

P&C COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

SERVICE AREA:	Adults and Safeguarding PCC and CCC
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KEY ACTIVITY HEADLINES

- PPE has been a key focus making sure our front line staff have access to appropriate PPE and we have been well supported by the LRF hub and mutual aid approach to ensure there is enough PPE across the system
- In Peterborough, Day Opportunities the service that support Adults with Learning Difficulties, are providing care to very vulnerable supported people within three sites whilst redeploying staff to five other areas and making welfare calls to people isolating at home with families.
- Sharing information with DCs, CPFT – draft process and Data protection Impact Assessment in place
- 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
- Care Act Easements guidance has been reviewed and at this stage we are currently not seeking to implement this

Carers

Family Carers (unpaid family members or friends) are currently delivering unprecedented levels of essential care and support to people with care needs in the community who are impacted by the pandemic. In response CCC and PCC Community Hub has set up a project, led by managers within the Carers Support Teams, to re-deploy more than 30 Council staff (unable to fully fulfil their usual role due to the C19 current restrictions) to contact those family carers currently known to adult social care, check that they are coping, provide preventative advice and connect them to sources of support where this is needed.

In Cambridgeshire 1557 carers were identified. 576 of these carers support adults receiving care from the Learning Disability Partnership, Young Adults Team, Adults and Autism Team or CPFT and these carers are being contacted by those teams already working closely with these families.

The remaining 981 are being contacted by the redeployed staff. To date 771 carers have been assigned to receive calls. Of those contacted so far 56% or 429 carers have told staff that they are coping. Feedback from staff making the calls is that carers have been extremely grateful to be contacted and have taken contact details in order to access support should this be needed in the future to be prepared. One carer told us *"I enjoyed chatting to you and both my husband and I are impressed with the initiative set up by the Council. Thank you"*

To date 57 carers contacted by the redeployed staff have been referred for support as a result of the calls, examples include accessing help with shopping and medication collection, both for themselves and the adult that they support and amendments to the care and support being provided to the cared for person due to changes in their circumstances. The staff making the calls have had information regarding a wide range of preventative services and have also been able to connect carers to support from services like occupational therapy and the technology enabled care team as well as raising awareness of help available through Caring Together, previously known as Carers Trust. Advice for staff making these calls has been available through the Carers Support Team.

In Peterborough the experience is very similar, more than 423 carers have been contacted and provided with information and advice to date and staff are working through a further list of 214 carers.

Work to contact the remaining carers across Cambridgeshire and Peterborough is on-going.

RISKS / CHALLENGES (AND MITIGATION)

- Changes in national policy on testing and hospital discharge mean that we will now be accepting hospital discharges when their Covid status is known and we will know if someone is still positive for Covid
- We are making sure that staff have the necessary PPE and in line with other changes in national guidance all staff delivering personal care are wearing PPE at all times. We are also arranging training for our staff from CPFT infection control team
- PPE availability continues to be a national issue and we are working closely across the LRF to ensure we have the supplies needed and seek emergency supplies when there is a shortage
- 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
- 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- this has worked well so far
- Ensuring that if any residents of care homes are isolated that the necessary steps have been taken in terms of mental capacity and deprivation of liberty

WORKFORCE UPDATE

- Staff wellbeing/acknowledging home care deaths in video message.
- Staff testing- Staff testing has now been arranged for front line staff who are between day 3 and day 6 of symptoms. Initially this was to take place at Stanstead but it has now been made available at Papworth and PCH and a testing centre has also opened up at Peterborough Showground
- Support materials have been developed for staff affected professionally or personally
- 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 – not needed much so far but stood up when needed
- 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)

- National policy about people making a contribution towards their care when discharging from hospital- national guidance is inconsistent and we are seeking advice from ADASS across the region about when NHS funding applies if someone is returning to an existing placement or care package at home
- Currently estimating reduced delivery of savings through APC in PCC and CCC– we have reviewed all APC work streams and are redirecting in a way that helps us manage demand and cost in the current situation.
- 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 starting to prepare for increase in demand that we expect to follow relaxation in government restrictions and working with BI and partners as part of recovery planning
- A process of completing a daily Recovery log at the end of each daily adults call has been started capturing ideas and thoughts from front line managers
- 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 attempting to keep key business as usual activity work going as far as possible
- 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
- Case studies forwarded to communications team celebrating council workers and community volunteers who have agreed to support with direct care (Reablement, Extended lifelines, Carers, Dementia support) in PCC and CCC
- 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 and there is a 2 x daily call between the CCG and LAs about care homes and this is joined by Public Health England once a week

We are sending 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:

Adults daily updates: (new ones in blue since last highlight report)

- Amended version of VS commissioning services offer and referring to the hubs
- Making best use of VS capacity and expertise in our contacts and care and support planning
- Should you refer to the countywide or district hubs?
- Thank you to all our amazing key workers – poster
- Arrangements responsibility following a death
- Applications for Deprivation of Liberty
- 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