

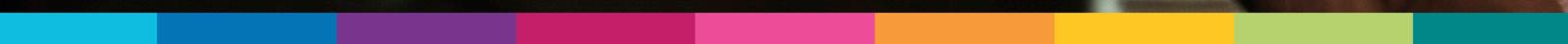


# Adult Social Care Winter Plan

2020-2021



Derby City Council



## Introduction

All Councils are required to have in place an Adult Social Care Winter Plan that covers the local response to the national plan released by government on the 18th September. In our response to Winter 2020/21, the Council is setting out in a transparent way the measures being undertaken during the winter months to support providers of adult social care and to support families and individuals who have faced significant challenges during the Covid-19 emergency. The social care sector has shown resilience and dedication in keeping Derby's residents safe at a time of great change and uncertainty, and we want the support available during winter to add to the significant effort that has already been made.

The activities described within this plan are underpinned by the Council's Your Life Your Choice Strategy that has been reviewed and refreshed for 2020. The Winter Plan also builds on the Care Home Support Plan which was published in the summer, but it is broader than support for care homes and looks across the wider social care sector.



## The National Winter Plan

The Government published its Adult Social Care Covid-19 Winter Plan 2020-2021 policy paper on 18 September 2020. The Plan sets out the key elements of national support available for the social care sector during winter 2020 to 2021, as well as the main actions to be taken by local authorities, NHS organisations, and social care providers, including those in the voluntary and community sector.

The Plan sets out provision for free PPE for social care providers through a government portal with exceptions funded via the local authority and a government £546m Infection Control Fund. In the Plan, the Government has given the commitment to adult social care providers that it will:

- continue to engage, across the sector, including with local authorities, care providers, people with care and support needs and carers;
- continue to provide financial support to the sector;
- appoint a chief nurse for social care to the Department of Health and Social Care;
- develop a designation scheme with the Care Quality Commission for premises that are safe for people leaving hospital who have tested positive for Covid-19 or are awaiting a test result;
- continue to develop and publish relevant guidance;
- ensure sufficient appropriate Covid-19 testing capacity;
- improve the flow of testing data to everyone who needs it;
- provide free PPE for Covid-19 needs in line with current guidance to care homes and domiciliary care providers, via the PPE portal, until the end of March 2021;
- provide free PPE to local resilience forums (LRFs) who wish to continue PPE distribution, and to local authorities in other areas, to distribute to social care providers ineligible for supply via the PPE portal, until the end of March 2021;
- make available for free and promote the flu vaccine to all health and care staff, personal assistants and unpaid carers;
- publish the new online Adult Social Care Dashboard.

The Winter Plan identifies actions to be undertaken by local authorities under four key themes:

**Theme 1: Preventing and controlling the spread of infection in care settings;**

**Theme 2: Collaboration across health and care services;**

**Theme 3: Supporting people who receive social care, the workforce, and carers;**

**Theme 4: Supporting the system.**

## Derby's Winter Plan

Our plan covers the period from October 2020 to March 2021 and addresses the requirements and future activity for Councils as set out in the national plan. This Plan covers the actions required for Councils, but we are also working on key elements of the plan that are delivered with NHS providers and commissioners, and also colleagues in Public Health.

## Financial Support for Providers

During the Covid-19 crisis response over the spring and summer of 2020, the Government provided some additional financial support to the adult social care sector through the Infection Control Fund (ICF). This has now been extended to cover the period from Autumn until the end of March 2020.

The ICF aimed to fund measures that improve infection prevention and control for all care providers, including measures to restrict the movement of staff between care settings. The Government funding has been principally for care homes, but also for home care organisations and a smaller proportion for other providers. The Council has worked hard to issue the fund in a timely way and ensure all required information is submitted back to central government.

Derby was allocated a total £2,831,544 in the first Infection Control Fund round and providers claimed £2,764,554. The second ICF programme provided £2,688,456 and this is being processed currently.

In addition, from the Council's allocated COVID assistance funding which was for all Council services, a further £625,092 was awarded to providers who asked for support in the early phase of the pandemic. This paid for emergency PPE, staffing, training and other areas of expenditure such that enabled providers to continue operating despite the severe disruption during the national lock down. Whilst for some, their services had to temporarily close, the additional funding enabled them to be sustained and remodel their services so they could support people in light of the new COVID safety measures concerning social distances and increased infection, prevention and control.



## Managing the risks over winter & working with the NHS

As part of the Winter Plan requirements, the Department of Health and Social Care requires Councils to review their preparedness for service continuity through the winter of 2020/21, including councils' assessment of risks, their contingency plans, and their support needs.

Derby City Council completed a self-assessment questionnaire which covered the risks to adult social care continuity of care arrangements in all settings and for all providers up to the end of March 2020 and the arrangements to mitigate these risks. This was in addition to existing risk assessments the Council has been making continually throughout the pandemic – including engaging with a dedicated risk assessment process with the NHS.

There is a dedicated Joined up Care Derbyshire Winter Plan which that Council has contributed too, and this sets out the role of community and social care providers in supporting the pressures that are anticipated on the NHS between December and the end of March. This has been particularly focused on managing the impact of normal seasonal demands as well as the impact anticipated by the “second wave” of coronavirus infections in the UK.

The Council has worked very closely with care providers to minimise the risk of services being significantly disrupted however there remain some key areas of concern that are being kept under constant review:

- the availability of nursing staff in nursing homes,
- the impact of COVID outbreaks on the health and well being of individuals – staff and people receiving care
- the impact on safe staffing levels due to the impact of unpredictable periods of self isolation that may be required across all types of services
- the financial viability of some residential and nursing care providers due to decreased occupancy levels or being unable to accept admissions due to COVID risks.

The action plan below sets out the key tasks that we will be undertaken over winter and will be kept under review so that we can react and respond to the changing nature of the pandemic.

For more information, please contact:

**QualityMonitoring.Duty@derby.gov.uk** or by telephone – **01332 640791**.

## Derby City Council's Winter Plan – 2020/2021

### Theme 1: Preventing and controlling the spread of infection in care settings

Required Action	Actions being taken in Derby	Actions planned
Continue to implement <b>relevant guidance</b> and circulate and promote guidance to adult social care providers in their area, including for visitors.	<ul style="list-style-type: none"> <li>• Regular communication is produced for providers, as far as possible streamlined so providers are not over-burdened.</li> <li>• There is a dedicated provider section on Derby City Council's website, and a microsite hosted by Derbyshire County Council specifically for care homes.</li> <li>• Supporting and enabling approach being taken to care home visitors.</li> </ul>	<ul style="list-style-type: none"> <li>• More Regular meetings with providers.</li> <li>• Review our communication approach with providers.</li> <li>• Review guidance on visitors in line with transmission rates and involving Public Health.</li> </ul>
Communicate to social care providers regarding the importance of implementing <b>workforce measures to limit COVID-19 infection</b> .	<ul style="list-style-type: none"> <li>• Fortnightly conference calls are held where providers can raise any issues of concern.</li> </ul>	<ul style="list-style-type: none"> <li>• Supporting the new legislative changes planned on restricting the movement of staff between care settings.</li> </ul>
To distribute money from <b>the Infection Control Fund</b> and submit returns on how the funding has been used in line with the grant conditions.	<ul style="list-style-type: none"> <li>• The Council has distributed over £2.7m since May 2020.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure as much as possible of the IPC Fund round 2 (£2.6m) is distributed by March 2021.</li> </ul>

## Theme 1: Preventing and controlling the spread of infection in care settings

Required Action	Actions being taken in Derby	Actions planned
<p>Work with relevant partners including Public Health England and local health protection boards to <b>control local outbreaks</b>.</p> <p>To ensure positive cases are identified promptly, make sure care providers, as far as possible, carry out testing as per the <b>testing strategy</b>.</p>	<ul style="list-style-type: none"> <li>• ASC working closely with IPC nurses, Public Health in terms of supporting testing programme, responding to outbreaks and hosting Outbreak Control Meetings for significant concerns.</li> <li>• Daily review of testing results and collaboration with Public Health team, Test &amp; Trace and IPC team about appropriate action required.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to engage with Outbreak Control response, supporting care providers and assisting with any business disruption due to staff isolating or absence.</li> <li>• Continue to share learning from outbreaks with all providers and work specifically with those whom have experienced larger outbreaks.</li> <li>• Involve primary care/ GPs in outbreak control meetings to ensure resident's health and wellbeing has clinical oversight during difficult outbreaks.</li> </ul>
<p><b>Provide PPE</b> for Covid-19 needs when required, either through the LRF, or directly to providers.</p>	<ul style="list-style-type: none"> <li>• PPE will be distributed through the LRF to non-regulated providers.</li> </ul>	
<p>To support communications campaigns encouraging eligible staff and people who receive care to receive a free <b>flu vaccine</b>.</p>	<ul style="list-style-type: none"> <li>• Communications to providers has taken place to promote the flu vaccine.</li> </ul>	<ul style="list-style-type: none"> <li>• Targeted work with home care providers to ensure they can support staff to access flu vaccinations, and also where uptake in care homes has been low.</li> </ul>

## Theme 2: Collaboration across health and care services

Required Action	Actions being taken in Derby	Actions planned
The local authority should be the lead commissioner of <b>care packages for those discharged from hospital.</b>	<ul style="list-style-type: none"> <li>Local arrangements are in place to facilitate discharges, and the Council is embedded in the Discharge to Assess Pathways. Capacity for discharge support has been expanded during Covid.</li> </ul>	<ul style="list-style-type: none"> <li>Maintain all existing and expanded capacity over winter.</li> <li>Recruit more Home First workers to support Enhanced Care Pathway for people leaving hospital with delirium and/ or dementia.</li> </ul>
Ensure that there is safe accommodation for people who have been discharged from hospital with a <b>positive or inconclusive Covid-19 test result.</b>	<ul style="list-style-type: none"> <li>Designated settings are in place that have been approved by the CQC.</li> </ul>	<ul style="list-style-type: none"> <li>Work with providers so that for people who have completed their 14 day isolation period, they can return to the normal place of residence safely.</li> </ul>
Establish efficient processes to manage <b>Continuing Healthcare (CHC)</b> assessments and to rapidly complete deferred assessments.	<ul style="list-style-type: none"> <li>Agreed plan in place with local Clinical Commissioning Group to complete all CHC and deferred assessments by March 2021 are in place.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure affected individuals and families are kept well informed of any change to how their care is funded.</li> </ul>

### Theme 3: Supporting people who receive social care, the workforce, and carers

Required Action	Actions being taken in Derby	Actions planned
<p>To give a regular assessment of whether <b>visiting within care homes</b> is likely to be appropriate, within their local authority, or within local wards, taking into account the wider risk environment. if necessary, impose visiting restrictions if local incidence rates are rising.</p>	<ul style="list-style-type: none"> <li>• Guidance and support has been provided to providers in managing visits safely.</li> </ul>	<ul style="list-style-type: none"> <li>• Individual support to care homes to ensure they can enable safe visiting practice in line with the guidance.</li> </ul>
<p>Ensure that people receiving <b>direct payments</b>, their families and carers are able to meet their care and support needs help.</p> <p>Make sure <b>carers</b>, and those who organise their own care, know what support is available to them and who to contact if they need help work with services that may have closed, over the pandemic, to consider how they can reopen safely winter.</p> <p>Work with services that may have closed, over the pandemic, to consider how they can reopen safely winter.</p>	<ul style="list-style-type: none"> <li>• Communication has been made directly with Direct Payment holders with advice on employment issues during Covid-19, PPE and how to use their care plan flexibly.</li> <li>• Communication to encourage uptake of flu vaccination to DP holders and also Carers.</li> <li>• Working with Citizen Advice Mid Mercia to target carers who may need support.</li> <li>• Telephone calls to Carers to ensure they are coping and connected to the Voluntary Sector Hub/ Local Area Coordinators.</li> <li>• Maintained Shared Lives care arrangements and re-opened Bonsall View residential respite facility.</li> <li>• Supported day time support providers to remain open and make use of outdoor space and technology to deliver support.</li> </ul>	<ul style="list-style-type: none"> <li>• Continued communication with Direct Payment holders where required.</li> <li>• Continue to phone carers over winter to ensure they have the support they need.</li> <li>• Maintain Shared Lives arrangements and Bonsall View whilst ever it is safe to do so.</li> <li>• Continue to support day time support providers so that they can operate throughout the pandemic and relieve pressure on family carers.</li> </ul>

### Theme 3: Supporting people who receive social care, the workforce, and carers

Required Action	Actions being taken in Derby	Actions planned
<p>Where people who use social care services can no longer access the <b>day care or respite services</b> that they used before the pandemic, work with them to identify alternative arrangements that meet their identified needs.</p>	<ul style="list-style-type: none"> <li>• Support is being provided to providers to ensure services can operate in a Covid secure way.</li> <li>• Individuals and carers who cannot access support are being contacted to explore alternative options.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to telephone families to review their situation as the pandemic continues.</li> </ul>
<p>To ensure that their social work teams are applying <b>legislative, ethical and strengths-based frameworks</b> (including those based on duties under the Care Act and Mental Capacity Act).</p>	<ul style="list-style-type: none"> <li>• Social Work Teams have been supported to continue to use strength-based approaches with service users and regular staff bulletins keep teams informed of best practice.</li> </ul>	
<p>Make sure <b>carers</b>, and those who organise their own care, know what support is available to them and who to contact if they need help work with services that may have closed, over the pandemic, to consider how they can reopen safely.</p>	<ul style="list-style-type: none"> <li>• Information is available on the Council's website.</li> <li>• Citizens Advice Mid Mercia and Derby Direct offering carers conversations with anyone in need of support.</li> <li>• Close working with the Volunteers Hub to connect carers into local support and through a team of dedicated care support officers.</li> </ul>	
<p>Support care providers to identify Covid positive cases promptly, to carry out testing in line with the testing strategy.</p> <p>Actively monitor local testing data to identify and act on emerging concerns, including following up with care homes that are not undertaking regular testing, as per the guidance.</p>	<ul style="list-style-type: none"> <li>• Daily updates from the outcome of the weekly care home testing are shared and triangulated with PH colleagues and local Test &amp; Trace.</li> <li>• Significant outbreaks are the subject of an "outbreak control meeting" involving NHS, CQC, IPC and Clinical Leads from Primary care.</li> </ul>	<ul style="list-style-type: none"> <li>• Extend this approach to other care providers as the testing regime rolls out further e.g home care.</li> </ul>

### Theme 3: Supporting people who receive social care, the workforce, and carers

Required Action	Actions being taken in Derby	Actions planned
<p>Support communications campaigns encouraging eligible staff and people who receive care to receive a free <b>flu vaccine</b> direct providers to local vaccination venues work with local NHS partners to facilitate and encourage the delivery of flu vaccines to social care staff and residents in care homes.</p>	<ul style="list-style-type: none"> <li>• letters have gone to Carers and DP users, and all other care providers.</li> </ul>	<ul style="list-style-type: none"> <li>• need a further reminder to care homes and DP users in November.</li> </ul>
<p>Work closely with <b>social prescribing link workers</b> to co-ordinate support for people identified by health and care professionals as most needing it, especially those impacted by health inequalities and autistic people and people with learning disabilities.</p>	<ul style="list-style-type: none"> <li>• SPWLs in place within all GP practices and continued throughout the pandemic, working remotely were required with care Coordinators.</li> </ul>	
<p>Ensure that discussions and decisions on <b>advanced care planning</b>, including end of life, should take place between the individual (and those people who are important to them where appropriate) and the multi-professional care team supporting them, applying best interest considerations where someone lacks capacity.</p>	<ul style="list-style-type: none"> <li>• End of Life guidance made available at the start of the pandemic that was specific to the <b>ReSPECT</b> approach.</li> <li>• Support is being given by GPs and primary care to care homes and other patients whom may be considered to be towards the end of life.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to ensure that we work with all care providers to ensure they are clear on the EOL pathways, MCA issues and their responsibilities within this.</li> </ul>

### Theme 3: Supporting people who receive social care, the workforce, and carers

Required Action	Actions being taken in Derby	Actions planned
<p>Only apply the Care Act easements when absolutely necessary and communicate the decision to operate under easements to all providers, people who need care and support, carers and local MPs in an accessible format.</p>	<ul style="list-style-type: none"> <li>• A process has been put in place to allow monitoring of the management of COVID across the ASC sector for indicators that the Care Act Easements may be required. This is monitored twice weekly in Senior Management Team meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• Should the threshold be met to enact the Care Act Easements the DHSC will be notified in line with the process.</li> <li>• Should the threshold be met to enact the Care Act Easements a communication plan will be implemented in line with the process.</li> </ul>
<p>Maintain, where possible, the additional staff support services which they put in place during the first wave of the pandemic review current occupational health provision with providers in their area and highlight good practice.</p> <p>Promote wellbeing offers to social care staff and allow staff time to access support.</p>	<ul style="list-style-type: none"> <li>• In place for care homes - support via hospice sector; General Mental Health wellbeing offer available via NHS partners.</li> <li>• Occupational health provision is in place for providers to access via NHS partners.</li> <li>• Council staff can also access the Employee Assistance Programme available, Mental Health First Aiders, and support from Management and colleagues.</li> </ul>	
<p>Continue to review provider contingency arrangements to help manage staffing shortages within social care provision through the winter.</p> <p>Support providers to access other initiatives – for example Bringing Back Staff.</p> <p>Consider how voluntary groups can support provision and link-up care providers with the voluntary sector where necessary.</p>	<ul style="list-style-type: none"> <li>• The Council is working in partnership with colleagues across Derby and Derbyshire through Joined Up Care and dedicated emergency arrangements in place for care providers via the NHS.</li> </ul>	

### Theme 3: Supporting people who receive social care, the workforce, and carers

Required Action	Actions being taken in Derby	Actions planned
<p>Local authorities will coordinate local support if shielding is reintroduced in a local area. This includes provision of enhanced care and support for CEV people on the shielded persons list.</p>	<ul style="list-style-type: none"> <li>• Social care is working closely with the Volunteer Hub and supporting vulnerable people including those who are clinically extremely vulnerable where required.</li> </ul>	<ul style="list-style-type: none"> <li>• This will be in place where required (latest guidance is Shielding is not likely to proactively be introduced).</li> </ul>
<p>Understand and address health inequalities across the sector and develop actions with partners, where required, taking into account the implications for groups where prevalence is higher.</p>	<ul style="list-style-type: none"> <li>• Director of Public Health and other NHS leaders have been keeping a focus on the impact of Covid on vulnerable groups and actions and support have been targeted where appropriate.</li> <li>• Local risk assessment in place for adult social care professional roles and within NHS.</li> </ul>	<ul style="list-style-type: none"> <li>• Embed Health inequality interventions into all recovery and planning work including the NHS Phase 3 Plan.</li> </ul>

## Theme 4: Supporting the system

Required Action	Actions being taken in Derby	Actions planned
<p>To continue to champion the Capacity Tracker and the Care Quality Commission community care survey and promote their importance as a source of data to local providers and commissioners;</p>	<ul style="list-style-type: none"> <li>• Work has taken place with providers to help them complete the required data submissions. If an issue of concern is flagged in the trackers, providers receive a follow up phone call to discuss the issue in more detail.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to review the results from the capacity tracker and work with all care providers to ensure required data submissions are kept up to date.</li> </ul>
<p>To work with local partners to engage with the Service Continuity and Care Market Review, and complete a self-assessment of the health of local market management and contingency planning leading into winter.</p>	<ul style="list-style-type: none"> <li>• An assessment has been made of the local care market and was submitted as required to government.</li> <li>• The Commissioning team has been collating and reviewing contingency plans and carrying out targeted work with each care provider. This has been dominated by the support needed for nursing and care homes, however the business continuity support has extended to all sectors.</li> </ul>	<ul style="list-style-type: none"> <li>• Regularly reviewing business continuity plans with providers in light of changing guidance, restrictions, expectations and developments.</li> </ul>
<p>To continue to maintain the information they have published on their websites about the financial support they have offered to their local adult social care market.</p>	<ul style="list-style-type: none"> <li>• There is a dedicated web page on the Council's website for care providers which is used to provide a summary of the latest guidance and useful communications. There is also a dedicated micro site specifically for care homes, hosted by the County council but accessible to all homes, and contributed to by all statutory partners.</li> </ul>	<ul style="list-style-type: none"> <li>• The materials on the Council's web site will be regularly reviewed and updated and information continue to be cascaded to relevant providers.</li> </ul>

## Theme 4: Supporting the system

Required Action	Actions being taken in Derby	Actions planned
Establish a weekly joint communication from local directors of adult social services and directors of public health to go to all local providers of adult social care, as a matter of course, through the winter months.	<ul style="list-style-type: none"><li>• Regular letters have gone to care providers in relation to the latest updates and guidance.</li></ul>	<ul style="list-style-type: none"><li>• Continue to provide communication on new developments such as the roll out of the COVID vaccine.</li></ul>

We can give you this information in any other way, style or language that will help you access it. Please contact us on: 01332 642797  
Minicom: 01332 640666

## Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku.

Prosimy o kontakt: 01332 642797      Tel. tekstowy: 01332 640666

## Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01332 642797 ਮਿਨੀਕਮ 01332 640666 ਤੇ ਸੰਪਰਕ ਕਰੋ।

## Slovakian

Túto informáciu vám môžeme poskytnúť iným spôsobom, štýlom alebo v inom jazyku, ktorý vám pomôže k jej sprístupneniu. Skontaktujte nás prosím na tel.č: 01332 642797      Minicom 01332 640666.

## Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرا  
منی کام 01332 640666 پر ہم سے رابطہ کریں۔



Derby City Council