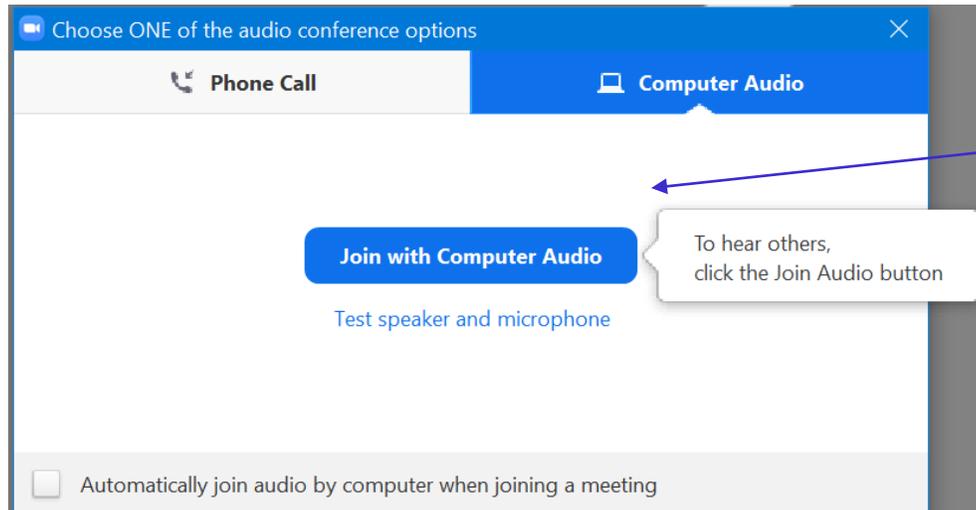


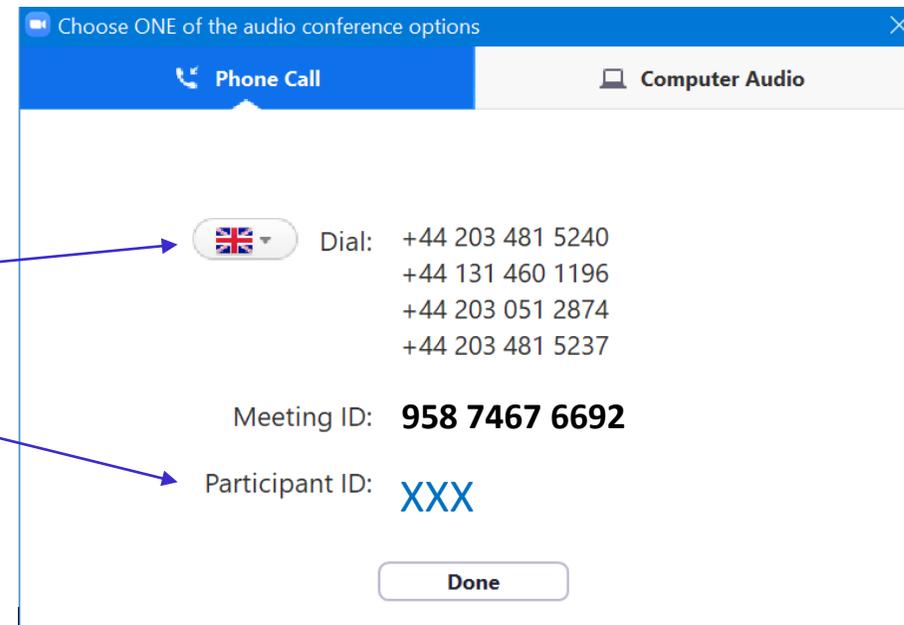
# WELCOME TO THE WEBINAR



To connect your audio Click join with computer with audio

OR

Click phone call BUT YOU MUST Use your participant ID



## You can ask questions via the Zoom chat room....



First click onto chat at the bottom of your zoom screen



A box should appear on the right where you can write your questions.

- If you are replying to someone in the chat box, please use '@theirname'
- We anticipate a high volume of questions - all questions not answered verbally on the call will be followed up



# COVID-19: SUPPORTING HOME CARE WEBINAR

# WELCOME AND INTRODUCTION TO THE WEBINAR

Beverley Taylor  
Senior Manager  
NHS England and NHS Improvement



# SESSION OUTLINE

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Introduction to Home Care

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CQC – Data collection during COVID-19

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Workforce

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Access to NHSmail

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LGA/Commissioning

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Q & A

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Close



# INTRODUCTION TO HOME CARE

Simon Bristow  
Mental Health System Improvement Advisor  
NHS England and NHS Improvement



# Home Care Workstream

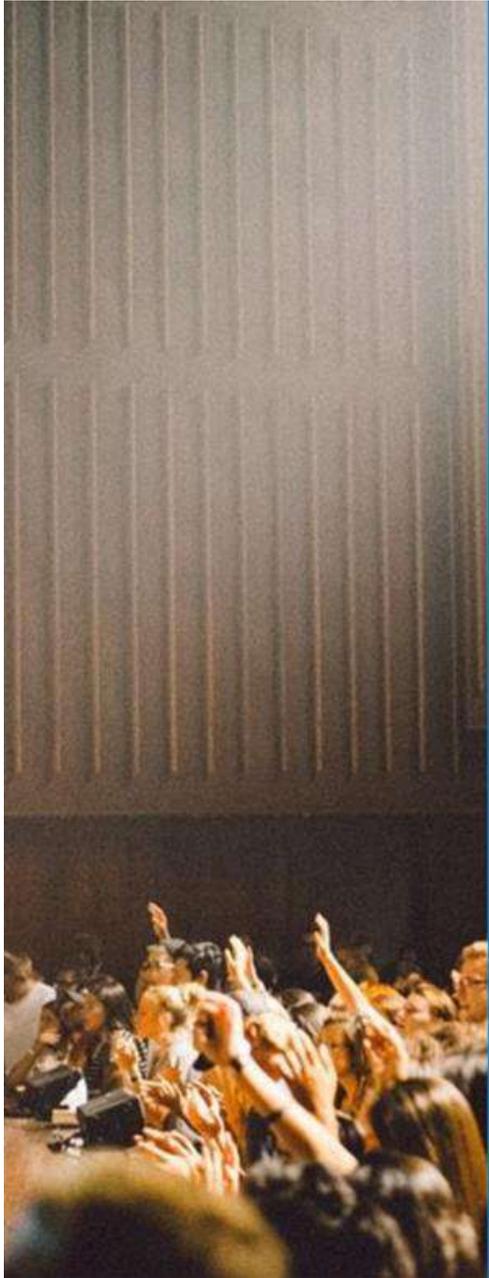
- Work with national partners and provider representatives to develop targeted advice and guidance relevant to home care provision
- Work jointly with national and regional partners to support the development of new and existing workforce, and interface with voluntary services
- Work with national and regional partners to support the effective commissioning of home care services through COVID-19
- Identify and share good practice and support scaling up of initiatives where appropriate



# WHAT WOULD SUPPORT SYSTEM RESILIENCE?

- What support do you need from other community partners in local authorities, community health, primary care, etc.?
- What additional support could you potentially provide to other community partners and what resources would you need to enable that to happen?
- What roles could volunteers play that would support you to deliver home care or improve the ability of your staff to perform their roles?
- What are the most significant workforce development needs you need help with?





**ANY QUESTIONS?**

# Data Collection during the COVID-19 Crisis

*Uma Datta  
Head of Provider Analytics  
Care Quality Commission*



# Overview and Background



- Our primary focus is on the safety and wellbeing of **older and disabled people, and their families and carers, care staff and communities**
  - **Collecting data** enables us to understand the impact of COVID-19 on the people using services, the workforce and your ability to deliver services - **ensuring resources are targeted most effectively where they are needed**
  - Because NHS Capacity Tracker targets nursing and residential homes we recognised there are a **big gap in understanding how COVID-19 is affecting homecare services** (as well as extra care, shared lives services and supported living) – the Department of Health and Social Care asked for our help to fill that gap
  - We want to do this in a way that **does not cause a burden** – your focus needs to remain on the delivery of safe care
  - We have worked across organisations and will be **asking for this information once – but that is dependent on providers giving us the information**
  - This information will be shared across organisations who can help mobilise support, such as the Department of Health and Social Care, Regional Incident Coordination Centres, and Local Resilience Forums, Local Authorities and Clinical Commissioning Groups, as well as CQC’s inspection teams
-

# Where are we now?



- Firstly – want to thank the UKHCA and 100 homecare providers who helped us to test out the survey and make sure the launch went as smoothly as possible
- Last week we launched a regular data collection on COVID-19 related pressures from **services who provide care for people in their own homes**
- This will be rolled out to Shared Lives services, Extra Care and Supporting Living services soon
- This information will be combined with information already gathered from residential and nursing homes (via NHS Capacity Tracker) giving us a much more complete picture of how coronavirus is affecting adult social care
- If information is provided daily – CCGs and other local bodies will receive that data and will not need to ask you for duplicate information

## We are asking

- Residential and nursing homes to complete only the NHS Capacity Tracker as set out in Coronavirus (COVID-19): admission and care of people in care homes
- Homecare providers to complete CQC's 'Update CQC on the impact of Covid' online form (from Monday 13 April).
- The small number of providers of both homecare and residential and/or nursing homes to complete both data collections.

# Key Questions



- How many people are using your service today?
  - How many people using your service have coronavirus (confirmed/suspected)?
  - How many staff in your organisation deliver care to people?
  - How many staff who deliver care to people are not working because of coronavirus?
  - What is your current stock of personal protective equipment (PPE)?
  - Can you provide any extra care hours?
  - How many extra care hours do you think you can provide per week?
-

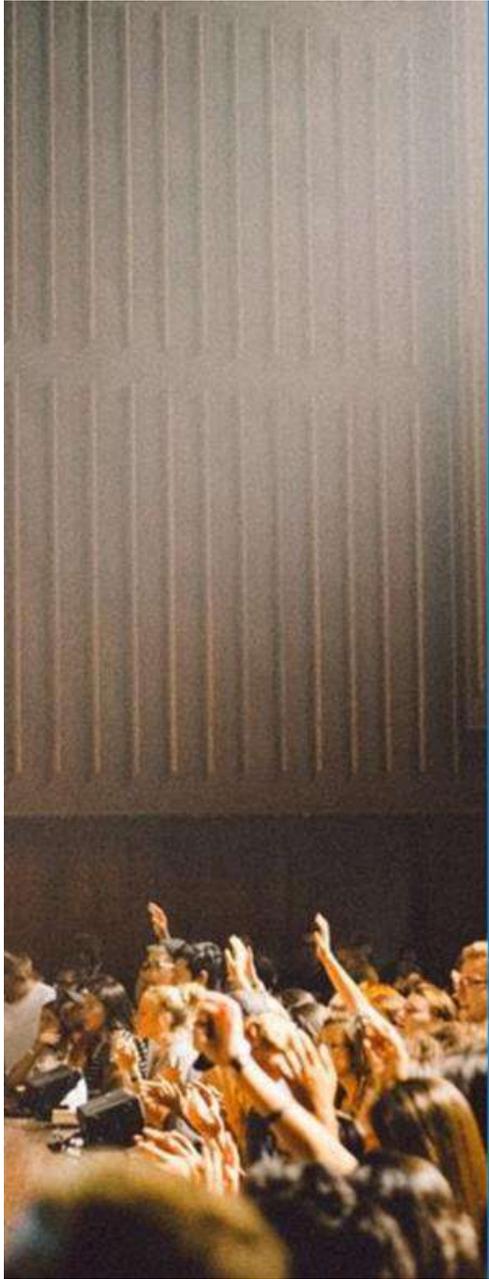
Thank you



Your daily responses to the CQC Update and Capacity Tracker will ensure we have a true understanding of the challenges being faced and can respond.

**Targeting the right resource, in the right place, at the right time will save lives.**

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**ANY QUESTIONS?**

# WORKFORCE

Niall McDermott,  
Assistant Director – Community Services Data, Business Management and PMO team  
NHS England and NHS Improvement

Mark Hill  
Senior Advisor  
NHS England and NHS Improvement



# WORKFORCE

## WHAT TRAINING AND SUPPORT IS AVAILABLE?



Skills for Care have prepared a host of resources that will be useful for Home Care organisations and staff, including training for volunteers, existing staff, rapid induction of new staff, and training for staff who are being redeployed. Access the resources here, for further information about funding support available:-

<https://www.skillsforcare.org.uk/About/News/COVID-19-Essential-training.aspx>

HEE has developed a COVID-19 e-learning programme containing resources for staff working in community settings, including Home Care. There are modules on returning to work, end of life care for people with COVID-19 and advice on staff wellbeing. All resources are freely available to colleagues working in the NHS, independent sector, and social care. Access the resources here:-

<https://portal.e-lfh.org.uk/Component/Details/604722>



*Health Education England*



# WORKFORCE

## WHAT ELSE IS IN DEVELOPMENT

Work is currently underway to support the Home Care workforce, including:

- More detailed guidance and specific support on donning and doffing in social care settings
- A renewed, DHCS led, recruitment drive to support social care employers

## OTHER USEFUL LINKS

- DHSC's Coronavirus pages for informal carers:

[HTTPS://WWW.GOV.UK/GOVERNMENT/PUBLICATIONS/CORONAVIRUS-COVID-19-PROVIDING-UNPAID-CARE/GUIDANCE-FOR-THOSE-WHO-PROVIDE-UNPAID-CARE-TO-FRIENDS-OR-FAMILY](https://www.gov.uk/government/publications/coronavirus-covid-19-providing-unpaid-care/guidance-for-those-who-provide-unpaid-care-to-friends-or-family)

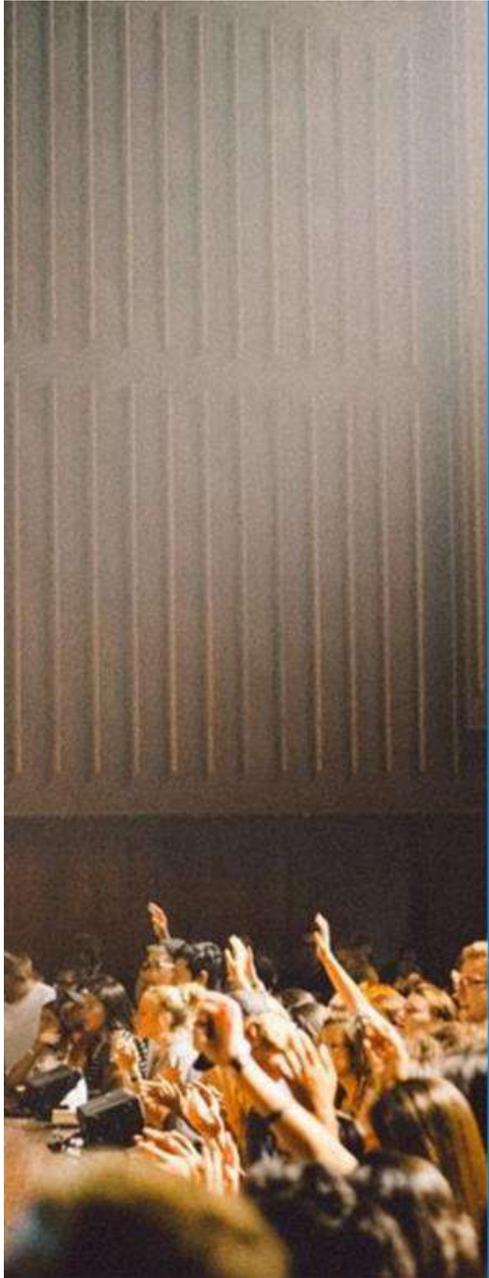
- Skills for Care FAQs for Personal Assistants and Independent Employers

[HTTPS://WWW.SKILLSFORCARE.ORG.UK/EMPLOYING-YOUR-OWN-CARE-AND-SUPPORT/MAIN-MENU-ITEMS/COVID-19-IE-AND-PA-UPDATES.ASPX](https://www.skillsforcare.org.uk/employing-your-own-care-and-support/main-menu-items/covid-19-ie-and-pa-updates.aspx)

**WE'D BE INTERESTED TO HEAR FROM YOU IN THE CHATBOX ON:-**

*What issues are arising for you?*

*What could we be doing more of, nationally, to assist you?*



**ANY QUESTIONS?**

# NHSmail for Social Care Providers - *Enabling Health and Social Care Collaboration*

**Eileen Mitchell**

Senior Manager

NHS England and NHS Improvement

[eileenmitchell@nhs.net](mailto:eileenmitchell@nhs.net)



# Introduction and Overview

- NHSmail is a secure, centrally funded platform to support collaborative working across health and social care.
- Data Security and Protection Toolkit (DSPT) can now be done retrospectively
- <https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/>
- In the Long Term Plan (LTP) - section 1.15



# Access to NHSmail

1. Self management
2. National administrative service NAS portal - Dedicated admin support managed via Accenture helpdesk – [careadmin@nhs.net](mailto:careadmin@nhs.net)
3. Local sponsorship
4. Third party route (for non CQC registered)

*If you would like more information on how to register for NHSmail, please contact us: <https://www.digitalsocialcare.co.uk/contact-us/>*

For more information or to help to set up your NHS mail account contact your regional leads

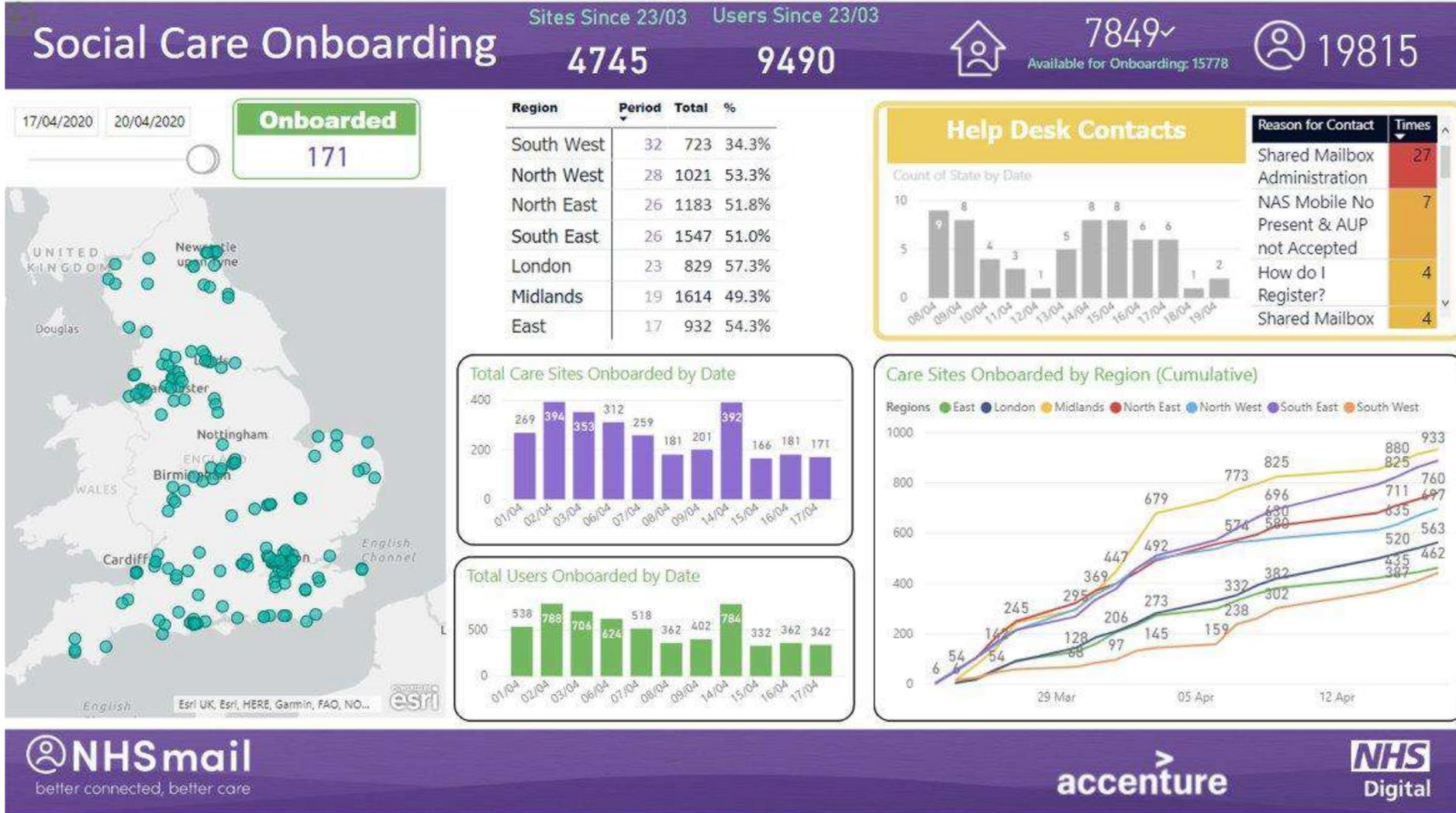
- East of England: [england.easttransformation@nhs.net](mailto:england.easttransformation@nhs.net)
- London: [hlp.londonchnhsmlrequests@nhs.net](mailto:hlp.londonchnhsmlrequests@nhs.net)
- Midlands: [nhsi.miduecoperations@nhs.net](mailto:nhsi.miduecoperations@nhs.net)
- North (North East & Yorkshire and North West): [england.dsptnorth@nhs.net](mailto:england.dsptnorth@nhs.net)
- South East: [england.uecsoutheast@nhs.net](mailto:england.uecsoutheast@nhs.net)
- South West: [England.swcovid19-hsc@nhs.net](mailto:England.swcovid19-hsc@nhs.net)

# Benefits of NHSmail

- NHSmail is a [secure email service](#) which you can use to communicate with health and social care colleagues
- Easier and faster communication with the GP
- Enhanced prescription ordering process
- Reduce time spent on admin tasks
- Access to the NHS directory
- Simpler process for ordering tests
- Reliable digital discharge summary process
- Increased collaboration over hospital admissions/appointments
- Free access to [Microsoft Teams](#) for all NHSmail users for the duration of COVID-19

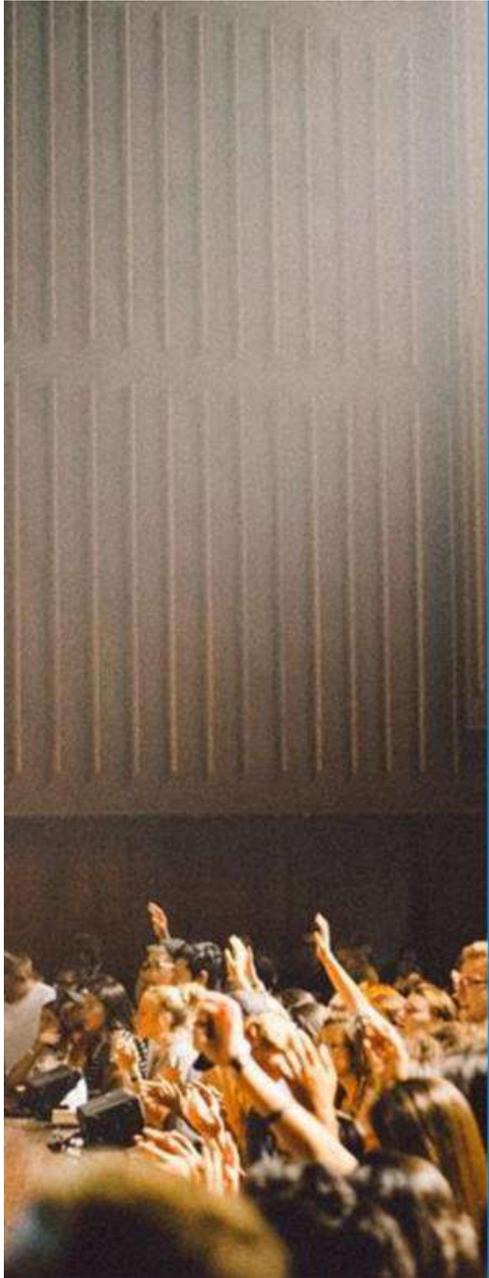
# Progress so far

Fast track Social care onboarding - the progress report until 20/04/2020



NHSmail

better connected, better care



**ANY QUESTIONS?**

**CARE AND HEALTH IMPROVEMENT PROGRAMME**

# **COVID-19 HOME CARE WEBINAR**

**Leon Goddard**  
**Senior Adviser – Commissioning and Markets**  
**Local Government Association**

# OUR ROLE AND APPROACH

## 1. Provide direct support to councils

- Much of the support we provide is directed to councils but seeks to support the whole sector
- An example of this relates to the issue of temporary funding for providers – picked up in detail in later slides

## 2. Recognise the LGA's national role across the ASC sector

- Working more closely than ever with key partners across the sector and beyond
- A key part of this are twice weekly calls with partners in place since the start of this crisis
- Attended by senior colleagues across the sector – Government, CQC, providers (e.g. CPA, UKHCA) and users (e.g. TLAP)
- Ensure all partners are clear on the current issues across the sector and can work together to address these

## 3. Focus of this presentation

- Two key documents issued to councils
  - Social care provider resilience during COVID-19: Guidance to commissioners – LGA, ADASS, CPA
  - Temporary Funding for Adult Social Care providers during the Covid-19 Crisis – LGA / ADASS
- I will highlight key aspects of these documents and describe work partners have done to improve local systems

# GUIDANCE TO COMMISSIONERS ON PROVIDER RESILIENCE (13/3/2020)

This was jointly produced by ADASS, LGA and Care Provider Alliance (CPA)

## 1. Collaboration and communication

- Importance of simple and effective two-way communication channels between commissioners and providers
- Providers want the ability to raise issues and solve problems collaboratively with commissioners

## 2. Business Continuity Planning – The BCP should be a starting point for effective action

- Continue collaboration between commissioners, all providers and other stakeholders (e.g. LRF)
- All parties to share helpful and constructive information, then be left to take the best action - no unnecessary requests

## 3. Provider costs, fees and cashflow – Covered in detail in next slides

## 4. Workforce – Recognise this key area, and that disruption has started and will get worse

- Recognised pressures on availability of workforce, the additional costs and the need to work flexibly

## 5. Other areas – Included various issues and is the basis of provider / commissioner work since

- E.g. Adjustment of support, Infection control and PPE, Self funders

# STATEMENT ON TEMPORARY FUNDING FOR PROVIDERS (08/04/2020)

**A framework for the consideration of locally determined temporary funding of adult social care providers in the light of the current national emergency. Jointly signed by LGA and ADASS.**

**This statement was produced to address two immediate problems in ASC arising from the crisis:**

1. ASC providers face temporary cost pressures due to the virus, putting them at risk of closure
2. ASC working with NHS to ensure people receive the support they require to be discharged from hospital
  - Ensuring that the ASC care market does not collapse is a prerequisite for this.

**The statement offers advice on what to do in response, and there are three elements:**

1. Temporary funding for ASC providers
2. Payments on plan in advance
3. Responding to ASC providers' claims that the full impact of the NLW has not been considered

**Statement not prescriptive, due to local variations and value of effective locally agreed solutions**

# KEY ASPECTS OF THE STATEMENT

## Advice on temporary funding

- Providers are reporting increased costs due to Covid-19
- LGA / ADASS advice to councils is to provide temporary funding from 1<sup>st</sup> April 2020 to address these cost increases
- We are not recommending a specific increase / time period
- Our review of information from providers, suggests that cost increases nationally for April are c.10%
- The additional funding (£1.6bn to councils) is expected to be used to cover these temporary cost increases.

## Advice on payment in advance

- Recognises additional costs providers have already started to incur and the impact of this
- Many councils have addressed this and are paying in plan and in advance, or have adopted a local solution
- Our advice is to encourage all councils to do something similar and implement what works best for their local ASC sector

## Responding to providers' claims about not funding the National Living Wage

- We estimate the impact of the NLW increase is around 5%
- We believe many councils have addressed this issue and we are encouraging them to be open about how
- Where this has not yet been addressed, we are highlighting the importance of this to councils
- It is important that we establish the reality of this situation and we are working with councils and partners to do this

# KEY INFORMATION AND CONTACTS

**1. Council-wide support:** Link to LGA website that provides Covid-19 related information and support across all areas of council activity

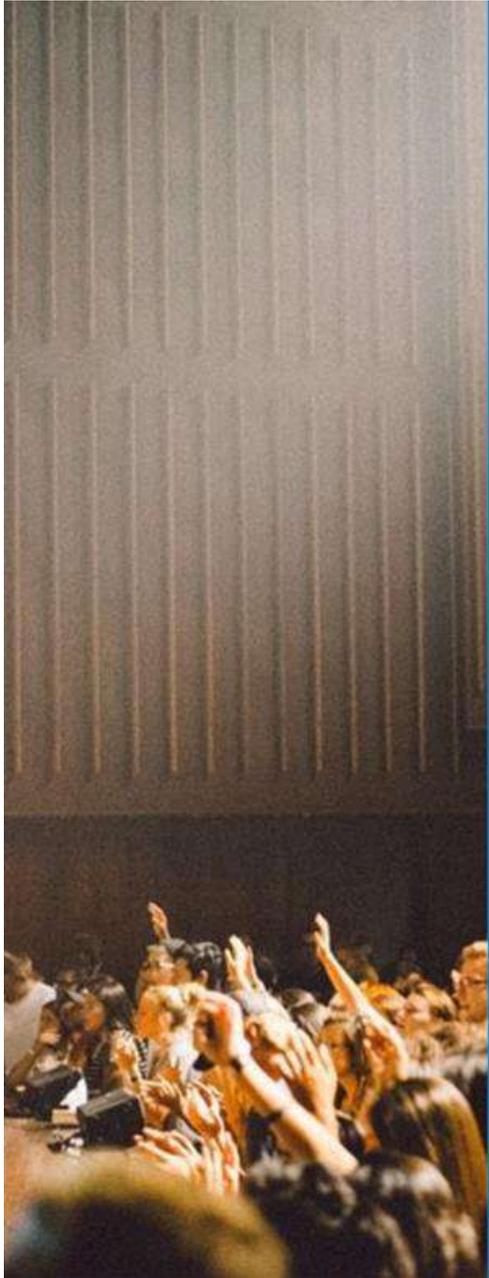
**2. Adult Social Care:** Link to information on the LGA website specific to adult social care

**3. Adult Social Care Commissioners:** Link to information on the LGA website specific to adult social care commissioning

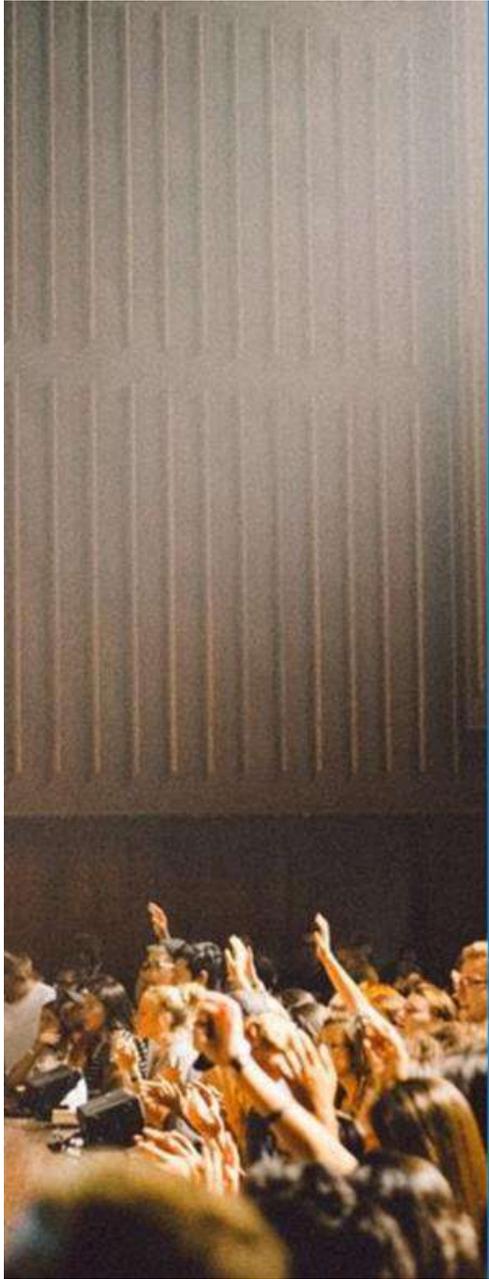
## **Practical Examples of innovation / good practice in relation to COVID-19**

**4. LGA contact for adult social care commissioning and markets**

**[Leon.Goddard@local.gov.uk](mailto:Leon.Goddard@local.gov.uk)** on 07557 214985



**ANY QUESTIONS?**



## **QUESTIONS AND ANSWERS FACILITATED BY BEVERLEY TAYLOR**

# COVID-19: SUPPORTING HOME CARE WEBINAR

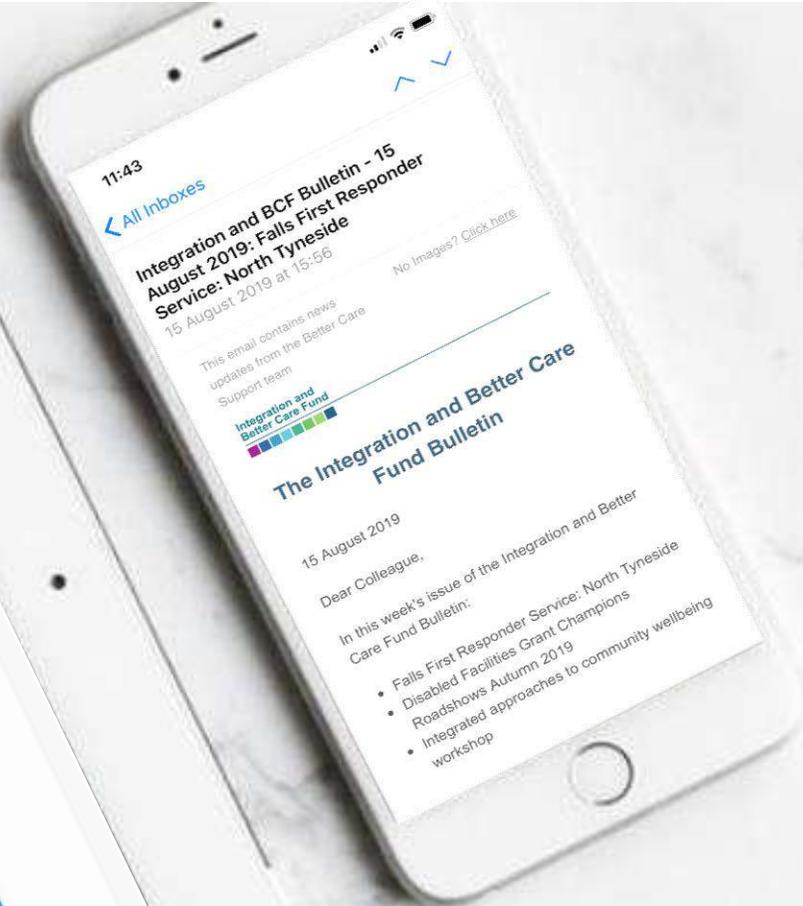
## CLOSE

Beverley Taylor  
Senior Manager  
NHS England and NHS Improvement



# THANK YOU

FOR MORE INFORMATION AND REGULAR UPDATES, SIGN UP TO THE BULLETIN AND THE BETTER CARE EXCHANGE



[England.Bettercaresupport@nhs.net](mailto:England.Bettercaresupport@nhs.net)

[England.bettercareexchange@nhs.net](mailto:England.bettercareexchange@nhs.net)