

# P&C COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

<b>SERVICE AREA:</b>	Adults and Safeguarding PCC and CCC
<b>REPORT AUTHOR:</b>	Charlotte Black
<b>REPORTING PERIOD:</b>	w/e 17 April 2020

○

## KEY ACTIVITY HEADLINES

- Community – keeping people out of hospital and responding to care breakdown where Covid status unknown or care cannot be provided
- Hospital- discharging as many as we can- this has continued to be a major focus and we are starting to see a reduction in the number of people needing to be discharged
- This week has been very high profile for adult social care in the national and local media mostly centred around care homes and the social care action plan- most of which we were already dealing with
- Assessment in the community- we continue to work with CPFT and our providers to complete the 'discharge to assess' process for 145 people in the community in residential care who need to be moved to the appropriate care setting
- End of life pathways and support have been agreed with the NHS and briefings have taken place with staff and providers who may be affected
- Care Act Easements guidance has been reviewed and at this stage we are currently not seeking to implement this
- Making sure all our staff and providers have access to the right PPE and responding to new guidance- just published – significant actions taken locally to resolve PPE issues and system wide solutions developed
- Any providers who are struggling with PPE supplies are being supported
- Resources and support for staff affected by COVID professionally or personally have been developed
- Staff testing has now been arranged for front line staff

## RISKS / CHALLENGES (AND MITIGATION)

- Demand that will be coming our way post lock down- we are starting to plan for and anticipate this as part of our recovery work
- Infection rate and deaths in care homes- we have developed a daily sit- rep
- Trauma amongst providers as a result of higher than normal no of deaths- we are working with CPFT and CCG to make sure there is a helpline and that post traumatic event counselling is available
- Access to PPE- we are sourcing locally and responding to changes in national guidance- this has been a concern for staff, carers and providers- there is now a centralised supply and social care is holding emergency supplies
- Staff availability- trying to get people back to work where safe to do so
- Operations staffing levels impacted by sickness, isolation and social distancing- redeploying paid staff in ASC and elsewhere in both LAs to essential services
- Avoiding hospital admission amongst people with LD- doing all we can to support people in the community and avoid needs escalating
- Covid positive discharges- we are ensuring that all front line staff and providers are using PPE at all times regardless of Covid status
- Ensuring that any residents of care homes who are isolated that the necessary steps have been taken in terms of mental capacity and deprivation of liberty

## WORKFORCE UPDATE

- Staff testing- Staff testing has now been arranged for front line staff who are between day 3 and day 5 of symptoms. Initially this was to take place at Stanstead but it has now been made available at Papworth and PCH

- Support materials have been developed for staff affected professionally or personally
- We are asking AMHPs to work flexibly across both Councils
- Recruitment – we have a number of new applicants for Reablement posts in both Councils
- 7 day working - staff responding positively to the request to work flexibly over 7 days to enable weekend working but stood this down again in response to lower demand than was expected over Easter weekend
- Where staff can continue to deliver a service remotely (Financial Assessment) they are doing so and where anyone can do their job effectively from home they are doing so.

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

- Currently estimating reduced delivery of savings through APC in PCC and CCC and will be reporting to JMT as Covid costs– we have reviewed all APC workstreams and are redirecting in a way that helps us manage demand and cost in the current situation.
- APC workstream leads have been having to divert attention to Emergency Planning
- 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

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

- We are attempting to keep key business as usual activity work going as far as possible
- 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 still in contingency planning mode largely so reviewing priorities on a daily basis
- 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

#### **COMMUNICATIONS**

- Information has been shared with CPFT about our most vulnerable client group and they have contacted those people and also made sure they are prioritised
- All known carers have been or are being contacted to check if any additional support needed
- Case studies forwarded to Comms celebrating council workers and community volunteers who have agreed to support with direct care (Reablement, Extended lifelines, Carers, Dementia support)
- 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 have a daily adults call where managers can highlight any risks and issues and we agree solutions
- We also have a 3x weekly call with CCG and CPFT on implementation on new hospital discharge requirements

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:

- 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*

*Italics indicates additional to last week*