

Appendix 3

Care Home Support Strategy

Identifying Risk

From 15 April a team across Public Health and commissioning has been established to undertake daily telephone calls to care homes to identify capacity, report COVID 19 diagnosis or suspected COVID 19 cases amongst staff and residents and to identify risk. The daily calls will ensure that the Council and its partners (CCG, CQC) are responsive rather than reactive to emerging needs.

In partnership with health, we have redesigned our discharge pathways so anyone being discharged from hospital who is COVID positive or symptomatic will go to a Hospital Discharge Support Unit rather than directly to a care home. The HDSUs will also provide step up support for care homes in the event of a COVID outbreak.

In mid-March we established a Hospital Discharge team within brokerage to provide clearer processes and support to care homes to enable hospital discharges. Since 30th March we have implemented a whole scale reorganisation of brokerage in response to COVID-19. We have stopped sending out spreadsheets of requests to providers and have adopted a more personal approach whereby brokers directly contact and speak to care homes.

COVID 19 Support Team

In mid-March, we established a team, working 7 days a week 8-6 dedicated to support providers. They:

- Have a dedicated helpline and email address for providers
- Act as a single point of access for providers for any queries they might have
- Act as a single point of communication from the Council or health to providers
- Maintain a webpage for providers on the Council's Website where all the latest guidance and communications is posted <http://www.wiltshire.gov.uk/public-health-providers>
- Co-ordinate the delivery of PPE to care homes when their supplies are low
- Call a care home when we have had notification from PHE that there has been a death or a COVID diagnosis-this is to provide emotional support as well as ensure that the right support is linked into the care home e.g. the infection control nurse
- Coordinate the referral of a provider to other agencies such as the CCG Primary Care team, CCG IPC team or our internal Public Health Colleagues.

The COVID 19 Support Team works closely with Wiltshire Care Partnership which produces a daily bulletin for providers to communicate good news, up-to-date guidance etc. It has been agreed that WCP will act as a contact point for small providers in the face of increased demands from the media.

Communication

Since 19th March, the Director of Commissioning has held regular webinars with providers. Every week there is at least one webinar each for a) Care Homes b) LD providers c) dom

care providers d) any provider. In attendance on the webinars is CQC and the CCG in order that they can provide advice to providers.

It has been agreed with providers that we will also now run thematic webinars on topics that they have identified that they need further advice on. Webinars up to w/e 22/05 have included:

- Tuesday 21st April (2.30-3.30pm): Media Support
- Wednesday 22nd April (11-12pm): Finance
- Thursday 23rd April (1-2pm): Infection Control & PPE
- Friday 24th April (12.45-1.30pm): Advanced Care Planning hosted by Dorothy House Hospice
- Wednesday 6th May (1-2): CQC & Emergency Support Framework
- Friday 24th April (2-3pm): Supporting use of NHS mail and Microsoft Teams
- Monday 27th April (11-12pm): Dementia & wellbeing support
- Friday 22nd May (1pm-2pm): COVID-19 Symptoms and Management

The COVID 19 team will organise the webinars and invite professional experts to host them- they will be practical and an opportunity for providers to have Q&A sessions and share best practice.

A number of on-line resources have been developed for care homes and these are promoted on our webpage and via WCP. The CCG and Council send a weekly newsletter to all care homes which provides the most up-to-date guidance.

The Council has provided additional funding to Wiltshire Care Partnership to support additional capacity from the Chief Executive Officer to support providers during the pandemic. WCP distributes an almost daily newsletter to providers.

Media Support

Care homes have reported significant media interest, some of which has been intrusive and disrupting their work. The Council's comms team has sent out their generic email addresses so providers can signpost journalists there for general enquires on the care home sector.

Care Home Advisory Group

The Council and CCG have established a Care Home Advisory Group whose remit includes all CQC registered care homes in Wiltshire. This group can also be asked to consider supported living settings as required.

This is a multi-agency group chaired by a GP and with membership including Consultant Geriatrician, CQC, Public Health, Social Care and Community Health. This group will utilise their expertise and explore the relevant evidence base to advise and make recommendations. They will also consider safeguarding issues to ensure safety and human rights for the residents of care homes.

The group's functions are to

- engage with and listen to providers effectively – residents, families and carers
- ensure the Council and CCG understand the needs of care home providers
- ensure support offers developed meet the needs identified
- help with the interpretation of national guidance and advise on local implementation (e.g. use of technology)
- ensure quality and safety are at the heart of decision making
- provide local expertise on any issues relating to care home resilience
- provide expertise to identify any safeguarding concerns and escalate accordingly

The group will report to the Wiltshire Strategic Group.

Membership includes:

- Wiltshire Care Partnership
- GP (Chair)
- Primary Care Older People Team
- Consultant Geriatrician
- Wiltshire Health & Care
- Public Health
- CQC
- CCG Quality Team (safeguarding)
- CCG Commissioning
- Local Authority (operations, safeguarding and commissioning)
- Hospice

Staffing

Care Homes should contact the COVID-19 helpline for any staffing needs. The team will discuss the care home's contingency plan and how the movement of staff and agency staff between homes can be prevented. Wiltshire Council, CCG and Wiltshire Health & Care will seek to provide staff through a Partnership Agreement when there is an emergency. Wiltshire Health & Care will seek to make available any spare capacity of Health Care Assistants using their bank to cover and access is available out of hours through their on call manager.

