

Tuesday 19<sup>th</sup> January

# Day Opportunities

Host- Sharon Davies  
HCPA CEO

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 Break-out room** and you will be taken back to main event to be reassigned.
- Microphones off please unless asked to speak by the facilitator
- For questions, please add these to the **chat box**, we will come to these at the end, you may be asked to elaborate by switching on 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 including this year's tender
4. VCS Update
5. Top FAQs being asked by Providers
6. Brexit Support
7. Wellbeing Support
8. 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](#)
- Aerosol Generating [Click here](#)
- Day services SCIE- [Click here](#)
- Delivering Face to Face Adult Day Care [Click here](#)
- Infection Control Checklist [Click here](#)
- HCC Letters [Click here](#)

# Guidance for Community Opps in Tier 5

Following the Government's announcement, Hertfordshire, along with the rest of England, were Tier 5 from Wednesday 6<sup>th</sup> January.

The Council wish day opportunities/services to **remain open** to enable people to continue to access support where they can be safely provided with COVID-19 infection control measures appropriately in place.

These measures include:

- Continue to adhere to national guidance of social distancing, infection control, and use of PPE.
- People should not attend day opportunities / services if they are showing symptoms.
- Please ensure you have appropriate procedures for checking symptoms (i.e checking temperature) and supporting people should they feel unwell and need to return home (i.e. isolation space).
- Those who live in shared accommodation such as residential homes or shared supported living schemes, must not attend if there is an outbreak at their residence.
- Face coverings and masks are different. **Face coverings are not appropriate, IIR Fluid Resistant masks should be worn.** Please ensure you source approved PPE in accordance with the guidelines. Should you need help, please refer to the guidance below to understand the type of mask required.

The National Lockdown restrictions do not require day opportunities/ services to close, unless there is an outbreak of COVID-19 in the service.

The Stay-at-Home guidance (4.1.21) advises:

***“Support groups that have to be delivered in person can continue with up to 15 participants where formally organised to provide mutual aid, therapy or any other form of support - but they must take place at a premises, other than a private home.***

***Where a group includes someone covered by an exception (for example, someone who is working or volunteering) they are not generally counted as part of the gatherings limit.”***

If a day opportunity/service experiences a COVID-19 outbreak, this must be reported immediately, and the Council may advise the service to close temporarily.

[Read the full letter 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 the high standards of PPE and IPC and their have a duty of care even in their home lives to take all 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](http://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](mailto: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](mailto:assistance@hcpa.info)
- ✓ In a residential setting have you considered what you will do if you **chef** goes off after testing positive? How will you feed your service users that day and while they are off?
- ✓ 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?

## 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](http://hcpa.info/EU-transition)
- » [hcpa.info/cpa](http://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](http://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 26<sup>th</sup> January | 2 - 3pm - [Click here](#) to book  
(also Ridouts surgeries every Tuesday at 10am. To book email [events@ridout-law.com](mailto:events@ridout-law.com))

**Vaccination Myth Busting** - Thursday 21<sup>st</sup> January | 7 pm [Click here](#) to book  
& Wednesday 27<sup>th</sup> January | 2 pm - [Click here](#) to book

**Lateral Flow Devices** – Wednesday 20<sup>th</sup> 10.30am – [Click here](#) to book

**Recruit, onboard and retain** – Thursday 28<sup>th</sup> January 2pm [Click here](#) to book

Previous webinars can be found here [www.hcpa.info/covid-19-webinars/](http://www.hcpa.info/covid-19-webinars/)

# Commissioning and VCS Update

**Laura Gordon**

**Head of Community Commissioning for Adults with Disabilities (Interim) | Adult Care Services  
Hertfordshire County Council**

**Gemma Brace**

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

**Ted Maddex**

**Commissioning Manager | Integrated Community Support Team | Adult Care Services**

# Hertfordshire's Community Opportunity Tender 2021



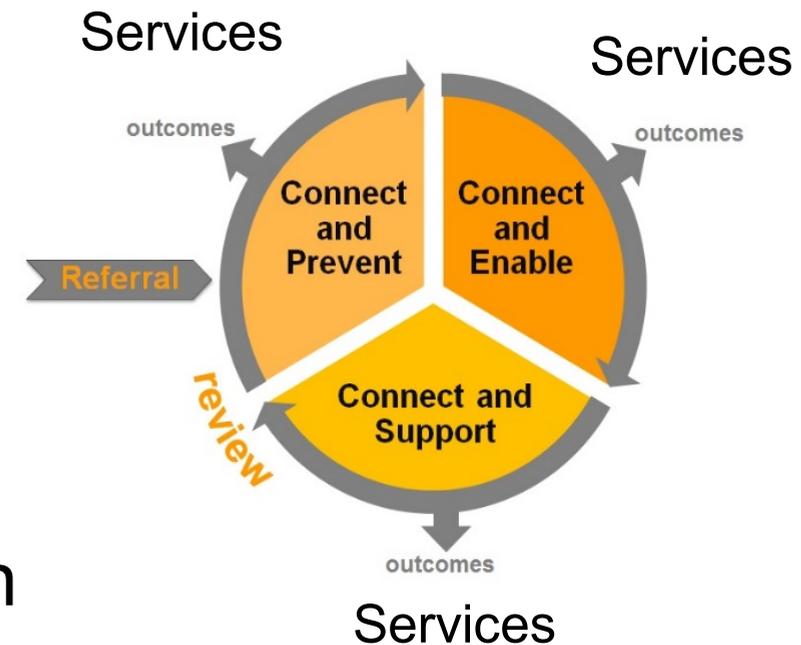
**Gemma Brace**  
**Commissioning Manager**

# Framework overview

- Framework duration 3+1+1+1
- Re-open framework (if needed)
- Maximum hourly rate – Including online/virtual support
- No limits of amount of providers coming on framework
- Must achieve at least Bronze Membership of the Hertfordshire Care Providers Association (HCPA) within a year of the first placement

# Why is it important to join the Framework?

- Continuous improvement within long-term relationships
- Better value and greater community wealth
- Services that can flex to meet the need of changing population
- No off-framework purchases by HCC
- Passporting of existing business



# Current & new placements

- Providers with existing business **MUST** apply to framework in order to retain commissioned arrangements
- Passporting of current business, IF provider successful in joining framework
- Passported business will be reviewed and negotiated during the first 2 years of the contract
- Any new placements / new business would be called off at new framework rates

## ...providers not on the framework

- You will not have a contracted arrangement for current placements. This means existing placements would have to become a DP or ISF placements, or stop.
- You cannot bid for new business / new placements
- You can apply to join the framework when it reopens

# Why are we procuring now?

HCC officers acknowledge the capacity pressures on day opportunities providers, especially providers which also deliver Supported Living. To support providers we have:

- Streamlined the questions to just five
- Questions are the same as published last year
- Delivered provider preparation sessions
- Questions are similar to the SL framework tender
- Extended the submission window to 12 weeks

# Questions

# How to apply

E-Tendering portal (In-Tend): [www.supplyhertfordshire.uk](http://www.supplyhertfordshire.uk)

**SUPPLY Hertfordshire**

Home Suppliers Contact us

**LOGIN or REGISTER**

### Welcome to Supply Hertfordshire's E-Tendering System

Supply Hertfordshire was established in 2003 by the County and District Councils in Hertfordshire to look at the potential for joint working in procurement and partnership projects. Since then a number of shared working arrangements and contracts have been developed delivering a range of benefits to the participating organisations of Supply Hertfordshire.

**In particular Supply Hertfordshire is striving to :**

- Manage a range of joint projects to deliver a greater understanding and improvements to the procurement processes across Hertfordshire.
- Improve information for suppliers and to streamline the tendering process through harmonising requirements and the use of a shared website.
- Improve supplier relationships and attainment of strategic service delivery outcomes across the region.
- Improve procurement service levels to the differing business areas and Councils across the region.
- Share best practice and knowledge in procurement and to mutually support the work and professional development of Buyers within Hertfordshire.
- Encourage Hertfordshire businesses to tender for public sector contracts in Hertfordshire.
- Represent procurement within Hertfordshire at local and national levels whilst maintaining close

**Partners**

Hertfordshire County Council  
Stevenage Borough Council  
Broxbourne Borough Council  
Hertsmere Borough  
North Herts District Council  
Dacorum Borough Council  
Welwyn Hatfield Borough  
Lee Valley Regional Park Authority  
Watford Borough Council  
St Albans City & District Council  
East Herts District Council  
Three Rivers District Council

**Logos of partner organizations:**

- Hertfordshire
- Stevenage Borough Council
- Three Rivers District Council
- Lee Valley Regional Park Authority
- Watford Borough Council
- Dacorum Borough Council
- St Albans City & District Council
- Welwyn Hatfield Borough Council
- NI DC North Hertfordshire District Council
- Hertsmere
- East Herts Council
- Borough of Broxbourne

## E-Tendering portal (In-Tend): [www.supplyhertfordshire.uk](http://www.supplyhertfordshire.uk)

### Support and guidance

- In-Tend provide a dedicated supplier guide located on the Supply Hertfordshire In-Tend site – see below link:-  
<https://in-tendhost.co.uk/supplyhertfordshire.aspx/BuyerProfiles>
- In-Tend offer a help section which includes a dedicated UK Support Desk which can be contacted via email [support@in-tend.com](mailto:support@in-tend.com) or telephone +44 (0)114 407 0065 for any website / technical questions
- In-Tend support is available Monday to Friday 8:30am – 5:30pm

### Clarifications and communicating with the Council

- The system enables questions and answers to be exchanged via the Correspondence area
- All clarification questions, no matter what the nature, must be submitted using this method. All clarifications must be received by the deadline.

# Tips for applying

- Approach it like a job application
- Pretend we don't know you or what you do!
- Answer the question!
- Use of diagrams is ok; but please do not refer to policies/procedure
- Answers should show your capacity and capability
- Have someone to review your response – you are not in competition so you can support each other

# Timescales

|                                  |                            |
|----------------------------------|----------------------------|
| Launch tender                    | January 2021               |
| Deadline for submissions         | 6 <sup>th</sup> April 2021 |
| Evaluation and award             | April – June 2021          |
| Mobilisation and risk management | July – September 2021      |
| Framework goes live              | 1st October 2021           |

# Questions

# Voluntary & Community Sector Update

Kristy Thakur & Ted Maddex

Community Wellbeing Team/ Volunteering & People  
Assistance Cell

# Background VCS funding

- Age UK & ReachOut Befriending Schemes
- Lunch Clubs & Support Groups
- Carer Support
- Social Prescribing
- Citizens Advice and crisis intervention
- User Voice
- Advocacy
- Loneliness Forum
- Crowdfunder & Grants



# VPAC response to Covid

- A number of VCS services were extended very rapidly
- Others flexed their services to ensure they kept in touch
- The following slides show the number of people who were impacted, just in the first wave;

# VCS United Against COVID-19

Initial Response Period: March 2020 - August 2020

41,000

Shielding  
across  
Hertfordshire



12,000

identified as needing  
support with  
essential supplies



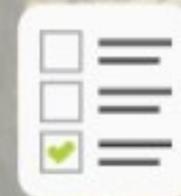
VCS groups across Hertfordshire  
mobilised quickly to deliver the following  
responses below as of 23rd March 2020

10,000+ Volunteers Registered



5,000+

Volunteers Deployed



40,000+

Volunteer Activities Completed



2,300 Pharmacy Deliveries

by Fire & Rescue and Community Help  
Hertfordshire volunteers

Presenter: Simon Aulton, CEO  
Community Action Dacorum

# 74,000 Calls

# 289%



received inbound and outbound from HertsHelp an increase from the same period in 2019/20 of 289%



## 95%

Rated the HertsHelp service as **excellent**



## 90%

Rated the Hertfordshire Community Navigation Service as **excellent or good**



**500 cases** referred to CAB / MAU / Debtline



**3,000 cases** of financial hardship supported



**1,000 cases** of wellbeing / mental health supported

## Food Support



**227,000** heated meals delivered by Herts Independent Living Services



**110,000** food parcels delivered by Hertfordshire County Council to vulnerable residents



**11,000** food parcels delivered to organisations including food banks, district councils and charities

## Carer Support



**33,000** Carers were sent information to carers offering support



**5,700** calls received to Carers in Herts for advice and support



**2,500** passports issued to support Carers

## Other Support



Community Help Hertfordshire initiative funded to unify the CVS' across the County



Hertfordshire Economic Recovery Team (HERT) initiative funded to support those in financial hardship



**24/7** Helpline for those in crisis operated by Herts Mind Network (HMN) receiving **2,600** calls (**144%** more calls than Q1 last year)

# Provider Hub- Key Questions

## **1. New tiers / lockdowns – What does that mean for Day Opportunities / Can we still provide services?**

Yes – maximum of 15 participants indoors and only 1 on 1 outdoors.

## **2. How do our staff get on the list for Vaccinations, as front-line care staff?**

Still waiting for more info on this – advise joining HCPA e-news mailing list as well as informing GP that you work in Care.

## **3. How do our staff and clients access routine asymptomatic testing?**

Unfortunately, only symptomatic testing is available currently for Day Opportunities, however testing is not the silver bullet, and we recommend strict adherence to key IPC and PPE guidelines found here:

<https://www.hcpa.info/ipc/>

# Brexit Support for Providers & Staff

As you know, the Brexit transition period ended on January 1<sup>st</sup> 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 1<sup>st</sup>, which is another milestone for Brexit. All the information that you need is on our dedicated webpage:

» [www.hcpa.info/eu-transition](http://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](mailto: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)

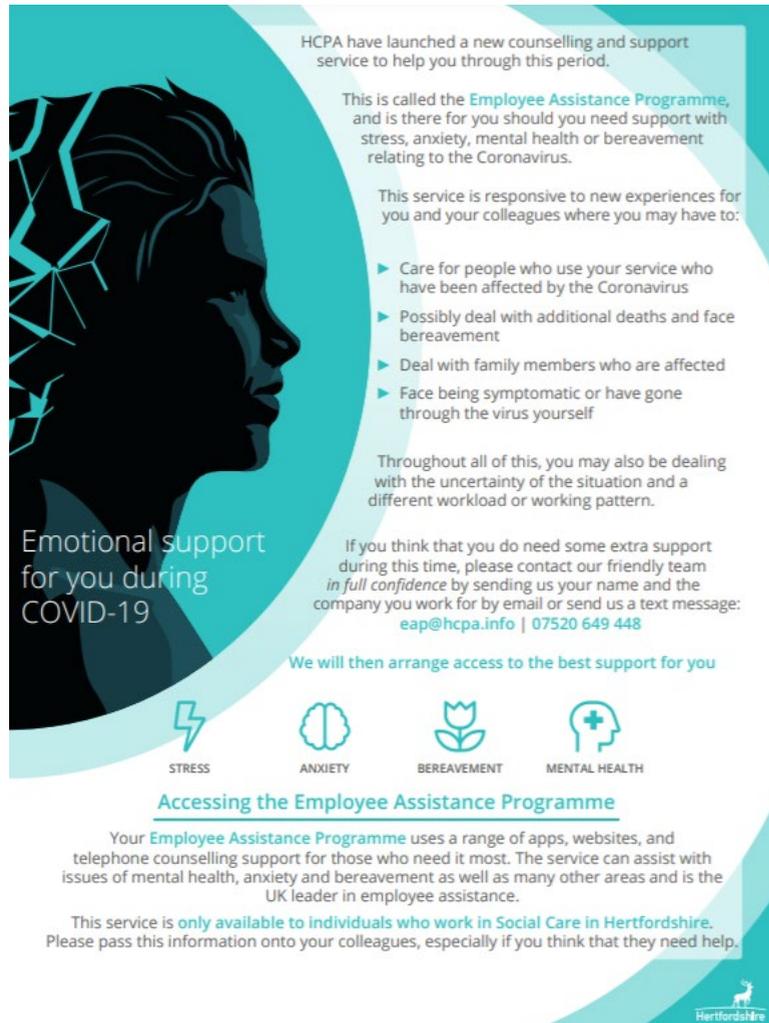
# Guidance for public on Mental Health and Wellbeing

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](mailto: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](mailto: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



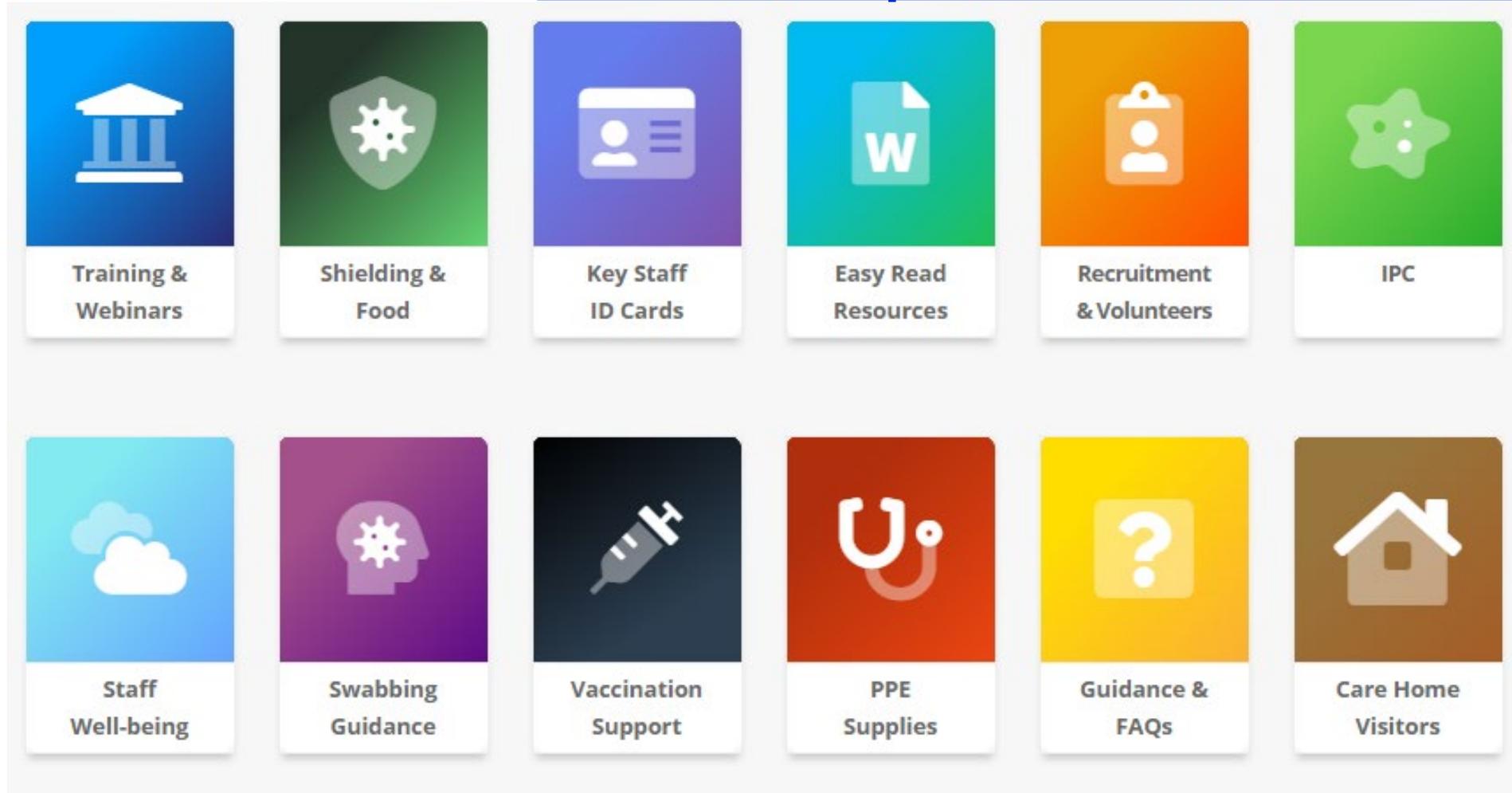
How to claim  
training funding



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](http://www.hcpa.info/covid-19)



# Q&A

## Provider Hub

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

Email [assistance@hcpa.info](mailto:assistance@hcpa.info)

Visit- [www.hcpa.info/covid-19](http://www.hcpa.info/covid-19)

Sign up for the Daily HCPA newsletters



# REMINDER

COVID-19

## Care Support Provider Hub

**W:** [hcpa.info/covid-19](https://hcpa.info/covid-19) **E:**

[assistance@hcpa.info](mailto:assistance@hcpa.info) **T:** 01707 708 108