

Tuesday 19th January

Elderly Residential & Nursing Homes



Host- Peter Bullen
HCPA Relationships 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

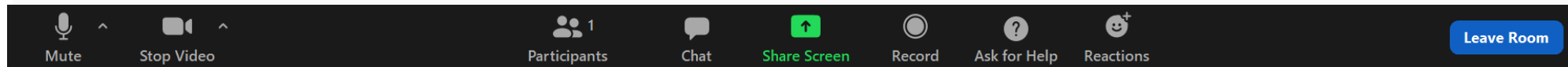


House Keeping

- If you are in the wrong break out room please click leave and select Leave Breakout room and you will be taken back to main event to be reassigned.
- Microphones off unless asked to speak 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
4. Outbreak update
5. Top FAQs being asked by Providers
6. EOL Support
7. Brexit Support
8. Wellbeing Support
9. 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 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
(also Ridouts surgeries every Tuesday at 10am. To book email events@ridout-law.com)

Vaccination Myth Busting - Thursday 21st January | 7 pm [Click here](#) to book
& Wednesday 27th January | 2 pm - [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 www.hcpa.info/covid-19-webinars/

Commissioning & Outbreak Updates

Kristian Tizzard

**Deputy Head of Service | Integrated Accommodation Commissioning Team
Hertfordshire County Council**

Anna Makepeace

**Care Home Outbreak Lead | Integrated Care Team | Adult Care Services
Hertfordshire County Council**

Older Adults Residential and Nursing Care

Kristian Tizzard, Deputy Head of Service,
Integrated Accommodation Commissioning
Team ACS

Covering:



Update on OP residential
and nursing care
commissioning

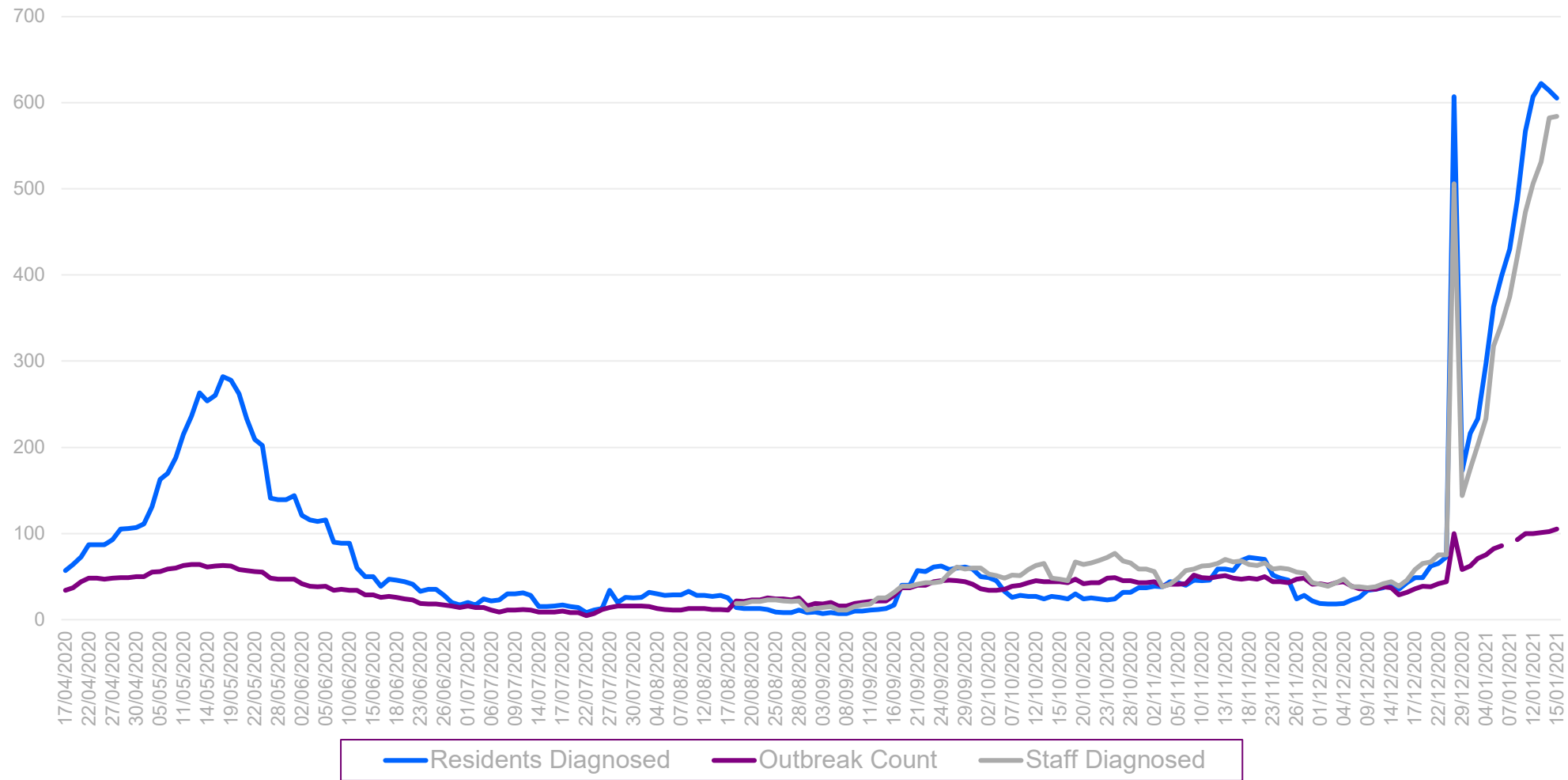


Key commissioning
priorities for 2021



Current approach to
quality assurance and
supporting workforce.

COVID 19 in Care Homes



Hertfordshire response to date

- **Commissioned** over 400 beds to support people leaving hospital/needing emergency care home admission.
- **Extra funding** for staffing, PPE, home sustainability.
- **Covid19 Outbreak cell** with NHS, Public Health, HCC to rapidly respond to outbreaks.
- **Testing**-all admissions, staff weekly, residents monthly, contact tracing
- **PPE** support for homes.
- **Adult Care Services monitoring**-regular contact (phone and in service)with homes to support safe care.
- **Infection control check list** to help ensure homes are well prepared.
- **Hertfordshire Provider Hub**-partnership with HCPA, ACS and Public Health-central point of support to all providers with a helpline, training and a range of useful resources and latest council, health and government guidance.
- **Older persons coproduction board** starting work on wellbeing in care homes and impact on carers.

Commissioners priorities for care home residents throughout 2021/22

- The **safety of care home residents** is paramount, even more so during the COVID-19 pandemic and it has been particularly challenging for providers to enable residents to stay socially connected whilst visiting restrictions are in place.
- Hertfordshire's **Connected Lives** approach aims to ensure that people are enabled to achieve the outcomes that matter to them with support that builds on their strengths and those of their friends, family and community.
- More **coproduction** of commissioning approaches for the future. The coproduction Board is leading this.

Promoting use of Hertfordshire spot contract

- 1,551 people receiving long stay care/total spend of £1 million per week. (December 2020 snapshot below).

		Residential / Residential Dementia		Nursing/ Nursing Dementia	
District	Total No. of Current Placements	Weekly Cost	No. of Current Long Stay Placements	Weekly Cost	No. of Current Long Stay Placements
Broxbourne	64	£38,270.03	58	£5,298.29	6
Dacorum	242	£127,150.02	199	£31,150.01	43
East Herts	104	£40,263.97	57	£36,984.41	47
Hertsmere	150	£63,556.14	95	£38,096.85	55
North Herts	261	£128,503.62	200	£43,739.97	61
St Albans	116	£62,070.75	95	£18,086.18	21
Stevenage	171	£67,520.81	106	£43,522.86	65
Three Rivers	75	£42,915.86	68	£5,011.38	7
Watford	184	£69,329.02	110	£49,759.74	74
Wel/Hat	184	£85,462.30	135	£33,052.96	49

Promote use of Hertfordshire spot contract

The commissioning of good quality nursing/dementia nursing care continues to be a very high priority for Hertfordshire's commissioners in all areas. Hertfordshire County Council would like providers to:

- Facilitate safe, same day admissions for residents from community and hospital settings, to support the COVID-19 response, following national guidance.
- Make basic equipment available, such as profiling beds, available for timely admission
- Meet commissioners' expectations on fees, to ensure the most vulnerable people in Hertfordshire have choice of care.
- Make admissions until 8pm in the evening over 7 days per week.
- Work within a trusted assessment process.
- Consistently use the NHS bed tracker/Herts Care Search to show vacancies
- Actively position their services to meet changing demand and Hertfordshire's commissioning strategy in line with the [accommodation strategy](#).
- Deliver a range of health and social care commissioned support in advance of an integrated commissioning approach for nursing, nursing dementia and continuing healthcare.
- Are proactive partners to Hertfordshire in order to meet their own and the wider care markets sustainability and viability.

*The fee structure can be found [here](#).

Discharge to Assess (DTA pathway 2)

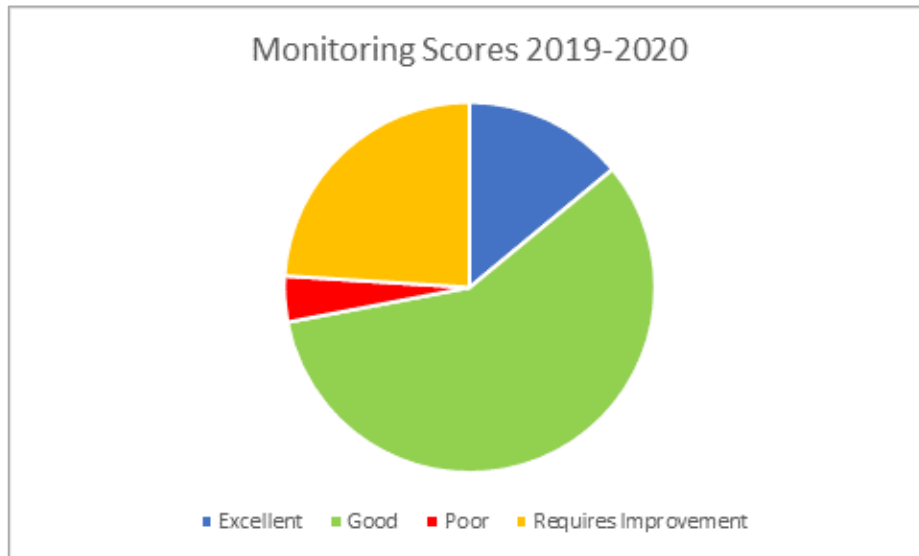
- Hertfordshire County Council and CCGs will need to make joint decisions on commissioning to meet changing demands. We are asking providers to position themselves to work towards meeting the DTA specification. The table below is a snapshot of DTA pathway 2 commissioning from December 2020.

		Residential/ Residential Dementia		Nursing/ Nursing Dementia	
District	Total No. of Current DTA Block Placements	Weekly Cost	No. of Current DTA Block Placements	Weekly Cost	No. of Current DTA Block Placements
Broxbourne	0	0	0	0	0
Dacorum	14	0	0	£16,800	14
East Herts	38	£3,500	5	£39,600	33
Hertsmere	58	£34,155	32	£26,030	26
North Herts	5	0	0	£6,000	5
St Albans	23	£16,425	15	£8,000	8
Stevenage	55	£8,500	10	£50,000	45
Three Rivers	14	£10,950	10	£4,000	4
Watford	34	0	0	£34,600	34
Wel/Hat	41	£3,200	4	£42,100	37
Total	282	£76,730	76	£227,130	206

Designated sites

- The Government has asked Hertfordshire County Council to ensure that there are designated sites in place to provide care for COVID-19 positive people being discharged from hospital.
- The overall requirement for a designated site are available [here](#).
- Acting as lead commissioners, Hertfordshire County Council is working in very close partnership with NHS partners to support the delivery of safe care for this cohort.
- Dementia Nursing is a particular pressure in all areas.

Contract Monitoring and Quality Assurance



Hertfordshire has introduced an interim remote programme of monitoring. This approach involves provider self-assessments as a part of the quality review, with in-service visits being used only when absolutely necessary. Although the approach is new, it builds on the existing ethos of joint working with service providers and wider care system partners through an interactive action planning process.

Our key focus during the pandemic and in the months following recovery will be on **effective infection prevention and control measures** as well as **resident wellbeing**, including effective recording, support and interactions at the right time to minimise the negative impacts on residents.

Workforce Development Programme

ACS invests £1,050,000 annually to provide fully funded learning opportunities, products and interventions, which include:

- An extensive training calendar of fully funded training courses available free of charge.
- Topics including Specific conditions, Dementia, Epilepsy, Health and Safety, Leadership and Management, Managing Behaviour of Concern, Mental Health, Safe Handling of Medications, Safeguarding and Working with People with a Learning Disability.
- Webinars, eLearning and online resources to support providers whilst face-to-face learning is unable to be provided due to Covid-19. Between 1st June 2020 and 31st October 2020, a total of 757 training places were offered through Webinars and 94% of all places were filled.
- Training to support workforces to better understand the needs of carers delivered by subject area experts with real life experience.

Hertfordshire Care Providers Association (HCPA) work in partnership with. HCPA to offer:

- Additional fully funded and part funded training opportunities, health & social care qualifications, study days, network events and forums.
- Expert advice and guidance and provider support.
- The new Skills, Training and Needs analysis tool (STAN+) that supports providers to identify competency and training needs within their workforce
- Extra targeted support for providers experiencing significant quality challenges
- Newsletters and quarterly key themes updates

Discussion.

thank you



Care Home Outbreaks

Anna Makepeace

Social care Covid-19 outbreak update – 15 Jan 2021

Current number of exposures or outbreaks

Setting	ENH	HV	Total
Care Home	83	78	161
Supported Living	12	17	29
Day centres	0	3	3

Number of settings who's outbreak has concluded

Setting	ENH	HV	Total
Care Home	3	2	5
Supported Living	0	1	1

COVID+ Deaths in care settings

During the week (7 th – 14 th)	43
Total number	671

Number of visitors appeals received – 1

Number of visitors appeals accepted - 1

Total number of exposures or outbreaks discussed at cell

Setting	ENH	HV	Total
Care Home	242	267	509
Supported Living	7	41	48
Day centres	1	4	5

Number of IPC checklist reviewed - 138

Number of IPC checklists now assured - 32

Support available to care homes during the epidemic

Care Home Covid19 outbreak cell established. Meets every day

Provider hub established to support with PPE supply or to answer any queries you have

HCPA website contains guidance and support

Infection control checklist developed to support homes to identify any gaps. These are reviewed by CCG, public health and infection control

Weekly calls from HCC monitoring officers to share information and offer support

HCPA recruitment service if required

Local testing pathway developed to support outbreak testing

Webinars and training provided

Health Support

- All care homes should now have a weekly ward round or “check-in” with their GP
- Pulse oximeters, blood pressure monitors and thermometers distributed to each home. Training is available
- Care homes can now access the rapid response services across Herts directly to support prevent any admissions

Provider Hub- Key Questions

1. How do we claim Infection Control Funding / HCC Original Covid 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-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](https://www.hcpa.info/wp-content/uploads/Care_Home_Testing_Guidance_England_highlighted-P7.pdf) and swabbing webpage is about to be updated <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 Residents should be PCR tested every 28 days

Care Home Visitors can be LFT tested

Subject to change 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)

End of Life Support

Visit www.hcpa.info/EOL for resources

Resources from the 'Advance care planning' webinar

- » [Advance care planning- what does it mean? 13th May Webinar](#)
- » [Advance care planning- what does it mean? 13th May Slides](#)

Resources from the 'Significant Conversations at End of Life' webinar

- » [Significant Conversations at End of Life – 17th April Webinar](#)
- » [Significant Conversations at End of Life – 17th April Slides](#)
- » [Q&A's – Significant Conversations at End of Life](#)

Area	Service	Daytime	24/7
North Herts	Garden House Hospice N. Herts Community SPC Team	01462 679540 0300 123 7571 Option 2 (HUB)	01462 416794
East Herts	Isabel Hospice St Clare's Hospice	01707 382500 01279 773773	01707 382575 01279 773773
West Herts	Hospice of St Francis Peace Hospice Care Rennie Grove CLCH	01442 869550 01923 330330 01442 890222 01923 335358	01923 335356 01923 335356

Brexit Support for Providers & 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:

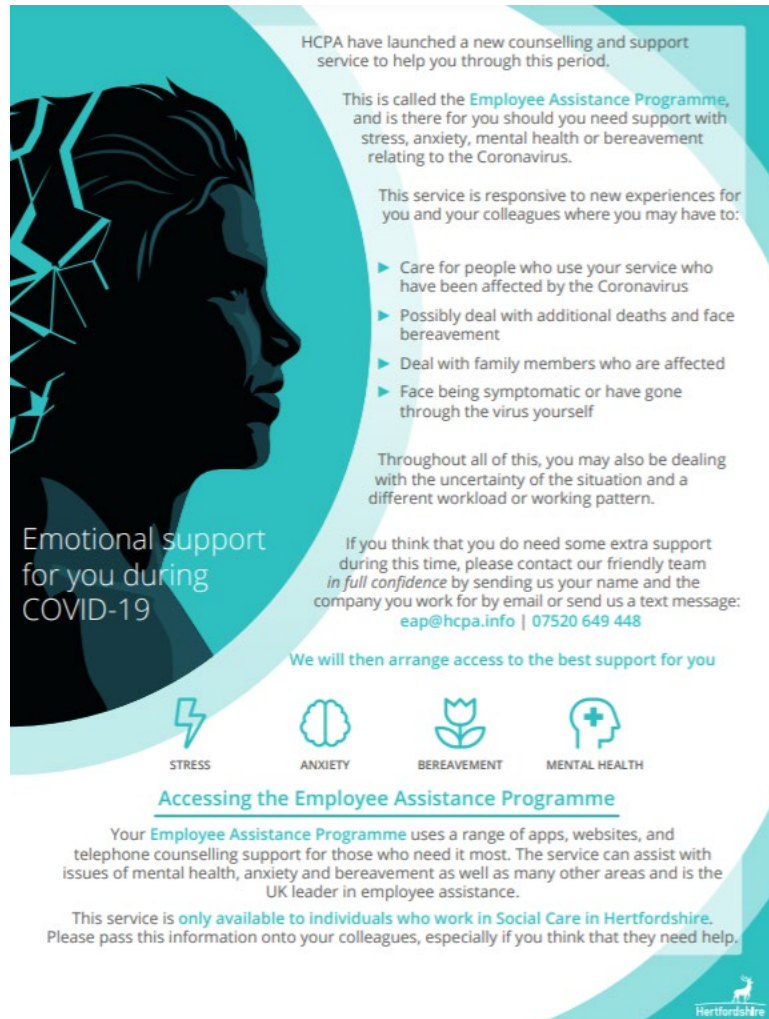
» www.hcpa.info/eu-transition

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)

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 its 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 really 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

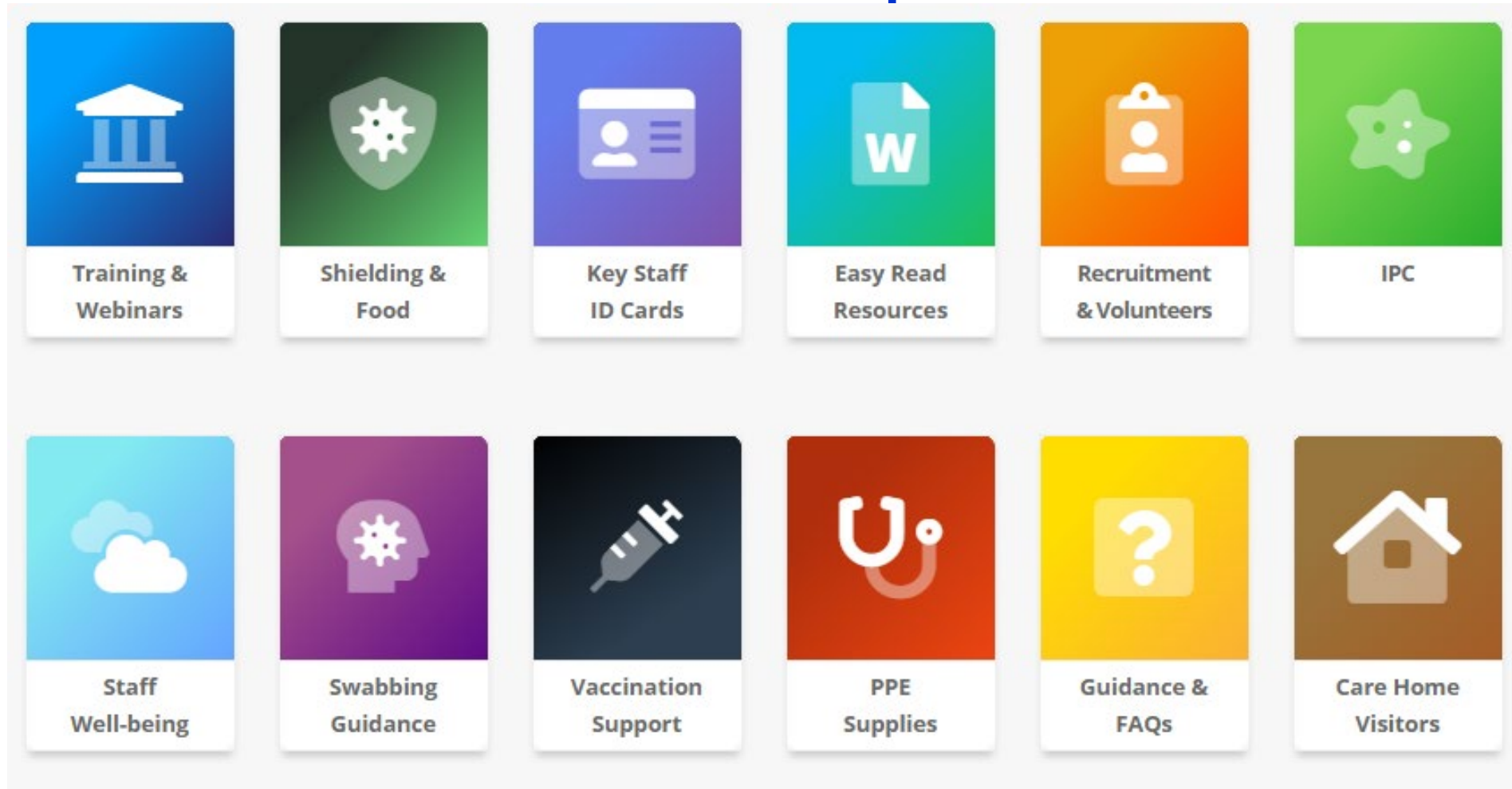
Guidance for public on Mental Health and Wellbeing

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](#)

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 708 108