

Message from BCA

We will be holding weekly **BCA Provider Zoom** meeting **every Tuesday at 10.30am** to provide you with further updates and allow providers to ask questions and raise any issues that you would like our support with.

The minutes from each week's call will available on the Provider Zone at the end of that week.

The **BCA Zoom** meeting is **open to ALL** social care providers of Bradford & Craven not just BCA members, we hope you are able to join us each week.

Providers can continue to email any concerns or issues you are experiencing to the BCA so we can work through them with our system partners:

Louise@bradfordcareassociation.org

Keep up the amazing work you are all doing to support the people of Bradford.

Regards,

BCA Board

Join BCA Provider Update Zoom Meeting

<https://us02web.zoom.us/j/86112794032?pwd=WFNUUDExMTF2TUp3czlsby9nc21Hdz09>

Meeting ID: 861 1279 4032

Password: 020340

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Bradford Care Association (BCA) – Zoom meeting held 05.05.2020

Chair: Louise Bestwick

Present: 15 BCA members

MINUTES

1. The council are working to develop a void support package for providers. We hope to have confirmation as soon possible for Care Homes – To help inform the council Re void payments all homes should have received void questionnaire from commission inbox 4th May 2020 to complete by close of 6th May 2020. We have raised that there is a need for something similar for Home support providers
2. Communication to providers needs to be clearer and reach the right people within the organisation. Streamlined if possible and simple to implement. Particularly for updated guidance. It will be raised with the council that not everyone is receiving all emails particularly when they are for specific sectors. Everyone seems to receive the bulletin. But again, having the time to read and digest everything is a big challenge for providers.
3. Everyone should have received a payment advice for the 10% payment from council for help with finances / resources. Louise will ask for clarification on how these figures were calculated. Will also raise that these payments are not sufficient and do not cover self-funders. Providers are still waiting for confirmation from CCG about 10%, FNC increases and revised CHC rates given the LA is higher now. There is a need for further financial support to cover the growing costs for the sector and void payments are critical.
4. PPE is still a challenge for all providers. The council will be sharing new process and guidance this week. If provider can not source through normal channels they can supply PPE for 7 days. Louise will raise the financial burden this is putting on providers the COVID payments do not cover cost of PPE apart from anything else. Need for a centralised process to support providers in the long term as many care homes and home support paying very high prices. Survey completed last week will help to show the demand of providers and the costs.
5. All providers need to ensure they access the Provider Portal as all information from BCA / Commissioning teams will be put on there to refer to.
6. New FNC payment rates will be back dated to April 2020 and April 2019. CHC rates not in with the FNC figures. Council also looking at further payments to us during this time and how to make it fair / equitable and will include Home support. NHS England have published letter to CCG to clarify support available for Care Homes / Home Care providers this been worked through now but many of these requirements are already in place in Bradford.

7. Hospital Discharges – Funded through NHS at a care homes standard room rate, still awaiting clarity for providers. Hopefully discharge process / pathway to be published very soon– New Residents will need isolating for 14 days use
8. of appropriate PPE etc. We need simple pathway / guidance also for Home support. Should come through in the next couple of weeks for home support. Providers want to understand how to get one to one support to help and support isolation of residents with Dementia. Louise raise query. What will happen with self- funded admissions in to care homes how will they fit into the pathway?
9. What help do providers want with Infection Control and prevention. Do providers want more training etc. Everyone stated clearer guidance and info on changes/updates rather than training. Hints and tips would be good.
10. Testing issues – Still being worked through and more clarification required, Resident testing is being run regionally by Public Health, Leeds
 - 2 Testing Pillars
 - a. Testing symptomatic Residents initial outbreak – Ring local Health Protection Team. Give guidance on care procedures / will send out test kits to Care homes for those residents. Care homes then need to ring for the results and they will need to notify GP's. A lot of providers experiencing difficulties with all testing at present.
 - b. Testing for all other Residents – Contact Public Health Team and ask for further test and you will be referred to Pillar which is run by department of health and social care. Tests should come to the Home via courier.
 - c. Staff Testing – More positive picture they will be trialling complete care home staff tests at Marley site in Keighley. The tests will be collected 8.15am, complete the testing of all or a cohort of staff at the care home and return the tests to Marley same day by 11am. Still need clarification on regular testing for staff, awaiting new guidelines/process from government. Staff with positive COVID tests still have to self-isolate for 7 days minimum. The council are aware that this could be a risk for provider if a significant no of staff that are off.
11. Telemedicine – Should now be in place in all Home by the end of this week. It should be first part of call for all resident who are unwell, falls etc. If Paramedics come into the home, they are being asked to liaise with Telemed Team for decision making before someone is transferred to hospital – New protocol / pathway required for home to inform staff and to show Paramedics. District Nurses are trying to minimise contacts in care homes. Residential Homes – need clearer guidance on working with health care professionals GP/DN for Homes as soon as possible, who is doing what and what the home should do. A lot of providers are doing dressings now.
12. 100% of Homes using Capacity Tracker now. Please remember to update daily.



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13. SUS/RAG rating – Continue to complete this daily – If Homes go Amber / Red – Council will contact individual Homes to give help / support / advice / PPE etc.
14. Red Bag pathway – Just send documentation into Hospital not the bag. Any issues with discharges feedback to BCA meetings. GDPR guidelines have been relaxed during this time as we need to share information, communicate well between hospital / care homes which many providers are struggling with getting info from hospital or GP's. One family had to ring for the care homes to find out
15. if a resident had tested positive or not, they were positive. Need good discharge pathway to help get clear info from hospital.
16. CPR – Updated pathway for Homes and Home support – Wear full PPE. All should have updated pathway.
17. Verification of Death – Contact Telemedicine they will support you to do verification of death for an expected death in a care home. Some District Nurses / GP's still going into homes, but should mainly all be virtual visits where possible. Need a clear pathway for verification of Death for Homes and Home support and what to do about ports etc after death.
18. Craven not getting provider bulletins but are accessing Webinars. Louise will ensure they are getting all information across to Craven.
19. Another Business –
 - a. Re purposing of Medication / Medication Management government guidance – look at local pathways for care homes re repurposing antibiotics / anticipatory medication – Consent issues, awaiting clearer guidance.
 - b. Need for wider provider meetings with CCG / Local Authority to share information and bring clarity for Homes.

Next Meeting – Tuesday 12th May 2020 @ 10.30am