

# COVID -19 Commissioning Update



- Gerald Hunt Head of Commissioning – HOSP 03/06/2020



- Additional P3 Capacity
- Wellbeing Service
- Additional TEC and equipment to support reduced packages
- Community hub work and VSCE Sector
- Integrated working with ICC
- Extended Brokerage and Social Work support to enable 7 day working
- Workforce initiatives to support the Dom Care Sector
- Care Home Data graphs

## Index

# Additional P3 Capacity

Emma Halford-Snook

## Accepting reduced demand modelling

Block Contracting P3 Beds – we have utilised these beds for Pathway 2 and 3, this is maintained a steady flow of patients being appropriately assessed and where possible returning to their homes with P1.

In order to support demand and discharges we initially commissioned 23 beds in 3 care homes

- Further Commissioning was based on a number of beds coming on line in a timely manner, to per week to bring that number up to 52
- Continuous reviews of these beds resulted in the reduction in one home from 10 to 4 and will be reduced again
- funding was targeted at our Dementia "walking with Purpose" patients and enable 4 additional beds to commissioned to meet that need
- We have Spot purchased where required to manage Complex cases we have utilised these beds for Pathway 2 and 3

Bed Capacity 28/5/20			
	No. Beds	Vacancies	% Occupied
Ambleside	4	0	100%
Country Court	4	2	50%
St Georges (Allegra)	19	12	37%
St Monicas	15	1	93%
Sycamore lodge	4	0	100%
Alice House	4	0	100%
	50		

# Wellness Service

**Service Aim: preventing at risk individuals from deteriorating into a crisis resulting in dependence on statutory services.**

**Service offer: Consistent telephone support for as long as necessary, including weekends.**

Fiona Shergold

## Expansion of an existing service in response to COVID-19

### Clients may be:

Socially isolated and lonely

Waiting for care

Frequent callers to services

Needing follow up after professional intervention

Vulnerable informal carers

### Additional support available:

Technology Enabled Care

Care Link - free for 3 months (on a case by case basis)

Handy persons service

Limited shopping service

Prescription collection

### Numbers supported:



# Collaborative working to avoid admissions

## Wellness Service work with community hub and VSCE sector to support admission avoidance

### Wellness services acts a point of referral for:

- Individuals where community hubs or North Somerset Together have identified additional support is needed
- Additional needs are identified as a result of calls made to individuals on the shielded and vulnerable lists

### Wellness Service as an intervention option for ICC:

- Post discharge where community rehab has come to an end and ongoing long arm support is needed to prevent readmission
- Admission prevention for individuals where acute phase of illness is over and community nursing support has ceased but ongoing support is needed

# Technology Enabled Care response to COVID-19

**Aim: to reduce the impact of COVID-19 on individuals who are vulnerable because of self-isolating**

GDS 4D router and tablets

Amazon Echo and Show

Samsung tablets

Mobile Wifi hot spot devices

Smart plugs

Vibrante reminder watch

Remote control plug sockets

Medepage mini GPS

Fiona Shergold



# Integrated Working with ICC

Emma Halford-Snook

## CIC Panel Members

- Sirona D2A
- Brokerage Manager
- ART Senior Social Worker

Virtual Panels twice daily:

- Triage SRF's to determine discharge Pathway
- Track patient through Social Care systems to ensure safe discharge and consider implications on home situations and family support
- Complete Emergency Assessment Tool to support information captured on SRF to ensure safe discharge
- Expediate hospital discharge to appropriate Pathway
- Trusted assessor for referral to Care Homes and Domiciliary Care Services
- Resolve issues around challenging discharges
- Identify suitable provision and identify areas of challenge
- ensure continuous review of all Pathway patients to maintain flow

# Brokerage and Social Care

Emma Halford-Snook

## Extended brokerage and social work support to support 7 day working

- We currently offer 7 day support 9am till 5pm including Bank Holidays
- Weekend Support Team :
  - Brokerage Manager
  - Brokerage Advisor
  - Adult Care Service Lead
  - Social Worker/ Adult Social Care Worker
- Service:
  - Arranging weekend Placements into Care Homes required due to:
    - Carer breakdown
    - Community crisis
    - Avoid Hospital Admittance
  - Supporting ICB Calls to determine suitable Pathways for Hospital Discharges
  - Providing point of contact for Providers



# Workforce initiatives

John Vowles

to support domiciliary care recruitment and access to improved agency staff access via proposed framework and or employment of hospital bank staff

BNSSG wide recruitment campaign supported by each LA's Proud to Care scheme. Using our social media channels we have been promoting social care roles across BNSSG, linking with the national recruitment drive, VE day and Clap for Carers. The campaign is designed to make it easier for people to apply to work in care, asking 4 key questions, the answers to which are received by our Proud to Care schemes and distributed to a suitable provider to complete the recruitment process.

Currently exploring the use of a Neutral Vendor for agency supply of social care workers and nurses for our social care providers. Also exploring deployment of NHS employees into care homes – NBT seeking legal advice on indemnity.



# PPE Response to C19 Crisis

- The NHS capacity tracker was recently updated with additional questions regarding Care Homes ability to deal with C19. NSC had a 99% response rate.
- NSC had a 94% positive response to the question “access to sufficient PPE to meet needs” the highest response in the BNSSG area.

Rob Hepworth

- Local Resilience Forum was mobilised and NSC received sporadic push supplies from the MCHLG
- At beginning of crisis, small amounts of PPE were strategically issued to providers who were low on supplies due to the market being adversely affected by the international nature of the crisis, it was evident that additional supplies would be needed so NSC procured over 500k items of PPE
- Two PPE stores were created – one at the Medequip equipment depot for external providers and one at the Carlton Centre for internal services
- An online portal was set up mid-April for all care homes and Dom Care providers to register their stock levels.
- Providers could list stock levels as above, at or below 72 hours supply of PPE.
- If supplies for PPE are below 72 hours, this triggers a next day delivery of supplies.
- As of 15<sup>th</sup> June there have been 285 responses to the online portal
  - Nearly 150 deliveries of masks (around 60k masks)
  - 61 deliveries of Aprons (41k aprons)
  - 54 deliveries of gloves (approx. 100k gloves)
  - 79 deliveries of eye protection (10k eyewear and over 2k face shields)
- Internal system set up a month later as planning for services to reopen was started.
  - So far there have been approx. 30 different teams/services supported with PPE internally.
  - All schools and childcare settings in NSC have been given grab packs of PPE to support with symptomatic pupils or staff.
  - Internal PPE cell created to look at any risks.



# Action Plan

Central Government required an action plan from every local authority.

The action plan had to be signed off by the Department of Health and Social Care to ensure that it was up to standard.

North Somerset's action plan was signed off successfully with no changes required.

The Action plan was prepared in conjunction with the BNSSG CCG and will have leads from Public Health, CCG and NSC managing the actions

There is 22 different responses identified by NSC in the action plan

## Highlights of the Action Plan submitted to DoHSC

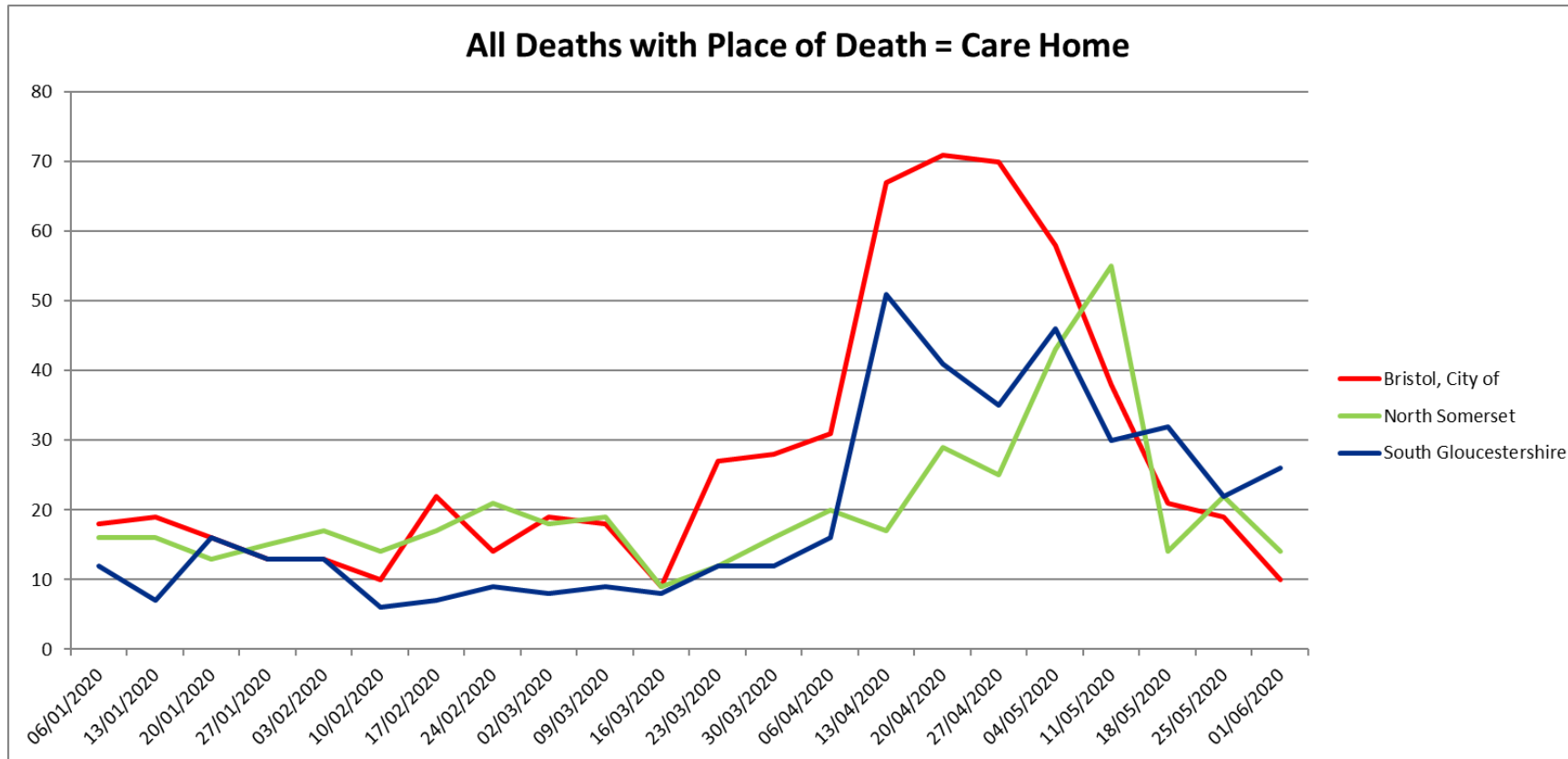
- Training available to all services around Infection Prevention and Control and the use of PPE.
- Sourcing Pulse Oximeters to support remote monitoring
- Managing the communications surrounding the infection control grant to the care homes
- Working with PHE and Sirona to ensure clinical advice on PPE is shared effectively
- Continued support to access PPE for contracted services via current systems.
- Linking with BNSSG and LRF logistical cells to support supply issues
- Working with homes to help support effective quarantining practises and find alternative placements if this isn't possible
- Daily contact with providers and oversight of the market via the NHS capacity tracker
- Engagement with the care home sector
- Support to access testing where required



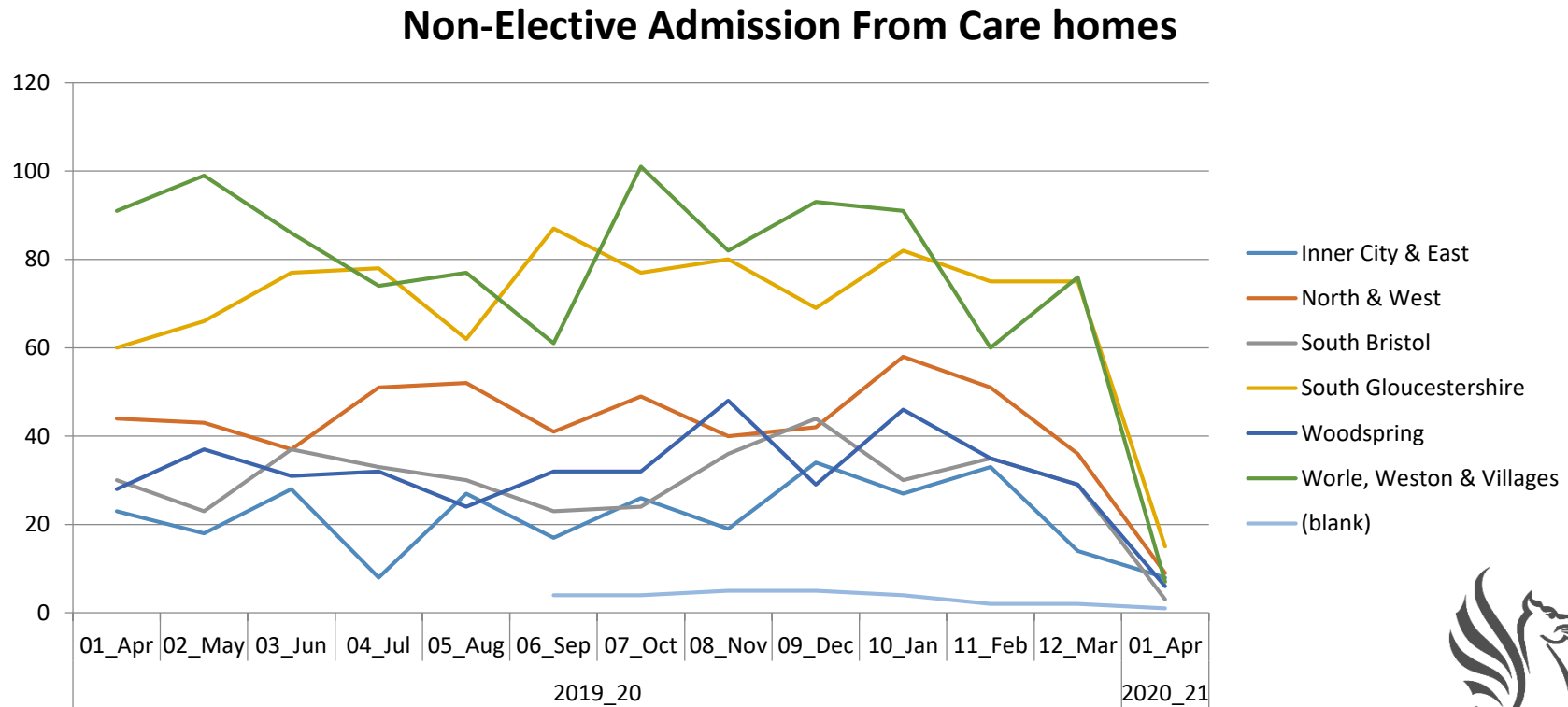
Support to Providers that the Local Authority has contracts with

	Domiciliary Care	Residential Care	Other Provision
Support being offered:			
Temporary Fee Uplifts	An additional £1 per hour	An additional £100 per placement per week	
Infection Control Fund	A contribution from the 25% remainder of the £3.8m Infection Control Fund	75% of the £3.8m Infection Control Fund to be allocated to providers on a “per bed” basis	
Other financial support	Agreement to pay on historical value of services delivered		
Provision of PPE	✓	✓	✓
Facilitation of collaboration across providers	✓	✓	✓
Facilitation of engagement with primary care and community services	✓	✓	✓
Facilitation of training and guidance	✓	✓	✓
Facilitation of mutual aid	✓	✓	✓
Provision of equipment to support early discharge	✓	✓	✓
Total spent to date* on supporting providers the local authority has contracts with in response to COVID-19 * Payments that have reached providers as at 12 June 2020	<ul style="list-style-type: none"> <li>£53,680 in relation to the £1 temporary fee uplift</li> </ul>	<ul style="list-style-type: none"> <li>£915,300 in relation to the £100 temporary fee uplifts</li> <li>£1,447,738 from the first tranche of the infection control fund</li> </ul>	

# All deaths with Place of Death = Care Home



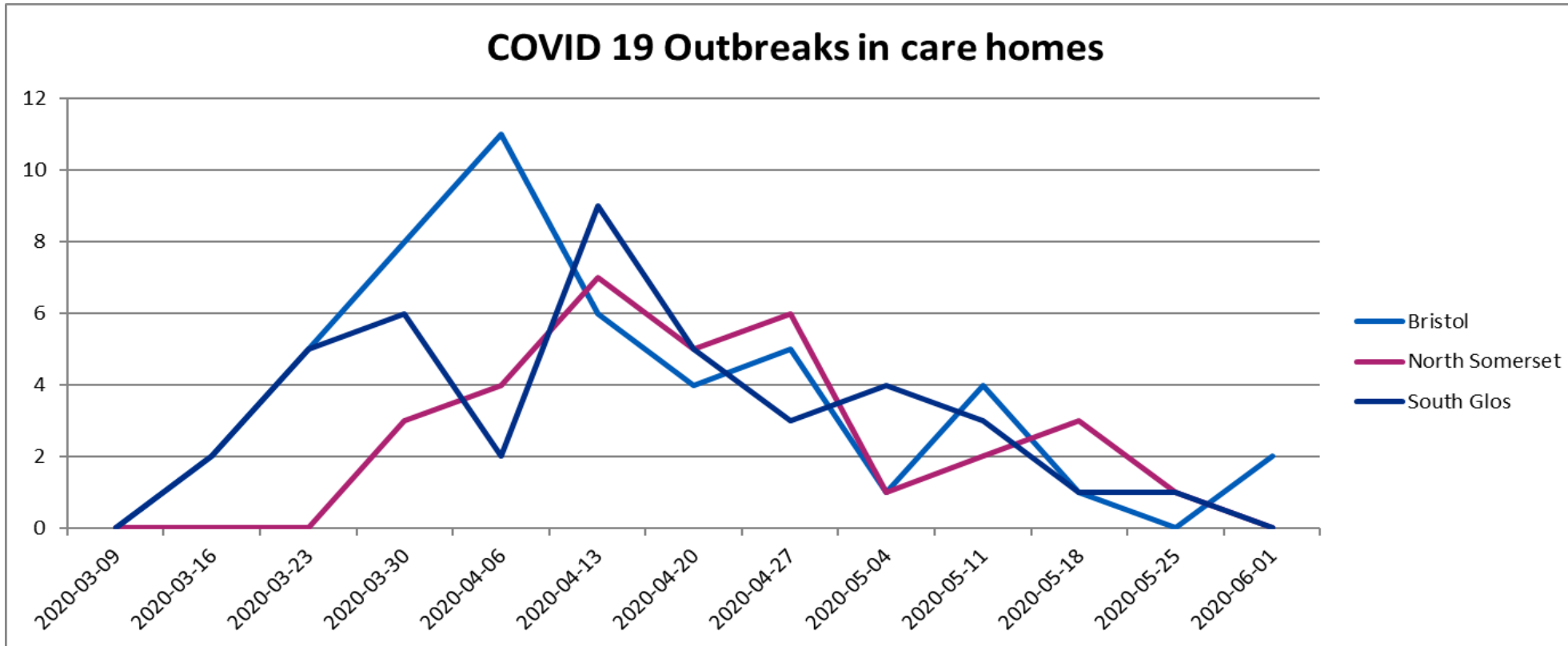
# Non-Elective Admission from Care Homes



# Number of Care Home beds in BNSSG

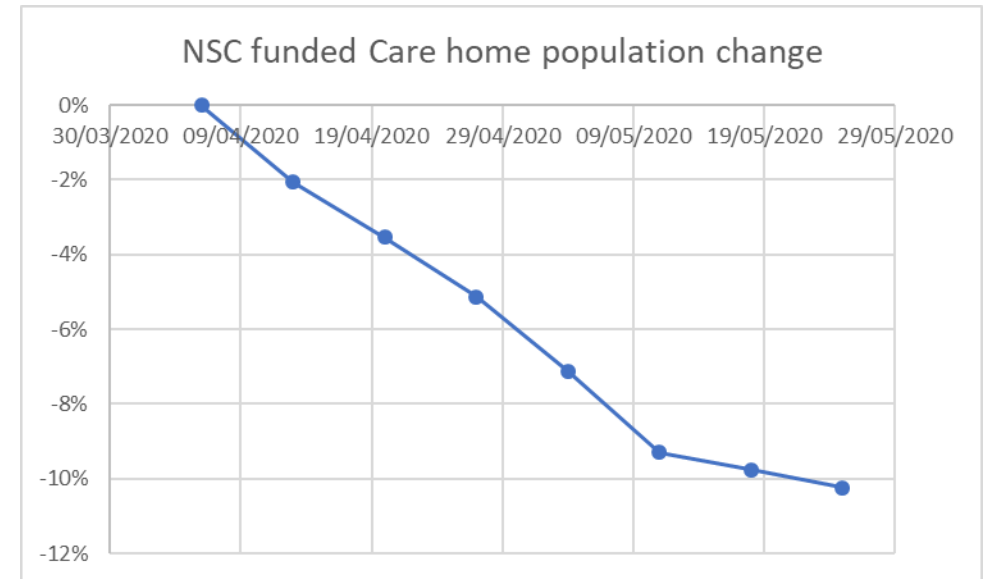
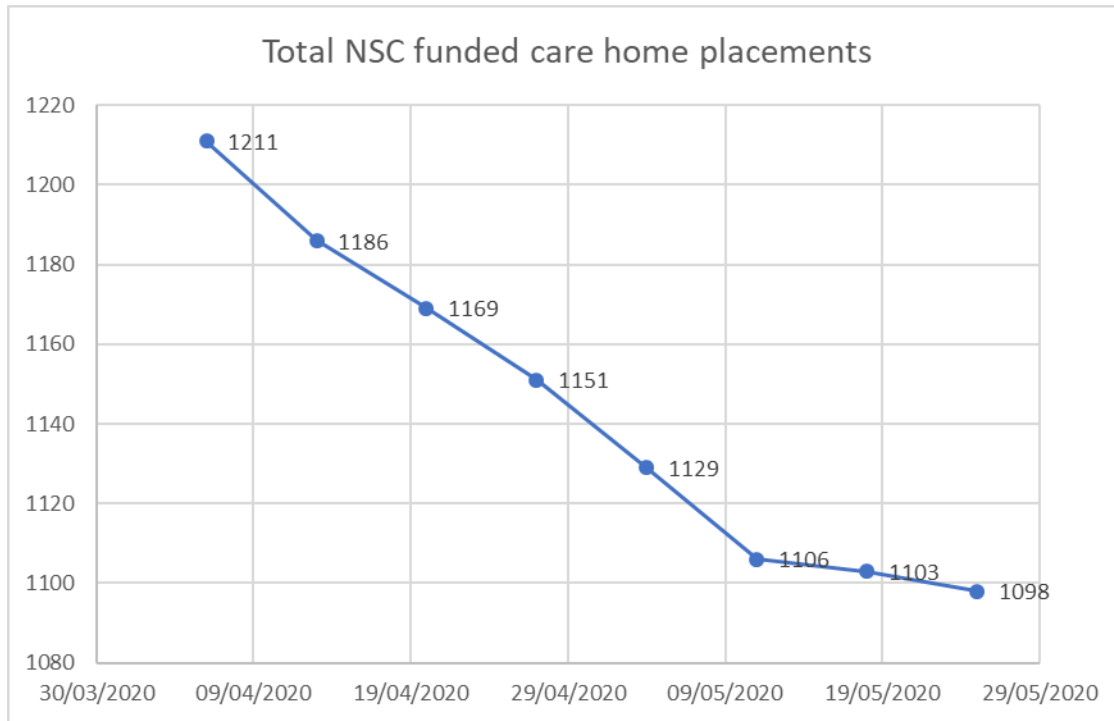
Row Labels	Total Declared					Row Labels	% of	
	Total Declared Beds	Used Beds	Vacancies	Occupancy %			Number of homes	homes
Bristol City Council	2798	2379	419	85%		Over 90% Occupancy	43	43%
North Somerset District Council	2808	2366	442	84%		70-90% Occupancy	40	40%
South Gloucestershire Council	1912	1591	321	83%		Below 70% Occupancy	6	6%
<b>Grand Total</b>	<b>7518</b>	<b>6336</b>	<b>1182</b>	<b>84%</b>		0% Occupancy	11	11%
						<b>Grand Total</b>	<b>100</b>	

# Covid-19 Outbreaks in Care Homes





# Change in NSC funded Care Home population



# Reduction in delivered hours during Period 1 (April 2020)

Actual Hours delivered in Period 1 vs Period 12 split by provider

Hours delivered P12 vs P1

