

Tuesday 19th January

Adult Disability and Mental Health Residential & Supported Living



Host- Michelle Airey
HCPA Integration Manager

The session will begin shortly

If you are in the wrong break out room please click leave and select Leave Breakout room and you will be taking back to main event to be reassigned

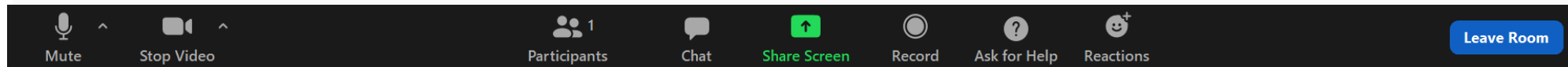


House Keeping

- If you are in the wrong break out room, please click leave and select Leave Breakout room and you will be taking back to main event to be reassigned
- Microphones off unless asked to speak or speaking
- For questions, please add these to the chat box, we will come to these at the end, you may be asked to elaborate over the microphone

In-Meeting Controls

The attendee controls appear at the bottom of your screen. To access the meeting controls, just move your mouse in the Zoom window.



Attendees have access to these features:

Mute or Unmute:



To mute or unmute your microphone, click the ^ arrow next to the picture of the microphone.

Please keep your microphone on mute during the presentation

Start Video or Stop Video:



To turn your camera on or off, click the ^ arrow next to the picture of the video camera.

Please keep your video off during the presentation.

Agenda

1. Summary of Current Guidance
2. COVID-19 Safe Approaches and IPC
3. Commissioning Update- Residential
4. Commissioning Update- Supported Living
5. Commissioning update Mental Health
7. Risk assessment and Risk Reduction Guidance
8. Top FAQs being asked by Providers
9. Brexit Support
10. Mental Health and Posture Friends Education
11. Wellbeing Support
12. Q&A

Please note not all questions can be answered within this session and they may need to be taken away for expert input

Guidance and Advice

- Personal protective equipment (PPE) – [Click here](#)
- PPE Illustrated Guide – [Click here](#)
- How to work Safely in a care home- [Click Here](#)
- Supported Living – [Click here](#)
- Admission and Care of Service Users in a Care Home during COVID-19- [Click here](#)
- Aerosol Generating [Click here](#)
- Infection Control Checklist [Click here](#)
- Testing Guidance [Click here](#)
- HCC Letters [Click here](#)

Previous Webinars

Ethical Framework

- [Click here](#) for recording

Care Home Vaccination Update

- [Click here](#) for slides
- [Click here](#) for recording

All Adult Non Care Home Services Vaccination Update

- [Click here](#) for slides
- [Click here](#) for recording

Covid-19 Vaccine Consent Webinar

- Copy of Slides [click here](#)
- To watch the recording [click here](#)

IPC and PPE Audit

- Copy of slides [click here](#)
- To watch the recording [click here](#)
- PPE Audit Template [click here](#)
- Hand Hygiene Audit Template [Click here](#)

Contact Tracing

- Copy of slides [click here](#)
- To watch the recording [click here](#)
- FAQs [Click here](#)

Keeping up Standards

- There is insufficient scientific evidence around if the vaccine stops people spreading the virus.
- Therefore, you **MUST** continue with their high standards of PPE and IPC and they have a duty of care even in their home lives to take all of the current government precautions.
- Encourage staff to be vigilant inside and outside of work.
- Government Update [here](#)
- **To support you we have created a new page on all the latest guidance and resources- www.hcpa.info/ipc**

Social care staff have done so well up to now; let's not let our guard down.

Masks

“During a period of sustained transmission of COVID-19 across the UK, an additional level of PPE is required for normal care. See [guidance on specific PPE for use in the care home sector](#) and [guidance on specific use of PPE on Domiciliary Care](#).

Therefore, it is counter to that guidance to think that staff with a mask exemption letter can continue to provide care.

What can you do?

- Look at reasonable adjustments for the individual. Can they continue to wear the PPE but be given additional breaks so they can go to a private space or outside to remove the mask for a time period
- Redeploy the individual to non-care duties - However please remember masks are meant to be worn throughout care premises including offices so you if there are redeployment tasks these may need to be completed at home
- If there are no alternatives for the staff member the employer can look at the staff member being put on Furlough as there is not work for them due to COVID-19 - [Please find details here](#)

Eye Protection

Eye protection is recommended for care of clients where there is risk of droplets or secretions from the client’s mouth, nose, lungs or from body fluids reaching the eyes (e.g. caring for someone who is repeatedly coughing).

Risk Assessment- Be Cautious

Do you need to use visors/eye protection? You are advised to carry out a risk assessment, if you think there is a risk of any splashing (even sneezing), then your risk assessment may well suggest that a visor/eye protection is necessary. If you are providing care for a person who is, or you suspect may have, COVID-19 then your risk assessment would say a visor/eye protection is necessary.

» [Read the Government guidance](#)

Business Continuity

- ✓ Do you have **agencies** at the ready? You may never use agencies, if this is the case now is the time to get your company aligned to an agency or two. You may regularly use one agency, if this is the case make sure you have back up agencies
- ✓ Are you **using your staff** who are well? You may want to think about incentivising staff to stay later, come in during an emergency or even move in if you have a residential setting. You may need to ask for financial support – contact assistance@hcpa.info
- ✓ If you are contracted with HCC or CCG's, do you know how to contact your **monitoring / commissioning officers**? If not, and in an emergency, email assistance@hcpa.info
- ✓ In a residential setting have you considered what you will do if your **chef** goes off after testing positive? How will you feed your service users that day and while they are off?
- ✓ In a residential setting have you considered what you will do if your **domestic staff** are unable to come to work? Maintaining IPC is vital, you need to have a plan in place for who will do this. Agencies you commonly use are unlikely to be able to support with domestic staffing
- ✓ What will you do if all the **leaders** in your service are unable to work? Do you have remote facilities in place if they are self-isolating and well? What is the plan if there are no leaders at all because they are sick?
- ✓ Night Shifts – do you have enough back up?
- ✓ **Medication** rounds – who will do this if your trained staff are unable – you need to train up enough staff now
- ✓ **Testing** - if you are using certain staff to carry out testing or logging test results, what will you do if they are unable to attend work? Even if you think you have enough staff trained, you may need more, so please think again about further training.

These resources will help you:

- » [Download a PDF copy of our BCP slides here](#)
- » [A recording of the session can be viewed here](#)

There is more information relevant to the session here:

- » hcpa.info/EU-transition
- » hcpa.info/cpa

And finally, [a Business Continuity Plan template can be downloaded from here](#)

Consider Liability

Have you considered the areas where you will not be covered or be able to prove compliance of the guidance?

- **Safeguarding**

Not wearing a mask could be raised as a safeguarding concern, as the service user is being put at higher risk due to the care delivery.

- **Health and Safety**

- Staff not wearing PPE while working may go against the act which states the duties employers have towards employees and members of the public and employees have to themselves and to each other. If a staff member dies the employer will need to contact RIDDOR and explain how they followed all IPC guidance throughout the service.

- **Insurance**

The care provider may be opening themselves to breach of insurance or future liability issues if another staff member or service user are infected with Covid-19 and have been in contact with the individual who is not wearing the correct PPE in the correct process.

- **Regulation and Monitoring**

Many providers will be regulated by CQC and Local Monitoring and asked to provide evidence of all IPC guidance including the correct use of PPE. Those providers unable to provide will be marked down and could be put under improvement processes.

What can you do? Ensure your service is following all the correct guidance and that your service following all governance and auditing processes to prove correct practice. **To support you we have created a new page on all the latest guidance and resources-** www.hcpa.info/ipc

Infection Control Lead Training

- Starting February 2021
- 5 x 2.5 hours modules to be delivered online- Modules will cover:
 - Roles and Responsibilities
 - Local and National guidance
 - Liability, Governance and auditing
 - IPC and PPE Principles
 - Right PPE, Right Time
 - Positive Behaviour Support- Managing Isolation
- For all Adult Care Services
- Linked with an audit tool and action plan
- Covers all guidance
- Linked to CQC and PAMMS outcomes
- Yearly CPD and Action plan required

Developed in conjunction with HCC Monitoring, CCG quality teams, NHS IPC Nurses and Public Health.

Upcoming Webinars

- **Insurance and Covid-19 Webinar** - Tuesday 26th January 2-3pm [Click here](#) to book
- Ridouts surgeries every Tuesday at 10am . To book email events@ridout-law.com)
- **Vaccination Myth Busting** - Thursday 21st January at 7 p.m. [Click here](#) to book and Wednesday 27th January at 2 p.m [Click here](#) to book
- **Lateral Flow Devices** – Wednesday 20th 10.30am – [Click here](#) to book
- **Recruit, onboard and retain** – Thursday 28th January 2pm [Click here](#) to book

Previous webinars can be found here <https://www.hcpa.info/guideline/recent-covid-19-webinars/>

Commissioning

Updates

Robin Gould

Deputy Head of Service | Community Commissioning – Adults with Disabilities | Adult Care Services
Hertfordshire County Council

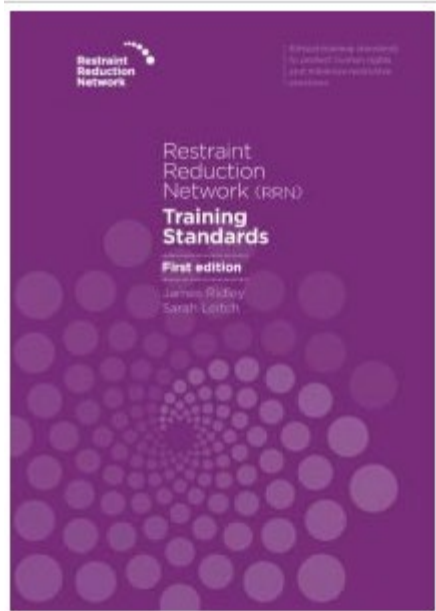
Matthew Pierce

Commissioning Manager | Community Commissioning – Adult Disabilities | Adult Care Services
Hertfordshire County Council

Joy Rickard

CCPS Interim Team Manager | AMHP Continuing Care & Placement Service (CCPS) | Hertfordshire Partnership
NHS Trust (HPFT)

Restraint Reduction Standards



“...WE FEEL OUR SON MAY NOT HAVE DIED IN VAIN. IF WE CAN MAKE SURE THIS NEVER HAPPENS TO ANYONE ELSE, THAT WOULD BE AN AMAZING LEGACY FOR SENI.”

Aji and Conrad Lewis, parents of Seni Lewis, who died as a result of prone restraint

[The Restraint Reduction Network Training Standards](#) apply to all training that has a restrictive intervention component and will provide a national and international benchmark for training in supporting people who are distressed in education, health and social care settings.

These Standards will ensure that training is directly related and proportional to the needs of populations and individual people and that training is delivered by competent and experienced training professionals who can evidence knowledge and skills that go far beyond the application of physical restraint or other restrictive interventions.

In addition to improving training and practice, the Standards will:

- Protect people’s fundamental human rights and promote person centred, best interest and therapeutic approaches to supporting people when they are distressed.
- Improve the quality of life of those being restrained and those supporting them
- Reduce reliance on restrictive practices by promoting positive culture and practice that focuses on prevention de-escalation and reflective practice
- Increase understanding of the root causes of behaviour and recognition that many behaviours are the result of distress due to unmet needs.
- Where required, focus on the safest and most dignified use of restrictive interventions including physical restraint.

Provider Hub- Key Questions

1. How do we claim Infection Control Funding / HCC Original COVID-19 Funding (if commissioned service) and what items are eligible?

ICF: www.hcpa.info/covid-19 and look for big pink box that says “Latest Infection Control Funding letters here”

OCF: Herts Original Covid-19 Fund - Open to contracted providers only - Funding available to cover PPE (extra to that which the National free PPE portal supplies AND for COVID-19-use only), Cleaning costs and Equipment that was previously reused but due to IPC is now single use (e.g. call bell mats) If applicable, please fill this claim form and return to your usual HCC Contracts Officer / Monitoring Officer / Commissioner: <https://hcpa.us3.list-manage.com/track/click?u=7275e7980a25c4f5e4939ee06&id=b7eb5479d2&e=9b7f8bd309> Information on proportionality of your claims may be requested from your HCC Commissioning or Monitoring Officer.

Provider Hub- Key Questions

2. Advice on Visitor framework and policy implementation / new laws / new Govt announcements

Visit www.hcpa.info/covid-19 and click on the button marked FAQs – the framework can also be found here <https://www.hcpa.info/wp-content/uploads/Framework-for-Residential-Care-Services-visiting-arrangements-V9.pdf> and Govt guidance here: <https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus/update-on-policies-for-visiting-arrangements-in-care-homes#outdoor-visiting> and supported living guidance here: https://www.gov.uk/government/publications/supported-living-services-during-coronavirus-covid-19/covid-19-guidance-for-supported-living?wp-linkindex=9&utm_campaign=Coronavirus_social_care_update_08.01.21&utm_content=dhsc-mail.co.uk&utm_medium=email&utm_source=Department_of_Health_and_Social_Care

Provider Hub- Key Questions

3. Accessing / interpreting test results

<https://www.hcpa.info/wp-content/uploads/Care Home Testing Guidance England highlighted-P7.pdf> and swabbing webpage is about to be updated (once Simon's FAQs received) <https://www.hcpa.info/guideline/swabbing/>

Care Home routine test ordering: [Apply for coronavirus test kits - GOV.UK \(test-for-coronavirus.service.gov.uk\)](https://www.gov.uk/government/publications/coronavirus-covid-19-testing-service-for-extra-care-and-supported-living-settings/testing-service-for-extra-care-and-supported-living-settings)

Care Home Staff should have weekly PCR tests and either twice weekly or daily LFT

Care Home Res should be PCR tested every 28 days

Care Home Visitors can be LFT tested

All this changes if Home goes into Outbreak Status

Supported Living routine testing: <https://www.gov.uk/government/publications/coronavirus-covid-19-testing-service-for-extra-care-and-supported-living-settings/testing-service-for-extra-care-and-supported-living-settings>

Eligibility criteria:

Must be a closed community with substantial facilities shared between multiple people

Must be a service where most residents receive the kind of personal care that is CQC regulated (rather than help with cooking, cleaning and shopping)

Brexit Support for Providers and Staff

As you know, the Brexit transition period ended on January 1st 2021.

Back in November, we launched our new **support service for Care providers and staff on all things Brexit**. We continue to provide this service to providers all the way to June 1st, which is another milestone for Brexit. All the information that you need is on our dedicated webpage:

» www.hcpa.info/eu-transition

On this page, you will find information on our helpline **01707 707 686** and dedicated support email euhelpline@hcpa.co.uk amongst other support.

The service includes business support for Care providers, and support for individual Care staff and managers regarding their personal situation.

[Visit our dedicated EU
Transition webpage now](http://www.hcpa.info/eu-transition)

New Education Programs Starting 2021

Posture
Friends

Mental
Health

Guidance for public on Mental Health and Wellbeing

This guide provides advice on how to look after your mental health and wellbeing during the Coronavirus (COVID-19) outbreak.

- **Think about new daily routine**
- **Consider how to connect with others**
- **Help and support others**
- **Talk about worries**
- **Look after physical wellbeing**
- **Seek advice and support if you smoke or use drugs or alcohol**
- **Look after sleep**
- **Try to manage difficult feelings**
- **Get the facts**
- **Do things you enjoy**
- **Set goals**
- **Keep your mind active**
- **Take time to relax and focus on the present**
- **If you can, get outside. If you can't, bring nature in**

[Click here](#) for the full guidance including Easy Read
SCIE Guidance [Click here](#)

Staff Welfare and Support

HCPA have launched a new counselling and support service to help you through this period.

This is called the **Employee Assistance Programme**, and is there for you should you need support with stress, anxiety, mental health or bereavement relating to the Coronavirus.

This service is responsive to new experiences for you and your colleagues where you may have to:

- ▶ Care for people who use your service who have been affected by the Coronavirus
- ▶ Possibly deal with additional deaths and face bereavement
- ▶ Deal with family members who are affected
- ▶ Face being symptomatic or have gone through the virus yourself

Throughout all of this, you may also be dealing with the uncertainty of the situation and a different workload or working pattern.

If you think that you do need some extra support during this time, please contact our friendly team *in full confidence* by sending us your name and the company you work for by email or send us a text message: eap@hcpa.info | 07520 649 448

We will then arrange access to the best support for you

STRESS ANXIETY BEREAVEMENT MENTAL HEALTH

Accessing the Employee Assistance Programme

Your **Employee Assistance Programme** uses a range of apps, websites, and telephone counselling support for those who need it most. The service can assist with issues of mental health, anxiety and bereavement as well as many other areas and is the UK leader in employee assistance.

This service is **only available to individuals who work in Social Care in Hertfordshire**. Please pass this information onto your colleagues, especially if you think that they need help.

Hertfordshire

- You are all doing an incredibly difficult job right now and it's important that you look after yourself and each other, as well as the people you are caring for.
- Drink and eat regularly – you're no good to anyone else if you become unwell.
- Talk to each other about how you feel. The emotion of losing people you care for can be difficult. There is a confidential support line where you can talk to trained staff about how you feel - **03000 121 1017** This is open every day, between 8am and 8pm. (Please note that to access this service you must be registered with a GP in Hertfordshire).
- HCPA have an Employee Assistance Service for all staff across care settings where you can confidentially seek support. If you wish to contact someone you can email your name and the company, you work for to eap@hcpa.info or call **078520 649448**.
- There is also Bereavement support offered by all the Hospices in Hertfordshire so contact your local service.

Staff Skills- What are your needs?



Care Certificate &
SkillUp Refresher
Programme




Skills for Care
Endorsed Training




Education for
Trainers



Leadership
Courses



Care Specific
Topics




Events &
Seminars



County Council's
Training Calendar



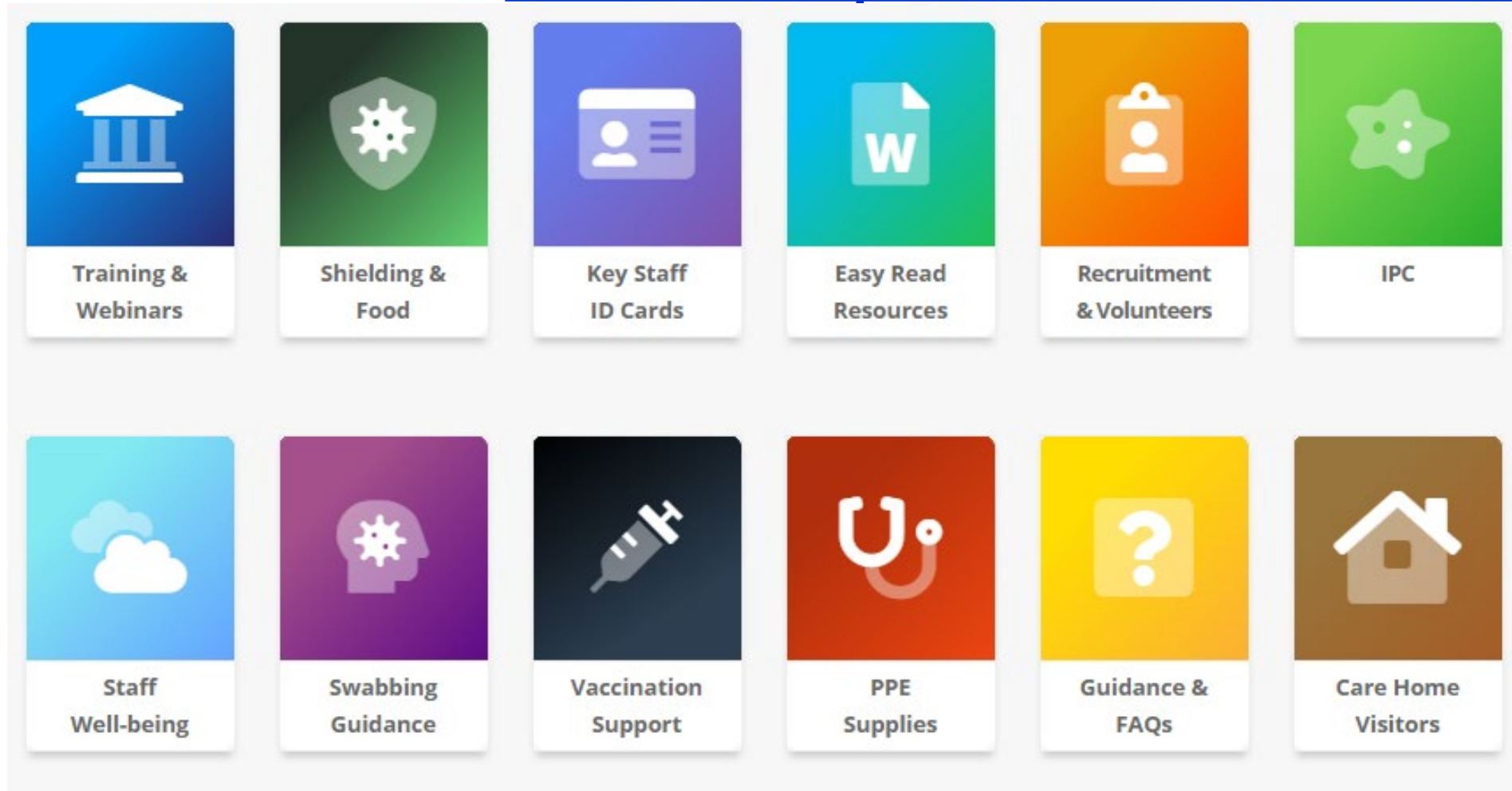
How to claim
training funding



Approved Training
Providers

» To read our cancellation policy or cancel a booking [click here](#)

Support COVID-19 pages managed on the HCPA website- www.hcpa.info/covid-19



Q&A

Provider Hub

Call 01707 708 108 (9am – 5pm | Mon – Fri)

Email assistance@hcpa.info

Visit- www.hcpa.info/covid-19

Sign up for the Daily HCPA newsletters



REMINDER

COVID-19

Care Support Provider Hub

W: hcpa.info/covid-19 **E:**
assistance@hcpa.info **T:** 01707 708

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