

## Minutes of Provider Covid-19 Update Meeting

Tuesday 21<sup>st</sup> April 2020 10.30 am

Held remotely via Zoom

Present were Louise Bestwick, Konrad Czajka, Allison Coates, Michael Reynolds, Karen Pogson, Ben Redhead, Rachael Ross, David Chadwick, Carol McDonald, Karen Thornton, Jane Pitts, Susan Crabtree, Emmalene Honour, N Bilson, Emma Murray- Flutter, Bev Gallagher

### Key points from meeting:-

- **Liaison with Council /Health Teams-** Louise and Zoe (joint CEO's) are working closely with the Council /CCG via conference calls to get daily updates and share feedback and experiences from providers. Also to assist with devising work streams, pathways & protocols to support providers Inc discharges, testing, telemeds. Louise is also working with Dr Sara Humpfrey, GP Advisor to the Yorkshire and Humber CN on Dementia, on clinical advice and support around managing the needs of the elderly during the pandemic.
- **Financial Support** – for the past 4 weeks Zoe/Louise has been in discussions with the Council regarding the financial support needs of providers during the pandemic and how the Government Emergency Response Fund money should be split. The BCA have put forward a recommendations and considerations to council/CCG. Including a percentage uplift for local authority funded contracts and a capital lump sum to cover self funding residents, additional purchasing of PPE, staff costs. They have raised that the lack of referrals and increased death rates for both care homes and home support is leading to significant voids in the sector. The split of the funding needs to be done in a fair and equitable manner.
- **PPE** – This is available via the National and Local Resilience Forums however Bradford Council have been purchasing as much as they can. They have placed a very large order with China for 3 months supply, for all Bradford providers, and this should be here within the next 2 weeks. You can also place any urgent requirements on the SUS/RAG system or e-mail the commissioning inbox who will contact you as soon as possible. It has been noted that costs are being massively inflated buying PPE in privately.  
There has been new Care Home Guidance around PPE issued over the weekend. Fluid resistant masks should be worn when attending to all residents regardless of whether they are displaying symptoms or not. Louise is currently awaiting clarity around sessional use of masks for hotrooms. Mike and Darren in the Infection Control Team are there to support us all with any queries. She has also been trying to pull together some anticipated usage figures based on the new guidelines to feedback to the Council so they can project how long stocks will last. Homecare guidance from the Government is still awaited. Karen T pointed out that the current local authority contracts do not take into account the new levels of PPE which will be required for home care service users.
- **Testing** - David C stressed that the testing of staff and residents is paramount in all of this. Currently testing can only take place if residents are symptomatic and staff have to drive to sites in Keighley or Leeds which is posing problems as some do not have transport. Testing for staff can be requested via a referral form sent to the commissioning inbox as per the protocol outlined in last weeks provider bulletin. Konrad mentioned that it would be good if, like the German model, the infection Control Team could come out to test residents and staff all at once.

Louise said she would feed this suggestion back. David also said it would be good if the weekly provider bulletins could let us know how many homes in the Bradford District are affected. Also there appears to be a good national action plan and guidance strategy and it would be good if Bradford Council could explain how they are going to implement it at a local level.

- **Hospital discharges** – CCG/Bradford Council are currently in the process of setting up some “hot sites” so that residents can convalesce there for two weeks before being re-admitted to their care home. The sites are still to be confirmed but it is likely they will be at the Council run care homes. Ben said that we need some clarity on how to deal with residents who have tested negative in hospital because there have been cases like this that have then brought Covid-19 back to the homes.
- **Workforce support planning** – The Council are in the process of recruiting a pool of emergency staff who can work in care homes and provide home care. So far they have taken on 40 applicants, who are currently undergoing training via Skills for Care/Skills House and they will be ready to be placed with providers hopefully next week. They are also looking to see if it is possible to re-deploy 180 first year nursing students. It still needs to be determined if there will be a cost to the provider and some guidelines need to be issued stating what they can and can't do. Any requests for staff should be made via the SUS/RAG system. BCA feels that providers will need to sign a Memorandum of Understanding (MOU) with the Council, rather than a formal contract, which will be acceptable for the independent sector to use if using their staff. A question was raised about using the Council staff pool rather than agency staff. It was stressed that the Council pool is likely to be for emergency use only and where you normally plan to cover gaps with agency workers this should still continue as usual.
- **Skills for Care Training** – any new care staff recruited by care organisations for themselves during this period can access the 3 day induction training (via Skills House) and there is no charge for this training. The training is being delivered by the 3 Colleges and the Care School using a range of methods, including remote, e-learning, live streaming, zoom support. This can be requested via the commissioning inbox.
- **Suspected Covid- 19 cases** – please notify via SUS/RAG and the local Public Health team of any residents who are showing symptoms and they can arrange testing and track these. If you agree to take a new admission or a current resident is re-admitted from hospital, even if they tested negative whilst in there, they should be kept in isolation for 14 days and staff should be using the correct PPE. It is likely that most homes will be affected by the virus until a vaccine is developed but until then following best practice will be the safest way to protect residents and staff.
- **Systems care providers should be using/signed up to:**
  1. NHS Capacity tracker
  2. SUS/RAG daily updates to raise issues or concerns with the council
  3. NHS.net email – providers will be given access as a means of sharing information with NHS services GP/Hospitals which will be especially useful for co-ordinating hospital discharges.
  4. Telemedicine/Immedicare – this is shortly due to be rolled out to all providers in Bradford & Craven. The service will be staffed from 8am till midnight by a Super Rota of experienced clinicians who will be able to give advice. Yorkshire Ambulance Service will also use the Telemedicine service to consult with clinicians prior to deciding whether to take someone out of a care setting and admit them to hospital. Louise is currently working to get an increase in the number of service users in the community who are registered with Goldline/My Care 24 to support home care service users and staff.
  5. Provider zone on the council connect to support website will soon be available– all provider information and updates will be accessible on the portal and the weekly bulletins will then

direct providers to the provider zone for the attachments normally in the bulletin, hopefully this will be up and running next week – details will follow in the provider bulletins.

6. Gold Standard Framework for Care Homes – Care homes have been sent details of how they can support Advance Care Planning and identifying potential End of Life needs. DNR's.
7. An updated CPR pathway was sent out to providers last week advising what to do in the event someone they support has a cardiac arrest.
8. Virtual verification of death path is being developed – this will only be available to record expected deaths. There will be the option to do a virtual verification of death via the Telemedicine system so we don't have to wait for a GP/District nurse to come out.

### **Questions and answer session**

- David C - Can we find out from the Council how many homes are affected and the number of deaths in our area? Louise understand that the Council are currently in the process of collating the data but it needs to be accurate and reliable in order for them to share it.
- We need clear guidance around administering CPR – the current advice that care staff should be allowed to do chest compression but not manual breaths, to cover persons face and to put on PPE prior to commencing CPR if it is available, even if it is in another room.
- Ben asked about the NHS Red Bag protocol. The update in bulletin 8 released after our meeting is as follows:-

**Red Bag Hospital Transfer Pathway – COVID-19 update:** Due to the current COVID-19 pandemic, Care homes are asked to continue to follow the Red Bag Hospital Transfer Pathway, by sending **all the documents associated within the pathway with the resident if they need to go into hospital** (to ensure transfer of essential information continues) but ask that you **don't send the physical red bag with residents**. This is to prevent the red bags being a source of transmission of the coronavirus to and from the care home and hospital and reduce the risk of infection.

- Leon asked for clarification of the procedure regarding the reporting of a suspected Covid-19 case. Louise confirmed that the protocol is to inform the RAG and Public Health Teams who will arrange for testing to be done and they can also give specific infection control advice.
- Leon made a comment about the Council's staff pool and the sharing of staff across several homes/locations and questioned if this posed its own risks. Louise reiterated that the Council's staff pool was only to be used in emergency situations and the risk was just the same as using agency staff who also move around multiple locations. This is why using safe practises and adhering to the guidelines around PPE is imperative.
- Leon (Hillbro Nursing Home) mentioned that he has managed to procure a large supply of face masks and kindly offered to sell them on a first come, first served basis to Bradford providers at 60p per mask.
- Ben said that he has a good provider for PPE and he will share the details.

Louise finalised the meeting by advising that she will share details about the Council's financial support as soon as she hears back from them.

All agreed that Provider Zoom meetings on a weekly or bi-weekly basis would be beneficial for sharing updates and feedback during the pandemic situation.