

Supplement to the agenda for

Cabinet

Thursday 30 April 2020

2.30 pm

Online only meeting

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6.	REPORT ON THE COUNCIL'S RESPONSE TO THE CORONAVIRUS EPIDEMIC	3 - 6

Update on Coronavirus Response to Cabinet, 30 April 2020

The information below provides the latest update on the cabinet report published on 22 April 2020.

1. Adult social care

- Hillside Care Centre will open w/c 04 May 2020.
- Additional capacity to support the hospital discharge pathways will go live w/c 04 May 2020 at the Three Counties hotel where an enhanced discharge to assess facility will operate
- The model has been designed to operate “RED” (evidence or risk of COVID) & “GREEN” (no evidence of COVID) sites. Both Hillside and the Three Counties locations will operate as RED sites in order to maximise protection for the Herefordshire system’s GREEN sites.
- Around 13% (11/89) of Herefordshire care homes are currently considered to be RED sites, with around 87% currently considered GREEN (78/89). It is important to recognise that RED sites do not necessarily indicate any shortcomings on the part of the care provider. For example, a majority of providers are supporting a planned approach to ensure that people continue to receive ongoing care and treatment, including when discharged from hospital. It is also important to reflect the prolific infection risk of the COVID-19 virus, with Government reporting that a majority of care homes will be impacted. Nevertheless, current activity within Herefordshire suggests we are reporting lower numbers than others regionally.
- Early work completed by adult social care operations & commissioners, combined with lower than average referral activity has created additional capacity in both the council’s HomeFirst service and the wider domiciliary care market. We are therefore well prepared to support the NHS with hospital discharges and have potential capacity for redeployment should there be a major incident within any particular setting.
- To assist care providers and join health and social care systems more effectively together, the council has developed and led implementation of the Provider Support Hub which meets daily with the council leading along with CCG, GP and CQC input. The model covers 3 key areas:

PROACTIVE ENGAGEMENT

- Provide care providers with regular opportunities to access support and advice
- Communicate updates on national and local guidance
- Host training sessions (based on identified need)

INTELLIGENCE AND RISK ASSESSMENT

- Gather intelligence and data from all care providers on weekly basis to identify emerging issues and support with planning a response
- Triangulate intelligence and data from care providers, adult social care teams and partner organisations to inform local planning and decisions in operationally critical areas such as Infection Prevention Control and PPE

RESPONSE

- Deliver targeted early interventions to reduce risk of Covid-19 outbreaks occurring. When concerns are escalated, hub will ensure that within 1 hour care home will be contacted.
- If appropriate this will be escalated and a multi-agency response within 2 hours will be convened to put in place actions and support to the home

2. Shielded population

- The council continues to lead the work on behalf of the NHS for “Shielded” patients (those deemed extremely vulnerable by the NHS as a result of underlying health conditions). Current number of 270 volunteer recruits, as Shield “buddies”, have contacted 67% of the approx. 5000 most vulnerable residents to assess their level of resilience and potential need. To date, fewer than 4% are requiring ongoing support from a volunteer.

3. Protecting the most vulnerable adults

- Work completed by the council to protect and support those considered most vulnerable, has been expanded. We are now leading a system wide task group to look at issues raised. This work includes:
 - Facilitating more effective contact for residents using assistive technology
 - Reviewing the use and impact of practice tools such as the Recommended Summary Plan for Emergency Care & Treatment (ReSPECT), DNAR & Rockwood Clinically Frail Score.
 - Specialist support and training including supported Webinars sessions from 39 Essex Chambers, staff Q&A with local specialists and experts and specialist training provided by EDGE.

4. Testing

- We are the first area in West Mercia to arrange for the military to provide a local testing offer. The offer was promoted on the BBC radio Herefordshire on Monday evening. On Monday 27 April - 98 key workers/household members were tested. This increased to 142 people on Tuesday 28 April. There are 150 slots available per day. Health and Social Care staff are being prioritised for testing. In accordance with the national announcements we will be increasing the offer of testing to over 65s and household contacts.

5. Staff Support

- The adults and communities directorate hold weekly all staff briefings via WebEx to maintain contact with staff & provide a range of updates. Sessions include a staff Q&A section and frequent staff opinion polls.
- Latest staff opinion polls from 23 April from 161 attendees:
 - 148 thought our communication about the tiers’ purpose and progress was just right;
 - 150 felt they were managing their wellbeing well and understood how to keep safe;
 - 150 feel that supervision and management support is as it should be;

- 154 felt that they had enough PPE.

6. Children's safeguarding

- Safeguarding and family support continue to contact and where necessary visit children and families, utilising PPE in accordance with guidance. Cases open to social workers have been further assessed to determine what visit activity should take place. We continue to review our approach in light of updated national guidance.
- Since the cabinet report was written, we have seen an increase in the number of domestic abuse notifications into the Multi Agency Safeguarding Hub (MASH) and last week the number (55) was broadly comparable to a similar period last year. We have a multi-agency domestic abuse hub operating virtually within the MASH that considers the cases and arranges a response if the child's case is new. Domestic abuse referrals that occur on open cases are passed on to the existing workers to provide a response.

7. Education and early years settings

- At the start of this week (27 April 2020) 63 out of 186 early years settings were open, with 227 children attending (including 193 for critical workers and 34 vulnerable children). 69 of 92 mainstream schools were open in some way – around 600 pupils attending across the county, with 60 vulnerable pupils attending (up from 39 a week ago – represents a rise from 8% of the cohort to 16%). This includes 26 children supported with child protection plans and 21 children who are looked after, also 10 children with disabilities attending.
- All special schools are open. A lot of work has taken place between children's social care and schools to encourage school attendance. More work is being done with schools and settings to encourage attendance of vulnerable children, including the wider definition of those who are vulnerable but do not have a social worker, including attendance at early years settings. The issue of lack of attendance in schools and settings is an area of risk as there are much fewer overall contacts with children now than before the lockdown. The council has also worked with schools and settings to provide an updated risk assessment tool to be used for children with education, health and care plans to be clear whether they would benefit from being in education.

8. Workforce

- West Midlands Employers in association with West Midlands ADASS (Association of Directors for Adults Social Services) is launching a campaign to help the independent care sector recruit temporary staff to help with the covid-19 response. A region wide and high profile media campaign called **#TimeToCare** will be launched on 4 May. It will target furloughed workers, former care workers and those who may be new to care and it will create a talent bank of staff which care providers can access. Herefordshire council is actively engaging so that our local care providers can benefit from the campaign.
- Reward Gateway who provide our own staff with access to 24/7, BACP accredited counselling, will now extend this offer to care home staff in Herefordshire at no extra charge. We are now ensuring care home staff are made aware of this.

9. Finance

- On 18 April Government announced a further £1.6b of support for local government, and on 28 April government confirmed Herefordshire's share of this allocation to be £5.344m, bringing the total grant to just over £11m.