

SERVICE HIGHLIGHT REPORT – COVID-19 AND KEY SERVICE UPDATES

SERVICE AREAS:	Adults and Safeguarding
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LOCAL AUTHORITY:	Cambridgeshire and Peterborough

Part 1 - COVID-19

NEW GUIDANCE AND IMPACT

- The Mental Capacity Act (2005) (MCA) and deprivation of liberty safeguards (DoLS) during the coronavirus (COVID-19) pandemic: additional guidance - GOV.UK This additional guidance includes a key new section '[Offering a vaccine to someone who lacks the relevant mental capacity](#)'.
- Dementia support for carers - Alzheimer's Society is launching a new project to keep people out of hospital, support hospital discharge and to help ease the pressure on the NHS. The project is aimed at carers who are caring for someone with dementia.
- Covid-19 vaccination: guide for older adults can be found here <https://www.gov.uk/government/publications/covid-19-vaccination-guide-for-older-adults>
- Updated: Overview of adult social care guidance on covid-19 – information for adult social care providers guidance and support can be found here <https://www.gov.uk/guidance/overview-of-adult-social-care-guidance-on-coronavirus-covid-19> includes length of time staff/residents who have been diagnosed should not be included in testing and reflects the extension of the Infection Control Fund.
- Adult Social Care Rapid Testing Fund - Sets out the measures that the Rapid Testing Fund will support, including information on the distribution of funds and reporting requirements. <https://www.gov.uk/government/publications/adult-social-care-rapid-testing-fund>
- Covid-19 vaccinations and community based social care workers – letter from Minister for Social Care to LA Chief Execs and Directors of Adult Social Services care providers. <https://www.gov.uk/government/publications/covid-19-vaccinations-and-community-based-social-care-workers>
- Information for shielding and protecting people defined on medical grounds as extremely vulnerable from COVID-19. <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>
- New guidance from UK Infection protection and control issued specifically in relation to Learning Disability and Mental Health services, we are currently reviewing this in respect of visiting service users both in the community and when in in-patient settings.

NEW CHALLENGES AND ACTIVITY

- Key focus in January has been on ensuring front line social care staff access vaccinations, care home residents and staff are vaccinated- good progress being made and we are currently performing well as a health and care system although recognise there may be a cohort of people who will take more persuasion.
- The other main priority has been continuing to implement Discharge to Assess and ensure timely discharge from hospital as well as supporting the NHS and Commissioning colleagues looking for additional capacity in response to NHS demand created by second wave and new variant.
- The need to support service users in all client groups with their mental health has increased this month. We have seen an increase in the number of LD inpatient admissions.
- Family Carers are finding this third lockdown more difficult. This is creating increased demand on support from teams.
- To support this LD Day services are looking at opening weekends to offer day time respite and teams continue to make Carer's welfare calls, delivering activity packs each week to people at home which specific activities and work set around sessions.
- Day service staff redeployed into accommodation services in all service areas to ensure sufficient staffing levels in 24 hour services.
- Adult Early Help continue to receive a high level of referrals that require urgent attention where cared for people have become unwell or following hospital discharge.

- 0-25 Children with Disabilities-housing and adaptations have slowed down as the District Housing Teams focus on Covid-related priorities.
- Safeguarding referrals increasing.

RECOVERY ACTIVITIES

- Work starting to plan recovery and shifting of focus back to community and demand that we expect as a result of lockdown.
- LDP- previously reported outbreak at Russell Street has come to the end of their 28-day period with no further positive cases. The team have worked really hard to maintain care and support and comply with what was asked of them during this period.
- Care Home Support Team has now started but is predominantly focussed on working with the Contracts Team, Public Health and CCG to manage outbreaks at the moment.
- Process starting to prepare for end of Discharge to Assess free care for 6 weeks funding on 1 April 2021
- Demand for Lifeline and for urgent installations has been higher than forecasted and we intend to build on this and for TEC to be a key strand in our recovery plans.

DECISIONS MADE SINCE LAST REPORTING PERIOD

- Reablement is allocating work to 2 separate pathways-part of the team seeing new and hospital discharge service users only with the rest of the team seeing longer term service users to maximise safety of vulnerable staff.
- Reablement also keep the Covid positive service users on a separate rota to decrease any cross infection and following best practice set out in government guidance, this puts additional strain on the capacity available.
- Adults Committee agreed refreshed Transport Policy.

NEW COVID-19 FINANCIAL IMPLICATIONS SINCE LAST REPORTING PERIOD

- Continued use of agency staff for short term support in LDP in-house services and for Discharge Planning teams to support hospital discharges but agency staff proving difficult to source as all LAs compete.
- Reduced capacity in day services resulting in alternative care being needed often more 1:1 and therefore more costly.
- All additional costs being coded as Covid costs and put forward via Finance colleagues to MHCLG.
- Funding for 6 weeks free care stops on April 1 so work is taking place to assess operational impact and how to manage/ mitigate- this is joint with the Commissioning Directorate and NHS.

WORKFORCE CHALLENGES

- Challenges with increased sickness levels and isolation requirements as a result of Covid
- Ongoing challenges with staffing and accessing agency- staff recruitment campaign continues.
- Reablement- due to increasingly infectious Covid variant, Reablement PPE guidance has been revised and re-issued. PPE kit updated and issued to staff. We still have a relatively low rate of positive testing in staff. Staff are working with a high percentage of Covid positive service users.
- Frontline staff undergoing vaccination programme- this has almost been completed in terms of internal frontline staff- work now underway to pick up any staff who have concerns about the vaccine.

COMMUNICATIONS

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- Day Services celebrate Christmas - The Cresset Day Service for older people in Bretton, Peterborough is a service for older members of the public, all still living at home independently, with some form of dementia. The service was opened up to prevent loneliness between lockdowns. The service are completing quizzes over the phone and delivering activity packages to residents.

- We have been working with PCNs who will hand out the Guide to Independent Living and other key information to the over 80s who are attending the Covid Vacs clinics in Peterborough.
- We have continued to communicate regularly with our families of children with disabilities to summarise how we are working during the lockdown and what they can expect from our services.
- We have updated our Local Offer information pages to ensure they reflect the most current information, including the way we are working during the third Covid lockdown.

Practice updates

- CCG Flow chart for covid-19 swabbing of patients in their own home who require urgent admission to a care homes.
- Audit – Team managers sharing feedback with other relevant team managers both for good practice and areas of development. It will support managers to understand themes and team performance.
- Toolkits – The Quality and Practice Team are starting work on a Managers Toolkit. Updates include medication errors, case transfers and Appointeeship and Deputyship.

Part 2 – BUSINESS AS USUAL ACTIVITY

KEY SERVICE UPDATES – INTERNAL / EXTERNAL

- Lockdown is having an impact on day services - all services greatly reduced, risk assessments in place for those still attending.
- During Lockdown all teams have quickly adapted to more restricted ways of working with visits only taking place on the basis of risk and where there is no other suitable alternative.
- Adult Early Help referrals increasing. Under 14% of referrals went on to long term teams for a social care assessment, with most calls ending in information and advice given.
- Referrals appear more complex and time consuming.
- We have also started to notice the impact of COVID referrals, these includes carers requiring support and service users requiring support as their carer is in hospital.
- Reablement continues to perform well and very rare to have reablement delays in hospital. Cases are more complex.

FINANCIAL ISSUES

- Immediate financial challenges related to Covid are being picked up as part of MHCLG return.
- Work underway to prepare for new financial year budget prep and delivery of cost avoidance- this may be impacted by the ongoing impact of the pandemic.

UPCOMING ISSUES & HORIZON SCANNING AREAS

- Impact of 3 lockdowns has resulted in a high level of latent demand which we are starting to notice and we will need to balance our focus on supporting the NHS with meeting social care needs in the community.
- Front line staff and managers are starting to show signs of tiredness and needing increasing levels of support whilst working remotely- we are doing all we can to maintain morale and focus knowing what is ahead in terms of future demand and pressure on caseloads which are increasing steadily.
- Following Covid there is likely to be an increase in people requesting alternative accommodation. People are reluctant to change accommodation during the pandemic.
- Discussions taking place regarding the delivery of TEC from April 2021 when APC funding ceases.