

Shropshire Council

Adult Social Care

Winter Plan 2020 / 2021



Shropshire Council Adult Social Care Covid-19 Winter Plan 2020/2021



Shropshire Winter
Plan 2020



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Adult Social Care Covid-19 Winter Plan 2020/2021

- In September 2020 the government published it's Adult Social Care Winter Plan, aimed at curbing the spread of Covid-19 infection in care settings over the winter months.
- The plan sets out the different responsibilities for each level, i.e. national responsibility, local authority responsibility, and NHS responsibilities over the coming winter period.
- Over the winter months, pressures build within the health and care system as a result of the significant rise in the number of people admitted to hospital. The health and care system is affected by the increased incidence of infectious diseases, and non-infectious conditions such as asthma, are exacerbated during the winter months.



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The Government's three overarching priorities for Adult Social Care are described as:

- Ensuring everyone who needs care or support can get high-quality, timely and safe care throughout the autumn and winter period.
- Protecting people who need care, support or safeguards, the social care workforce, and carers from infections including Covid-19.
- Making sure that people who need care, support or safeguards remain connected to essential services and their loved ones whilst protecting individuals from infections including Covid-19.



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- The guidance is clear that the first priority to councils, care providers and NHS providers is to prevent infections in care homes and protect staff and residents, and whilst the winter plan focuses on care homes, our priorities also focus on supporting members of our communities in all settings.
- Shropshire Council's Winter Plan describes what it will do over the winter period to address these priorities and support our vulnerable residents and wider communities to stay physically and mentally safe and well.



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THEME A: OVERARCHING WORK WITHIN THE HEALTH AND CARE SYSTEM

THEME B: PREVENTING AND CONTROLLING THE SPREAD OF INFECTION IN CARE SETTINGS

THEME C: COLLABORATION ACROSS HEALTH AND CARE SETTINGS

THEME D: SUPPORTING PEOPLE WHO RECEIVE SOCIAL CARE, THE WORKFORCE AND CARERS

THEME E: SUPPORTING THE SYSTEM



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THEME A: OVERARCHING WORK WITHIN THE HEALTH AND CARE SYSTEM

ASSESS WHETHER CARE HOME VISITING IS APPROPRIATE

CO-PRODUCTION

ADDRESS INEQUALITIES

INCLUSION OF CARE PROVIDERS IN PLANNING

IMPLEMENT AND PROMOTE GUIDANCE

PROVIDE COMMUNITY AND PRIMARY CARE AT HOME AND IN CARE HOMES TO AVOID HOSPITAL ADMISSION

WORK THROUGH THE ENHANCED HEALTH IN CARE HOMES FRAMEWORK

TAKE ACTION TO TREAT AND INVESTIGATE CASES

OPEN DAY SERVICES AND RESPITE SERVICES



Council



Care Home Visiting

We understand family contact is important and recognise the need to have a sensible and measured approach on the advice for care home visits.

Home managers and owners best understand the risks in their homes and individuals that they care for.

We must try to balance the benefits that visiting provides to the wellbeing of residents and their families, against the potential risk of visitors introducing infection into the care home or of spreading infection from the care home to the community to mitigate the spread of Covid 19.



Day Opportunities in Shropshire

- Day centres and services have stayed open, continued to operate and support adults with disabilities and additional needs, and older people in a range of ways.
- Fewer people are able to come to our centres at the moment and so we are working with people in their communities, from their homes and through digital means.
- The 'Happy Boxes' that the day opportunities staff started sending to people at the start of lockdown were a huge success and these have evolved into our Good Things to Do at Home project in partnership with Qube and Taking Part.



Supported Living Schemes in Shropshire:



- Whilst supporting our users and Supported Living providers through these challenging times, we identified the need to explore the options of equipment / activities-based technologies.
- This was aimed at easing some of the tensions and anxieties and also provide some stimulating activities and fun within the schemes.
- We decided to purchase 5 OMI Vista Mobii interactive floor and table projectors.
- Each of these are allocated to our providers of the schemes for them to share across the properties and users.
- Each projector comes supplied with a vast range of 300+ games and interactive, sensory applications for the users to enjoy on their own or as a group activity.



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THEME B: PREVENTING AND CONTROLLING THE SPREAD OF INFECTION IN CARE SETTINGS

PREVENT AND CONTROL THE SPREAD OF INFECTIONS IN CARE HOMES

MANAGE STAFF MOVEMENTS

PERSONAL PROTECTIVE EQUIPMENT (PPE)

TESTING

SEASONAL 'FLU VACCINATIONS



Testing

Mobile Testing Units - the location of the Mobile Testing Units is advertised weekly on the Shropshire Council website and on the national testing portal.

<https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>

Local Testing Sites - these are deployed where there is a need e.g. during a local outbreak. They will be deployed to areas which are easily accessible by people who are walking.

Postal Testing Kits are available to all residents of Shropshire who have symptoms. Everyone with symptoms can book or order a free test at nhs.uk/coronavirus or by calling 119. Essential workers and members of their households can [access priority testing on GOV.UK](https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested).

National testing has been rolled out for all care homes through the national portal. Staff testing takes place weekly and residents testing is undertaken every 28 days.



Personal Protective Equipment

A team dedicated to running our PPE systems - ordering, managing stocks and supplying to providers – was quickly established at the start of the pandemic using staff from across the council, and will be continuing their vital work for the foreseeable future.

Currently all providers can access the national portal and only access the Shropshire emergency supply chain if they are having issues accessing the portal. We have proactively worked with providers to ensure they are registered with the national portal and regularly contact providers to ensure they have enough PPE and remind them to order weekly from the national supply as they are entitled.



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**THEME C: COLLABORATION ACROSS
HEALTH AND CARE SETTINGS**

SAFE DISCHARGE AND PREVENT AVOIDABLE ADMISSIONS

SOCIAL PRESCRIBING



Acute Hospital Admission Avoidance

The council has a mature and integrated Discharge to Assess Hub in place to ensure that when a patient in hospital is deemed as being medically fit for discharge, they are transferred from the acute hospital to an appropriate destination. The Hub is a multi-disciplinary team that partners jointly support.

An Admission Avoidance scheme has been commissioned by the CCG to provide this essential winter activity. This is a partnership between the council and Shropshire Community Health Trust (SCHT) complemented by strong working relationships with West Midlands Ambulance Service (WMAS), Primary Care Networks, Shropdoc, Integrated Community Services, Shrewsbury Interdisciplinary Team and ASC, which will enable seamless transfers between services.



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THEME D: SUPPORTING PEOPLE WHO RECEIVE SOCIAL CARE, THE WORKFORCE AND CARERS	SUPPORTING THE WELL-BEING OF THE COUNCIL'S WORKFORCE	SUPPORTING INDEPENDENCE AND QUALITY OF LIFE: VISITING
DIRECT PAYMENTS	SUPPORT FOR UNPAID CARERS	WORKFORCE CAPACITY
END-OF-LIFE CARE	CARE ACT EASEMENTS	SOCIAL WORK AND OTHER PROFESSIONAL LEADERSHIP
SHIELDING AND PEOPLE WHO ARE CLINICALLY EXTREMELY VULNERABLE (CEV)		STAFF TRAINING



Adult Social Care Community Teams

- Essential visit guide has been reviewed and updated.
- All visits assessed prior to each visit to consider:
 - Is it essential?
 - Could the conversation/assessment be conducted remotely, i.e. via a Team's call?
- Teams considered all assessments and reassessments and RAG rated to ensure highest need is met first.
- If support is in venues away from home to limit these to one only.
- Flexible responses to be applied, enabling people to explore alternative options to meet need.
- Alternative support, eg additional care support at home or staying in a holiday flat/cottage for replacement/respite care as alternative to going into a care home explored.
- Adult Social Care Practitioners continuing to work from home where appropriate.



WIPS Winter Support Service

The council has a key role in enabling people to stay well and independent at home. We are expanding our Well-Being and Independence Service, delivered by WIPS into a Winter Support Service.

Initial support

Either a home visit or initial phone call to have a discussion over what help will be needed to support the person to be able to stay at well at home.

Follow on support

Shopping and delivery

Connecting with local groups, e.g. for hot meals delivery

Medication collections and delivery

Telephone befriending / support and reassurance for isolated or lonely people

Follow-up home visits



Mental Health Support and Wellbeing

A 24/7 urgent NHS mental health service providing telephone support, advice and triage.

If you live in Shropshire and Telford & Wrekin call: **0808 196 4501**

A dedicated Shropshire Council Mental Health page has even more helpful information, guidance:

www.shropshire.gov.uk/coronavirus/information-for-the-public/mental-health-and-wellbeing/



Support for Informal Carers in Shropshire

- **Carer Pass** – A priority pass for informal carers to show police if they are stopped while out on essential visits in connection with their caring role. The passes advise they are caring for a vulnerable person in the community who relies on their support.
- **Information page on Shropshire Choices** – Comprehensive information on what support is available for carers in Shropshire including support with financial pressures; links to relevant guidance, bereavement support, supermarket offers and looking after pets.
- **Additional support** - Commissioned from specialist providers for carers of people with a learning disability or who are on the autism spectrum. Regular telephone support; establishing peer support through digital technology such as email; WhatsApp and Pen Pals.



Support for Informal Carers in Shropshire

- **Digital support from Mobilise Shropshire** - Providing a range of free online support for carers, including a five-part email course; virtual cuppa's; private face book community; 1 to 1 chat; coaching; lockdown weekly planner as well as up to date information relevant for carers. [Mobilise Shropshire](#) is accessible on low speed (dial up) internet connections.
- **Crossroads Together** - Shropshire Council's commissioned carer support provider, is continuing to support carers through telephone calls, emails and virtual zoom sessions. Their information line, 01743 341995, is open Monday to Friday from 9-00am till 5pm.



Supporting rough sleepers and preventing homelessness

Our Housing Teams work closely with our Integrated Community Services (ICS) team to facilitate hospital discharges as quickly as possible when there are also housing needs.

Our Housing Teams activate Cold Weather Provision (CWP), which is a non-statutory provision of accommodation for all rough sleepers in the county from November to March every year.



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THEME E: SUPPORTING THE SYSTEM	
SUPPORTING THE SYSTEM	MARKET AND PROVIDER SUSTAINABILITY
CQC SUPPORT: EMERGENCY SUPPORT FRAMEWORK AND SHARING BEST PRACTICE	LOCAL, REGIONAL AND NATIONAL OVERSIGHT AND SUPPORT



Support for the Care market

Given the size of the market, its performance during the pandemic has been positive.

- Shropshire homes show an 89% occupancy rating in comparison to 84% across the West Midlands
- Shropshire homes currently show a shortage of 9 staff compared to a West Midlands average of 38 staff across each county
- Shropshire homes are all reporting a positive status for PPE
- 97% of Shropshire homes are able to isolate people if they need to compared to a West Midlands average of 96%



STW Care market action plan- what our teams support the market with...

Governance and oversight

- Adopting a whole system approach
- Single points of referral for:
 - IPC Support IPC, Ccg (NHS SHROPSHIRE CCG) Testing support
 - Staffing support
- PPE – urgent supplies
- Risk Management and prioritisation
- Regulatory compliance

Testing

- Testing programmes – all cohorts
- Hospital discharge and admissions support
- Training the trainers in care homes
- Accessing kits

Communications

- Lead comms officer system wide
- Working continuously with Spic on constantly updates information
- Streamline and highlight important comms
- Communicate all relevant guidance

Financial support

- payment to support increased costs
- Payments in advance
- Invoices paid in 5 days
- Additional grant funding advice and opportunities
- IPC grant funding (imminent)
- Ongoing debt management support and repayment programmes
- Financial resilience and viability

Workforce

- Supporting the workforce- wellbeing and resources
- Redeployment of staff into care homes
- Staff testing
- Leadership and HR operational support
- MDT / Enhanced health in care homes
- Primary care and community health support

IPC and PPE

- Training and support to care homes re:
 - IPC
 - Use of PPE
 - isolating/ cohorting/ shielding
 - Testing
 - Cleaning
 - Compliance
 - General issues and advice
 - Outbreak notification

Emotional and psychological support

- Bereavement support
- TRiM model
- MH first aiders
- Stress and anxiety workshops
- Coping with crisis workshops

Robust risk management process

See next slide

Looking forward to Spring 2021

