

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

<b>SERVICE AREA:</b>	Adults and Safeguarding PCC and CCC
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<b>REPORTING PERIOD:</b>	w/e 1 May 2020

### **KEY ACTIVITY HEADLINES**

- 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
- As the NHS restarts a number of services the need to ensure we achieve timely discharge is increasing
- PPE continues to be a key focus- we are confident our own staff have access to appropriate PPE
- New guidance on PPE use in a domiciliary care setting has been published
- Care Act Easements guidance has been reviewed and we continue to operate in line with the Care Act and have not requested easements from Adults Portfolio holders
- Discussion underway about use of Technology in care homes and we plan to build on this as an opportunity to take forward Adults Positive Challenge programme and approach Social Care – applying for Innovation Accelerator 20/21 funding with the STP
- Testing is now widely available and is being promoted amongst ASC staff
- Collaboration across ADASS region is very active to share good practice and interpretation of changing national guidance
- Several redeployed staff working successfully in reablement which is very welcome

### **RISKS / CHALLENGES (AND MITIGATION)**

- 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
- According to national guidance we will know now if we are accepting hospital discharges into our services for people who are still Covid positive
- Each person will be assessed on a case by case basis and if we do not feel we can safely support or isolate someone who still has Covid we are asking the hospital to delay discharge until the end of the quarantine period
- We are making sure that staff have the necessary PPE and in line with other changes in national guidance all staff delivering personal care are wearing PPE at all times. We are also arranging training for our staff from CPFT infection control team
- Challenged care market with some reluctance from people who would ordinarily have moved into a residential care setting requesting care in the home
- Staff availability- trying to get people back to work where safe to do so
- 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

### **WORKFORCE UPDATE**

- We have finalised a process and implementation of response to care homes when short staffed in an emergency
- Staff wellbeing and thanks prioritised in Service Director video message
- Staff testing being promoted
- Support materials have been updated for staff affected professionally or personally
- Recruitment – we continue to have a good number of new applicants for Reablement posts in both Councils
- 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

## FINANCIAL IMPACT (increase in costs / reduction in income)

- 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.
- Other increased costs relate to PPE, pre paid cards, agency staffing, over time costs, TEC, Community equipment
- Contributions for care likely to reduce as care being provided is reduced – we are recording and checking with ADASS on interpretation of COVID Bill
- 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
- Work continues to clarify national guidance in relation to charging post hospital discharge and joint approach being taken across ADASS

## RECOVERY ACTIVITY (plans being considered / future steps)

- We will be 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
- 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
- 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
- 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
- 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
- We are capturing the joint work with the Community Resource Hub that has worked well e.g. work with Carers

## COMMUNICATIONS

- Case studies forwarded to communications team celebrating council workers and community volunteers who have agreed to support with direct care (Reablement, Extended lifelines, Carers, Dementia support) in PCC and CCC
- 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 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

- 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