECOVERY ACTIVITIES
<ul style="list-style-type: none"> • Return to day services is continuing and numbers gradually increasing. • Financial assessments- back log is being cleared. • CHC working with the CCG to clear the backlog. • Care Home Support Team starts in Jan but some staff have been released from other work early so they can start to work with care homes that have been identified in need of specialist SW support.
DECISIONS MADE SINCE LAST REPORTING PERIOD
<ul style="list-style-type: none"> • Letter sent to all care homes from DASS, Chief Nurse and DPH making clear that visits cannot be banned. • Review of Adult Early Help across PCC and CCC has been commissioned. • Work completed on what we think APC can deliver in 21/22 rag rated to recognise risk areas.
NEW COVID-19 FINANCIAL IMPLICATIONS SINCE LAST REPORTING PERIOD
<ul style="list-style-type: none"> • Work continues to understand Covid impact and make sure this is recognised in submissions to DCLG.
WORKFORCE CHALLENGES
<ul style="list-style-type: none"> • Pressure on front line staff is considerable. • Number of staff working from offices is being reviewed and will be increased whilst complying with Covid restrictions. • ASC flu jabs completed- helped out by a GP practice in Ely when supplies ran low. • The future role and structure of the Long Term Teams in PCC and CCC in under review. • Jackie Galwey led briefing sessions for all adults Team Managers and Senior Social Workers, regarding changes to the future role and structure of the long term teams in Cambridgeshire and Peterborough. • Managers are now in the process of updating all teams about these changes and why they are being made.
COMMUNICATIONS
<ul style="list-style-type: none"> • Briefing sessions held with all new staff TUPE transferred from Action for Children's Homes into 0-25 team in adults under AD Debbie McQuade • Joint letter from Liz Robin, Charlotte Black, Carol Anderson re Care Home Visiting Guidance and Support Package https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus/update-on-policies-for-visiting-arrangements-in-care-homes with a care home wellbeing support booklet produced by CCG • Carers Right Day – 26 November – Caring Together asked Helen Duncan to do a video – you can watch here vlog about Carers Rights Day here <p>Practice Updates:</p> <ul style="list-style-type: none"> • Adult safeguarding professionals survey: An anonymous survey from the Cambridgeshire and Peterborough Safeguarding Adult's Partnership Board to give staff the opportunity to share thoughts and experiences surrounding work in the field of adult safeguarding • New Public Information Accessibility Requirements: In September 2020 some new national standards around accessibility of public information on our websites came into effect. The basic requirement is that all information that we publish on our website must be accessible to all, including those using accessibility tools that translate content into spoken word. The corporate communications team are working hard to ensure that web pages are compliant, and our Public Information Group is looking at the leaflets and factsheets, but we also have to apply some tests and changes to our published policies and strategies, if they have been published since September 2018.

KEY SERVICE UPDATES – INTERNAL / EXTERNAL

- Key learning from audit carried out at start of COVID-19 Lockdown, March to June 2020: During Covid-19 our duties under the Care Act and Mental Capacity Act remain, and whilst we may be doing this more remotely it is critical that we can evidence that we have continued to meet our statutory responsibilities in line with the [ethical considerations for local authorities and adult social care professionals](#). The conclusion and recommendations from this audit found:
 - The area where best practice and performance was found was Safeguarding. Overall performance in the area evidenced 89% of applicable standards were met.
 - We need to continue to improve on how we support carers and ensure that we consistently record what we do using the tools within mosaic so we can report on this. Carers were identified in the case records, but there was little recording of this within the carers record.
 - The use of TEC and Occupational Therapy was considered in 80% of cases, which leaves 20% of cases where we could aim to ensure we have this conversation.
 - Mental capacity was considered in 92% of cases and where capacity was in doubt there was evidence to support this.
 - Area for improvement has also been identified and are being taken forward via the Practice Governance Board

FINANCIAL ISSUES

- Detailed work underway to quantify Covid costs, savings realised/ impacted and what can be achieved in terms of costs avoidance in 21/22

UPCOMING ISSUES & HORIZON SCANNING AREAS

- Future funding arrangements for Adult Social Care- no further updates at this stage