

## SERVICE HIGHLIGHT REPORT – COVID-19 AND KEY SERVICE UPDATES

<b>SERVICE AREAS:</b>	Adults and Safeguarding
<b>REPORT AUTHOR:</b>	Charlotte Black
<b>REPORTING PERIOD:</b>	December 2020
<b>LOCAL AUTHORITY:</b>	Cambridgeshire and Peterborough

### Part 1 - COVID-19

#### NEW GUIDANCE AND IMPACT

##### New guidance and impact:

- **ADASS autumn survey 2020** - The latest [ADASS survey](#) shows the debilitating effects of COVID-19 on our society with councils reporting huge increases in demand for most forms of adult social care and support.
- **Q&A and COVID-19 vaccine communications toolkit update** - The Department of Health and Social Care has updated **the attached** COVID-19 Vaccines Q&A document.
- **DHSC Coronavirus social care update** - The latest version of the **Department of Health and Social Care Coronavirus Newsletter** features the latest vaccine content, guidance and testing updates, and posts from their Social Care and Social Work With Adults blog sites.
- **Care home visitor testing guidance** - Following the expansion of Lateral Flow Device (LFD) test kits to all care homes, guidance on **visitor and visiting professional LFD testing** is now available. Public Health are advising care homes that lateral flow tests are one mitigating action that can be taken as part of a broader set of infection control measures.
- **Designated settings for people discharged to a care home** - Guidance on the designated settings scheme for people discharged from hospital to a care home with a positive coronavirus (COVID-19) test. <https://www.gov.uk/government/publications/designated-settings-for-people-discharged-to-a-care-home> This guidance is for local authorities, clinical commissioning groups, care providers and people who use these services. It builds on the [letters that were sent to directors of adult social services](#) on 13 October 2020 and 10 November 2020. Commissioning colleagues have been working with the CCG to agree designated premises and associated funding.
- **Updated PPE portal: how to order COVID-19 personal protective equipment (PPE)** Eligible health and social care providers can order PPE through the portal to meet the increased need that has arisen as a result of the COVID-19 pandemic. <https://www.gov.uk/guidance/ppe-portal-how-to-order-covid-19-personal-protective-equipment>
- **Covid-19 vaccination: a guide for social care staff** – vaccinations are now being offered to care home staff and this leaflet provides information for frontline social workers on covid-19 vaccination and has been shared with our providers <https://www.gov.uk/government/publications/covid-19-vaccination-a-guide-for-social-care-staff>
- **Capacity, consent and vaccination** - NHS England has published a **'Standard Operating Procedure' for administering the first COVID-19 vaccination in community settings, including care homes**. It includes relevant information about capacity and decision-making, including advice on how to prepare in advance for a good best-interests decision to be taken, at the right time.

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

- The decision to prioritise 20% of the Pfizer vaccine for care home staff has been very welcome but generated a lot of work as we have had to set up a system and infrastructure at very short notice to gather details from care homes about staff they wish to put forward and work with PCH and CUH to get them booked in.
- At this stage the target is to get 100 care home staff vaccinated each day and we are still working to achieve this target although now some Primary Care Networks are also offering the vaccine that has increased the numbers and accessibility has been improved.
- The number of care homes with outbreaks has increased and this has required additional support and also resulted in a reduction in care homes able to accept discharges.

- Pressure on the hospitals and CPFT has increased as a result of the need to respond to Covid, continue BAU and recovery, prepare for the vaccine and accommodate social distancing requirements which has resulted in less beds available. This has in turn increased pressure on the whole system and social care to expedite discharges quickly.
- Increased escalation processes have generated additional pressure and demand on the team.
- 7-day working is already in place in ASC and work is underway with health partners to ensure the whole system is geared up to 7 day working.
- Increase in the no of complex cases in all client groups where an emergency placement is needed at the weekend- a new system has been put in place with EDT and commissioning to enable us to respond as well as possible.
- Move into Tier 4 has had an impact on day services and increased levels of risk for other services. We are revisiting arrangements for CEV staff members with HR.
- 0 to 25 Teams continue to see increased demand and complexity, the teams are working hard to ensure Children and Young People (C/YP) and their families are supported but there are a number of C/YP who are clinically extremely vulnerable who have not been able to access school or support services. 0 to 25 are working closely with the CCG/Education to resolve and offer a level of bespoke support via a recently commissioned service - Milton Hub, offering a short break for C/YP with complex health needs.
- The inhouse residential short breaks continue to offer support to C/YP however, the impact of COVID and C/YP or family members testing positive or being part of a bubble where another C/YP has tested positive has again reduced the available support/short break.
- The 0 to 25 Teams continue to work closely with commissioning colleagues, C/YP and their families to ensure those at greatest risk of crisis are supported via bespoke packages of care and support at home and/or in alternative environments.
- 

#### **RECOVERY ACTIVITIES**

- Fran Marshall has now started her role as Adult Principal Social Worker.
- The Care Home Support Team will be formally launched in January, but the Team Manager and a SW have started early in response to the current pressures being placed on care homes and support needed especially due to outbreaks.
- APC work continues and we are working closely with the Think Communities team to increase our support to carers and reach to carers who wouldn't otherwise have contact with support services or even think of themselves as 'a carer'.
- Day Services are now operating at 60% of normal capacity to accommodate social distancing requirements.
- From 21 December most day services in PCC are closed with only a handful of services being offered to those most at risk. Welfare calls have been made to all who were attending and their families to ensure any additional support is in place.
- CCC Long Term Teams has been contacting older people (and their carers) to assess impact of day service closure – now that CCC is also in tier 4. Weekly review meetings with interested parties taking place.
- Continued work with CCG on CHC deferred assessments and BAU. Ability of achieve target compromised by lack of agency social workers with sufficient experience of CHC.
- Healthwatch report sets out a number of areas where the discharge process can be improved and the consequences of the rapid discharge from hospital that took place in March/ April. We will be exploring with Healthwatch the findings and recommendations and discussing with health partners any actions we can take immediately and in a more sustained way to improve our discharge processes.

#### **DECISIONS MADE SINCE LAST REPORTING PERIOD**

- A multi-disciplinary team has been set up to oversee support and intervention in care homes where there are quality concerns or where additional support is needed in response to an outbreak.
- This is chaired by the Assistant Director Jackie Galwey and includes members from the CCG Commissioning and Operations.

#### **NEW COVID-19 FINANCIAL IMPLICATIONS SINCE LAST REPORTING PERIOD**

- Work continues to understand Covid impact and make sure this is recognised in submissions to DCLG.
- Day services is a specific area where costs have increased as a result of the requirements re social distancing on day services delivery and transport and has meant that additional and alternative support arrangements have had to be put in place for some service users and their families.

## WORKFORCE CHALLENGES

- AD post – recruitment process underway - the post will be re-advertised in January given the challenges of recruiting during a pandemic.
- Additional flu vaccination clinics have taken place.
- Pressure on front line staff is considerable as teams juggle new demand coming in, complex cases as a result of lockdown and managing the ongoing challenges related to the pandemic and increased isolation and vulnerability of the ASC client group.
- Waiting lists in PCC long term teams are at a minimum level. There is a two-month delay in the review of care and support plans with reviews due in November and December yet to be allocated.
- Cambridgeshire OP and PD Teams the backlog of reviews continues to be a concern compounded by an increase in vacancies prior to Christmas which led to 204 reviews being completed compared to 297 the previous month. While a risk based approach is being taken to review our ability to address the backlog needs to be considered alongside competing demands.
- Cambridgeshire OP and PD Teams had a current combined waiting list for assessments and unplanned review request of 79 (on 20/12/20). This is a relatively good position compared to previous months given the recent high volume of complex work into the teams.
- We have started work on the future structure and role of the Long Term Teams in PCC and CCC. The proposed changes will have a greater impact on the CCC teams. Therefore, we intend to have a test and learn period for 6 weeks starting in January in the Cambridge and South Cambs area to ensure that the revised Team Manager and senior practitioner roles are viable and effective.
- To support the D2A process and ensure continuity for service users the Long Term Teams are retaining case accountability and supporting the transfer process out of hospital. This has increased demand on the teams but is recognised as the right thing to do get the best outcome.
- We have made a decision to increase social worker input in the hospitals which has required us to move SWs back into the hospitals and off the community DTA work. This has improved the situation in the hospitals but needs to be funded and so a business case has been put to the CCG to continue with this arrangement until April.

## COMMUNICATIONS

### Communications:

- **Laptop rollout for Reablement Support Workers** – working with CCC IT Client Support Team over 90 care and support staff have received training via remote and online sessions. It is hoped to complete the roll out of all laptops to all Reablement Support Staff by early January 2021 and also introduce a Virtual Notice Board, which over 200 frontline staff will be able to access to receive and share information in a secure and appropriate way.
- **Carers Assessment Feedback** - Cambridgeshire County Council and Peterborough City Council are working together to understand the carers experience following our input with them. This can be after carer's assessments or reviews. To ensure we continue to support carers effectively and offer the right support it is essential we understand what is important to the carers. The carers' survey is a tool that is designed to gather the carer's views about the support that we offer them, and it will help us ensure that future carers' support meets carers' needs. The process for receiving the Carers Assessment Feedback forms has changed slightly. You can find the updated guidance on the Adults Toolkit [here for Cambridgeshire](#) and [here for Peterborough](#).
- **The new 2020/21 Guide to Independent Living in Peterborough** is now available [online on the Care Choices website](#) The guide contains a wealth of local information on getting out and about, keeping healthy and well, staying independent and looking after someone, as well as details of local services and care providers.
- **Peterborough Exemplar Project Update** - The Peterborough Exemplar Project is one of 12 national NHS England pilots aiming to improve community mental health provision. You can read their [recent update here](#) or follow the project on twitter [@PboroMHExemplar](#) for more information.
- **Joint letter to care homes from Dr Liz Robin, Public Health and Charlotte Black** regarding further changes to national visiting guidance, which is available [here](#)

<https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus/update-on-policies-for-visiting-arrangements-in-care-home> and here  
<https://www.gov.uk/government/publications/arrangements-for-visiting-out-of-the-care-home/visits-out-of-care-homes> .

#### Practice updates

- **D2A Guidance – updated** - The Government has provided funding, via the NHS, to help cover the cost of post-discharge recovery and support services, rehabilitation and reablement care for up to six weeks following discharge from acute hospital to enable a safe, swift discharge from hospital. To support full implementation of discharge, a set of [discharge guidance action cards](#) has been developed to summarise responsibilities for key roles within the hospital discharge process.

## Part 2 – BUSINESS AS USUAL ACTIVITY

### KEY SERVICE UPDATES – INTERNAL / EXTERNAL

- Richard Gibson has been appointed to head up the Adults Finance Team and the Financial Assessment Team and is working with the teams to make sure we are managing the financial assessment process and the implementation of the contributions policy as well as possible.
- We have recently reviewed complaints and MP enquiries received during the pandemic and whether there has been an increase. This has confirmed that there hasn't been a significant increase in formal complaints but an increase in concerns from members on specific cases. We will continue to review.
- Work underway to ensure that the ongoing implementation of Mosaic continues to ensure we maximise the benefits of the system and investment so far.

### 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.