

COVID – Impact and response on care in Havering

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Purpose of presentation is to summarise:

1. Impact on care homes and the support available in Havering
2. Care home staff resilience, sickness and testing
3. Impact on home care and the support available in Havering
4. Availability of PPE for providers
5. Impact of pandemic on voluntary/third sector commissioned care services
6. Back up plans to support in event of care home/provider failure
7. Support available to shielding residents without a formal care package
8. Partnership working

1. Impact

Increased costs - insurance, food, PPE, different ways of working to improve infect control

Increased vacancies with reduced interest from self-funding residents

Reduced visiting to protect residents

Pressure on staff – extra work, stress, concerns around passing infection to residents or family.

2. Support from the Council

- Named contact in the Council for support. The Quality team have literally been a shoulder to cry on, resolved queries & escalated issues
- Financial Support - two payments to care providers totalling £1m, plus distribution of £2.5m ICF which predominantly supported care homes.
- Chocolates to recognise contribution of staff
- FAQs
- Support with PPE
- Commissioned COVID beds to protect homes
- Package of mental health support

3. Resilience and Testing

- Care homes have adapted to new ways of working
- Reduced agency
- Sourced alternative food supplies
- Developed COVID safe ways for family to visit loved ones
- Care staff take additional precautions, above those recommended, such as ceasing visits with their own friends and family.
- Staff and residents tested weekly
- Support in managing outbreak - PH, IPC team, Quality outcomes team

1. Impact

Increased costs - PPE, different ways of working to improve infect control

Reduction in number of people coming through to agencies

Pressure on staff – extra work, stress, concerns around passing infection to residents or family.

Guidance, testing and communication of results

2. Support from the Council

- Named contact in the Council for support. Advice and guidance as and when it was available
- Financial Support - two payments to care providers totalling £1m, plus distribution of £2.5m ICF – second payment in process
- FAQs
- Support with PPE
- Commissioned COVID provider to protect other agencies

- Via a Council wide effort emergency PPE was provided to all providers in need, on the same day the request was made
- Supplies were provided through deliveries the Council received from central government (London Resilience Forum) and from stock procured by the Council
- Provided over £150k PPE items to care homes in emergencies since 27-Mar-20
- Supported 31 of Havering's care homes with emergency PPE deliveries
- Made 223 deliveries to 91 providers in total during the pandemic

PPE New duties

- Government has committed to provide COVID PPE to regulated providers until 31-Mar-2021
- Supplies are obtained via the national PPE Portal
- Data from PPE portal shows 70% of in borough eligible providers have registered; 60% of these have already ordered
- Weekly registration and order updates are provided by DHSC
- Regular communication with providers to promote portal and access

Providers registered on PPE portal per setting	Yes – provider has registered	No – provider is eligible to register but has not yet registered	Total	Percentage registered	Percentage ordered out of those registered
Residential social care	41	17	58	70%	60%
Community based adult social care services (including homecare and supported living)	46	19	65	70%	60%
Community drug and alcohol services	0	2	2	0%	0%
Grand Total	88	39	127	70%	60%

- **Councils are to supply PPE to non-regulated providers** that meet the eligibility criteria until 31-Mar-2021
- **Monthly supplies have been ordered** via the Commissioning Alliance based on demand modelling with Public Health
- **Providers will be delivered an agreed, scheduled monthly supply** of COVID PPE by Distribution Hub
- **Council is prepared to support regulated providers** in emergencies or where the PPE portal is unable to meet needs through contingency supplies
- **Similar processes** are in place for PPE deliveries to education settings and Council departments
- **Dashboard** monitors incoming and outgoing deliveries and is reported on at Bronze

- **Council commissions a number of voluntary sector providers** to provide preventative services to residents
- **Council funding continued** to these services throughout the pandemic to support alternative services to be provided to usual service users
- Since the initial lockdown, most services are now **running some form of face to face service** in a COVID secure way
- **Infection control funding has been offered** to a small number of eligible voluntary sector providers, including non-commissioned
- **Ongoing support is available** from the Council via contract monitoring meetings, newsletters, FAQ's and VCS provider forums
- Services are **eligible for free COVID PPE** from Council over winter period

- **Financial support provided** throughout pandemic
- Enabled providers to **continue to support service users** in a COVID secure way
- **Providers undertook a Council resilience assessment** that was reviewed by commissioners, quality officers and operations
- **Council supported reopening** through providing access to public health advice and other national guidance
- Council reassured itself that day services were **aware of their duties to support clients in a COVID secure way** through requesting evidence of COVID policies/risk assessments
- Services are **eligible for free COVID PPE** from Council over winter period

Outcome of commissioned day services resilience assessment

- RAG rating developed with quality, commissioners and operations
- Majority of commissioned CGDS's have demonstrated a high level of resilience
- Actions plans are in place to support all CGDS's according to rating
- If majority/all CGDS's move to medium-high unsustainability, further action and financial support may be required OR provider failure policy may be triggered

CGDS	RAG Impact on Council if closure	RAG Risk of unsustainability	Action plan in place?
Eastway	Medium	Low	YES
Funky Willows	Low	Low	YES
Headway	Medium	Low	YES
Heathlands	Low	Low	YES
Jackson's Cafe	Medium	Medium	YES
New Opportunities Group	Low	High	YES
Osborne Partnership	Low	Low	YES
Tapestry (HOPWA & Painsbrook)	Medium	Low	YES
The Learning Centre	Low	Low	YES
Treetops	High	High	YES
Trinity	Medium	Low	YES
Vibrance	Low	Low	YES
Walter Boyce Centre	Low	Low	YES

Back up plans to support in event of care home/provider failure

- Developing a set of measures to identify providers in trouble
- Winter plan
- Business Continuity
- Proud to Care
- Designated beds – reducing risk across the market
- Infection Control Fund round 2
- Mutual Aid

A Council wide effort has ensured a programme of support for shielding residents which has been offered to those with and without a care package, including:

- **Food shopping support** including offering priority shopping slots, signposting to local delivery services, providing foodbank vouchers and arranging food parcel deliveries to eligible residents
- **Arranging welfare support** including befriending services, check in and chats, dog walking and other services
- **Support to access Test & Trace** and answering COVID queries through a dedicated email and hotline
- **Providing links to other Council services**, including adult social care, children social care, housing and safeguarding

- **Set up of a virtual hub** providing information & advice, signposting, online activities, peer sharing and general wellbeing support
- **Community co-ordinators** providing support across the borough
- **Professional care calls** to vulnerable people from Tapestry
- Befriending services
- **Hot food delivery services** to vulnerable people from Tapestry
- **Mental wellbeing support** including professional counselling services
- Creative activities through Queen's Theatre and safe library access

- **Strong relationships** – not to be undervalued and not typical of all systems
- **Health partners - CCG** set up of a variety of groups and a S75 agreement to ensure funding flows across the system
- **Hospital** continual work to ensure flow from hospital into community is quick and safe
- **Partner LAs** primarily B & D and Redbridge – meet regularly and real mutual aid – e.g. designated settings

- Challenges remain
 - Increasing prevalence
 - Care home outbreaks
 - Community outbreaks
 - Winter plan delivery
 - Working with all partners proactively and effectively and will continue to do so
- Questions?

