

P&C COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

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

- Central government requirement of LAs to produce a Care Home Support Plan by 29 May- this will include plans for infection control training, multi-disciplinary teams around care homes and other measures to support care homes to reduce infection rates
- Demand in the community for Reablement is starting to increase as lock down measures are relaxed
- Working with the CCG and Public Health on the local offer in terms of bereavement support for people who have been affected by Covid including making sure operational staff access training to support people who have been bereaved
- Plans are in place for all those who were discharged rapidly from hospital- all have had an assessment and have a plan going forward
- Preferred option for future Discharge to Assess arrangements has been developed and will be put forward to NHS partners
- Adults Positive Challenge programme continues in an adapted form with revised priorities and focus
- Programme of in person Social Work visits to prioritised care homes is underway in care homes and practice issues are being addressed
- Care Act Easements guidance has been reviewed and we continue to operate in line with the Care Act and have not requested easements from Adults Portfolio holders
- Adult Social Care pathways document has been produced and will be shared with members to help support members when dealing with any concerns or cases they think may need ASC input

RISKS / CHALLENGES (AND MITIGATION)

- Service users whose needs mean it will be very difficult for them to comply with social isolation requirements- work underway in front line teams identifying anyone and agreeing a plan with their current provider about how to manage any situations that may arise/ what support is needed
- Reduction in Safeguarding referrals has been identified and work underway to ensure that referrals are made where appropriate
- Hospital discharges for Covid positive patients- national guidance being adhered to. Infection control training is being put in place.
- Care Homes are under considerable strain due to staffing issues and pressures of responding to Covid- we are visiting care homes where appropriate with PPE etc. and offering additional staffing support where needed
- PPE supplies challenged nationally- may become a local issue- we are placing advance orders with known supplier
- Demand going forward is difficult to predict- we are using data about service flows and evidence from elsewhere to identify possible scenarios ahead
- 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

- Currently exploring arrangements for redeployed staff supporting Reablement Teams
- HR continue to gather info on absence rates and support contact with staff who can't work from home when period of isolation completed and arrange testing
- Staff wellbeing and thanks prioritised in Service Director video message
- Staff testing being promoted
- Support materials have been updated for staff affected professionally or personally

- Recruitment – we continue to have a good number of new applicants for Reablement posts in both Councils

FINANCIAL IMPACT (increase in costs / reduction in income)

- Estimates being completed of impact of Covid and what costs and staffing needs may be moving forward
- Currently estimating reduced delivery of savings through APC in PCC and CCC– we have reviewed all APC workstreams 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
- 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 working with CPFT and the CCG to review the Discharge to Assess arrangements we put in place in line with government guidance and agreeing what is fit for purpose moving forward and we build on what we have learnt and what has worked well- 2 possible options being considered
- Work underway with front line teams to identify possible issues to be addressed as a result of lock down measures
- Exploring across P and C possible models going forward and how we can continue to build on the Neighbourhood Cares principles and place based approach and APC messages about changing the conversation etc.
- 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 identifying ways in which we have worked with partner agencies in a different way identifying who is vulnerable and developing a coordinated response

COMMUNICATIONS

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:

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

Practice updates include:

- Update on emergency pre-paid cards in CCC
- Contingency planning for service users who are unable or unwilling to comply with restrictions and isolation
- Guidance for practitioners on charging for care during the COVID-19 pandemic update
- Support for Staff – updated
- Circulated the thank you letter from Matt Hancock
- Crisis mental health services bolstered during Covid-19
- Legal support – updated
- Letter templates - delay letter, sending out documents, supportive letters for carers, Discharge from Hospital, financial threshold cases (not related to hospital discharge)
- Learning Development resources for Social Care practitioners
- Simple meditation techniques for everyday life
- D2A pathway - updated
- 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